TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Service Campaign Launch Notification **Model 907 (Sprinter)** **Model Year 2021** **Retrofit HERMES Module**	DATE: March, 2022

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz

Mercedes-Benz USA, LLC

A Mercedes-Benz Group AG Company

One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600



News Channel Update | Vans Customer Service and Parts

Campaign No. :	Campaign	Retrofit HERMES Module
2022030018	VS3HE06DUM	

This is to notify you of the upcoming **Service Campaign launch** to retrofit the HERMES Module on approximately **3,778** MY21 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as **"OPEN"** in VMI.

Background

Issue	Mercedes-Benz AG, the manufacturer of Sprinter vehicles, determined that the HERMES module which controls the connected car functions in the vehicle was not installed in certain MY21 Sprinter vehicles at the time of production due to global supply chain issues.
What We're Doing	MBUSA is conducting a service campaign. An authorized Mercedes-Benz Sprinter dealer will retrofit HERMES module.
Parts	Parts are available.

Vehicles Affected

Vehicle Model Year(s)	Model Year 2021
Vehicle Model	Sprinter, VS30 / Platform 907

Vehicle Populations

Total Vehicles	**3,778**
Dealer Inventory	**116**

Next Steps/Notes

Customer Notification Timeline	An owner notification letter will be mailed in June, 2022
AOMS/SOMS	Please ensure your dealers have read and understand this notice.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

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Service Campaign Bulletin

Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2022030018 May, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Model Year 2021**
Retrofit HERMES Module

Mercedes-Benz AG, the manufacturer of Sprinter vehicles, determined that the HERMES module which controls the connected car functions in the vehicle was not installed in certain MY21 Sprinter vehicles at the time of production due to global supply chain issues.

An authorized Mercedes-Benz Sprinter dealer will retrofit HERMES module.

Prior to performing this Service Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately **3,778** vehicles are affected.

Order No. V-SC-2022030018
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

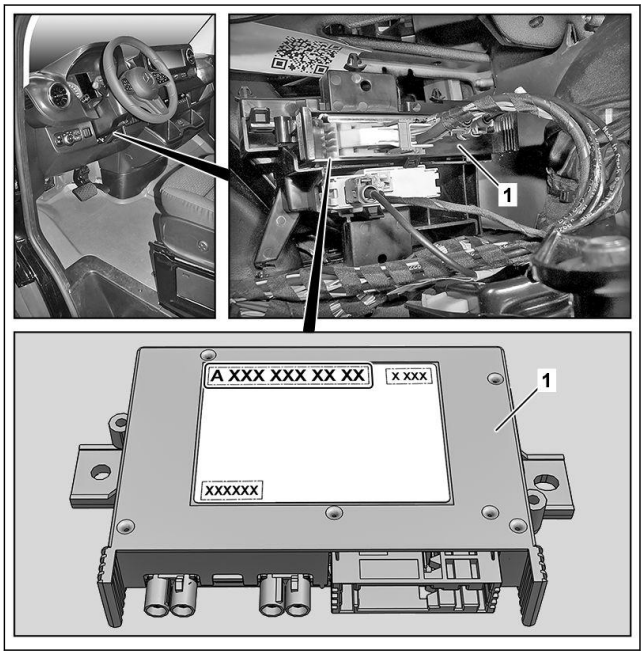
Service Campaign Bulletin

Operation no. of the operation texts or standard texts and flat rates

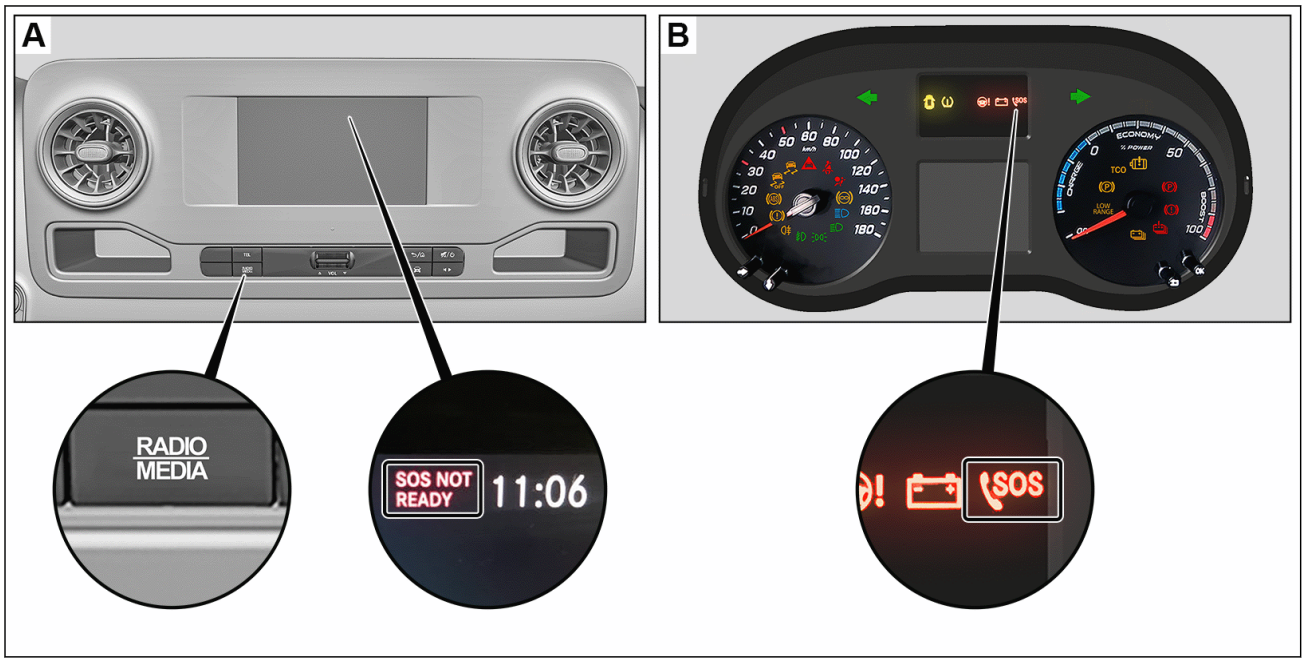
Category	Op. no.	Operation text	Time	Damage Code	Code
L	02 0557	Operations: Replace HERMES control unit	0.9hrs	06 991 01	VS3HE06D UM

