

ex-Amazon Sprinter needs PSM software update and/or digital rear view display inoperative

Topic number	LI54.21-N-075296
Version	1
Function group	54.21 - Control units / basic modules
Date	9/13/22
Validity	MY18 906 Sprinter with SA code Z3A MY19-21 907 Sprinter with SA code Z3A
Reason for change	

Complaint

Customer purchased pre-owned MY18-21 ex-Amazon Sprinter (SA code Z3A) and does not want Amazon specific Parameterizable Special Module (PSM) functions (driver alert, idle shutdown, radio mute, etc).

IMPORTANT NOTES:

- Digital rear view display will no longer operate after Amazon specific PSM software is removed!
- MY18 will show the reverse camera image on the Audio 15 screen.
- MY19-21 will lose reverse camera functionality completely!

Cause

Strategic fleet customer removed the OEM rear view mirror with integrated reverse camera display to install an aftermarket digital rear view display that gets its power supply and reverse signal from PSM.

When the Amazon-specific PSM software is removed, the aftermarket digital rear view display no longer has a power supply or reverse signal supplied by the PSM.

It is not possible for the OEM PSM software to provide a power supply or reverse signal to the aftermarket digital rear view display.

Remedy

1. Notify customer the aftermarket digital rear view display will not operate after PSM software is updated, AND: Reverse camera image will be displayed on the Audio 15 screen (MY18 ONLY) OR Aftermarket digital rear view display must be replaced with the OEM rear view mirror with integrated reverse camera display (MY19-21).
2. Perform software update of Parameterizable Special Module (PSM) using XENTRY > Adaptations > Control Unit Update > Updating of control unit software. This will remove fleet-specific PSM software and load the OEM PSM software from VeDoc.
3. MY19-21: Remove aftermarket rear view display and install OEM rear view mirror with integrated reverse camera display.

IMPORTANT NOTES:

- These repairs do not qualify for warranty coverage.

XENTRY TIPS

- MBUSA does not recommend leaving the reverse camera display non-functional due to potential federal, state, or local regulation non-compliance.
- MBUSA does not support the retrofit of aftermarket digital rear view mirrors or aftermarket rear view camera displays.
- MBUSA does not support custom PSM software for customers who did not develop PSM software through an Expert Upfitter.

WIS-References

Document number	Title	Note
AR68.40-D-0001TS	Remove/install inside rearview mirror	Only for MY19-21 907

Symptoms

Communication/information > Assistance and warning systems > Parking assist > Reversing camera > Without picture

Parts

Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 910 810 88 01 9051			Rear view mirror with integrated reverse camera display	1	Only for MY19-21 907 with SA code FR3 or FV1	X

Operation numbers/damage codes

Op. no.	Operation text	Time	Damage code	Note
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