

# 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
<b>Re: Initial Recall Campaign Notification</b> <b>Model 447/907 (Metris/Sprinter)</b> <b>Model Years 2019-2021</b> <b>Update Hermes Communication Module Software</b>	DATE: June, 2022



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



# News Channel Update | Vans Customer Service and Parts

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	Update Hermes Communication Module Software
<b>2022060001</b>	<b>PDGSIMKOM</b>	
<p>This is to notify you of an initial <b>Recall Campaign notification</b> to update the Hermes Communication Module Software on approximately <b>17,165</b> MY19-21 Mercedes-Benz Sprinter vans and <b>80</b> MY20-21 Mercedes-Benz Metris vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as <b>"PENDING"</b> in VMI and cannot be sold.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter and Metris vans, has determined that due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might inadvertently become disabled. Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the eCall function would not be available. Therefore, the condition may preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. As a precautionary measure, the supplier of the SIM card will update the SIM profile of the communication modules on the affected vehicles. This update is planned to be performed Over-The-Air with no workshop visit being required. If the over-the-air update cannot be successfully completed, the customer will be notified and advised to visit an authorized dealer to have the update performed.</p>	
<b>Parts</b>	<b>Software is not yet available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019-2021	
<b>Vehicle Model</b>	Sprinter VS30, Platform 907 & Metris VS20, Platform 447	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>17,165</b>	
<b>Dealer Inventory</b>	<b>16 Sprinter &amp; 5 Metris</b>	
<p><b>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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>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.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter to be mailed in July, 2022.	
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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

A Mercedes-Benz Group AG Company  
 One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600