Important!
In the **Op. no.: 02 0557**, all necessary suboperations are assessed in terms of time.
Replacement parts ordering:
Only the part number specified in the parts ordering note or the successor corresponding to the automatic replacement chain must be ordered and installed.
Making your own parts identifications in XENTRY Parts Information is prohibited.

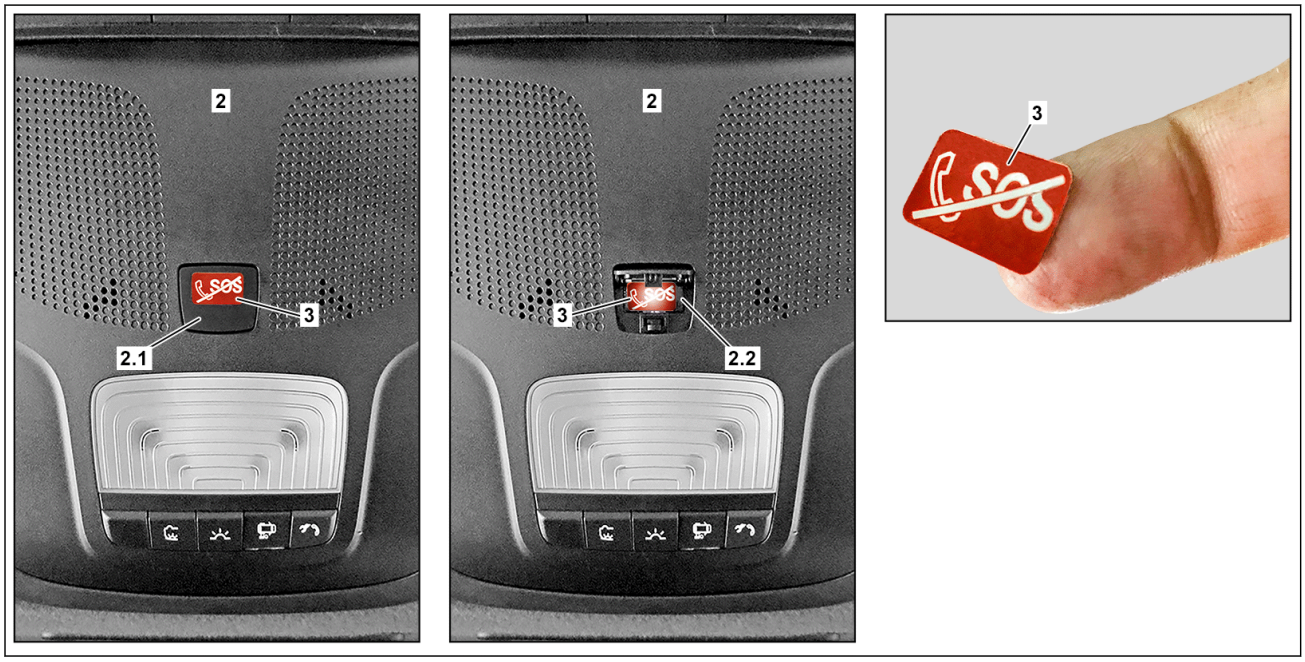
1 Dummy control unit



D82.95-A010-12



D82.95-A011-79



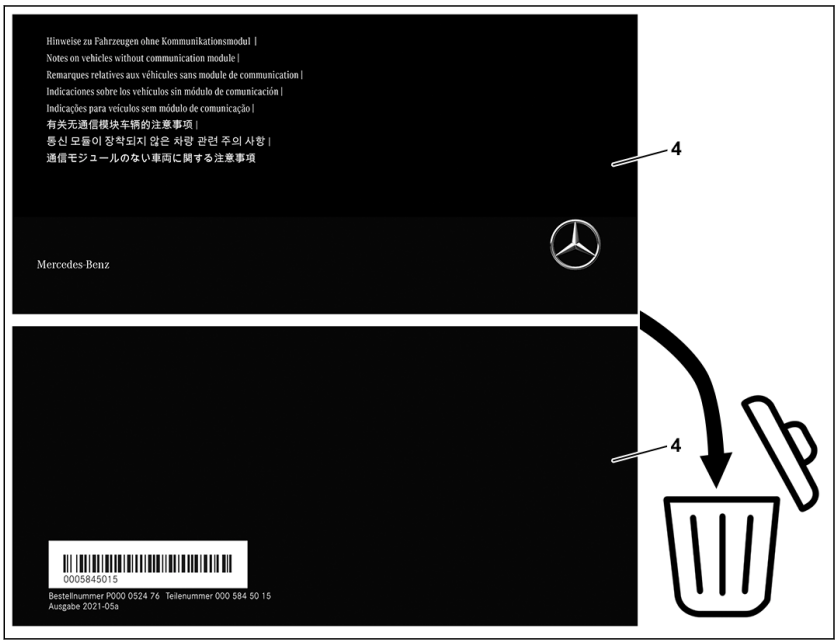
D82.95-A012-79

Shown on information labels at overhead control panel

2	Overhead control panel (OCP)	2.2	"Emergency call" button
2.1	Cover	3	Information label

Shown: Supplementary booklet "Notes on vehicles without communication module"

4 Supplementary booklet



D82.95-A013-76

	Notes on programming control units		AH54.21-P-0001-03Z
	Notes on SCN coding of control units		AH54.21-P-0004-01X
	Check		
1	Check if vehicle is affected by measure.	Affected vehicles: Replace HERMES control unit (code: VS3HE06DUM, acc. no.: 06 991 01) Model 907.### ## as of 059188 up to 413951 Affected vehicles: Replace HERMES control unit (code: VS3HE06DUM, acc. no.: 06 991 01) Model 910.### ## as of 150886 up to 413765	SM82.85-D-0091-01AAA SM82.85-D-0091-01AAB

	Update Vehicle Documentation (VeDoc)		
2	Remove special equipment from online vehicle data card.	ℹ Remove existing code JH8 (Special control system for communications module). ℹ The code JH8 (Special control system for communication module) can only be removed from VeDoc by an user with write permissions.	
	Replace		
3 ☞AR	Replace dummy control unit (1) with new HERMES control unit.	ℹ Do not perform commissioning yet.	AR82.85-D-0020TS
	Commissioning of control unit		
4 ☞AR	Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle	⚠ During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system. Otherwise any undervoltage that occurs may damage the control units. ℹ Follow the operating instructions for the charger. ℹ Use the charger to ensure that an adequate power supply (min. 12.5 V) is provided for the on-board electrical system battery.	AR54.10-D-1127TS
5 ☞AD	Connect diagnostic system.	ℹ It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	AD00.00-D-2000-06TS

