

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model 907 (Sprinter) Model Years 2019-2021 Update Rear View Camera Software	DATE: May, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Update Rear View Camera Software
2022040016p	PDGKOMRUE	
<p>This is to notify you of an initial Recall Campaign to update the rear view camera software on approximately 11,522 MY19-21 Mercedes-Benz Sprinter vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter vans, has determined that on certain Sprinter vehicles, the display function of the rearview camera might be impaired. In some instances the rearview image might not be displayed in the central display after engaging the reverse gear. Instead, the central display would continue to display the existing screen image (e.g. navigation, radio, etc.) or display a black screen with a message warning of the inoperability of the rearview camera to display an image. There is no deactivation of the rearview camera, or frozen rearview camera image. A rearview camera image might not be available within 2.0 seconds (as required by FMVSS 111 S5.5.3) as the vehicle begins to back up, which might impair rear visibility which could increase the risk of a crash.</p>	
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealer will update the software for the rearview camera to current product specifications.</p>	
Parts	Software is not yet available	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2021	
Vehicle Model	Sprinter VS30, Platform 907	
Vehicle Populations		
Total Recall	11,522	
Dealer Inventory	4	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Sprinter vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new Sprinter vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in June, 2022.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Mercedes-Benz USA, LLC

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