6 AD	Perform commissioning of HERMES control unit.	i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. **The update of the software in the HERMES control unit can take several hours.** i Do not yet remove vehicle diagnosis system.	AD00.00-D-2000-06TS
	Update SCN coding		
7	Perform SCN coding in the signal acquisition and actuation module (SAM).	i Under the menu item "Adaptations → Control units update", follow the instructions for "Updating SCN coding". i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. i Do not yet remove vehicle diagnosis system. If transport protection is still active, ↓ Deactivate transport protection in SAM.	
8	Perform SCN coding in head unit control unit.	i Under the menu item "Adaptations → Control units update", follow the instructions for "Updating SCN coding". i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. i Do not yet remove vehicle diagnosis system.	
	Check		
9	Perform function test of HERMES control unit with diagnostic system.	i To do so, select following menu items: HERMES control unit → Actuations → Self-test	

10	Perform function test of emergency call system.	[i] See Fig. A. [i] To do so, press start button once, without touching brake pedal, to switch ignition to position 1. Then set head unit to radio menu and check whether "SOS-NOT READY" appears in display. Press start button a second time, without touching brake pedal, to switch ignition to position 2. Check whether "SOS-NOT READY" disappears automatically in display.	
11 ☞AD	Remove vehicle diagnosis system.		AD00.00-D-2000-06TS
12 ☞AR	Remove charger from vehicle.		AR54.10-D-1127TS
13	Remove information labels (3) from cover (2.1) and "Emergency call" button (2.2).	[i] Depending on the vehicle, the position of the "Emergency call" button (2.2) may vary.	
14	Remove supplementary booklet (4) from vehicle.	[i] Dispose of supplementary booklet (4) "Notes on vehicles without communication module" with item number A 000 584 50 15. Observe the applicable legal requirements and specifications of the relevant country. [i] All functions of the emergency call system are available with the repair work described here, therefore the supplementary booklet (4) is no longer required.	

Parts ordering note

Part no.	Designation	Quantity
A 238 900 91 01	HERMES control unit	1