

## MY2019 907 Sprinter Amazon Driver Alert PSM software

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Topic number	LI54.21-N-076195
Version	3
Function group	54.21 - Control units / basic modules
Date	5/8/23
Validity	MY2019 907 Sprinter currently operated by an official representative of Amazon or Amazon DSP
Reason for change	
Reason for block	

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### Complaint

Some MY2019 Amazon Sprinters have a customer-specific 'Driver Alert' Parameterizable Special Module (PSM) software that monitors signals from multiple sensors and outputs audible and visual feedback if the proper parking procedure has not been performed by the driver.

This customer-specific software was developed and approved by Mercedes-Benz and Amazon to enhance driver and pedestrian safety based on Amazon's specific customer use case.

Amazon Driver Alert PSM software works in parallel with, and does NOT supersede or interfere with any Mercedes-Benz Recalls or Service Campaigns.

Amazon Driver Alert PSM software is ONLY available for Model Year 2019 Amazon Sprinters that are currently operated by an official representative of Amazon or Amazon DSP, it is NOT available for ANY other model year or customer (NOT available for ex-Amazon vans that have been sold at auction).

The information within this LI is provided so you are able to:

- Install Amazon Driver Alert PSM software on a MY2019 Amazon Sprinter (ONLY when requested by an official representative of Amazon or Amazon DSP).
- Perform the necessary vehicle function checks that are required for Amazon Driver Alert PSM software to function properly.
- Re-install Amazon Driver-Alert PSM software when software was inadvertently over-written and lost, or when PSM hardware replacement is necessary.
- Utilize the PSM function descriptions to assist with your diagnosis of vehicle malfunctions that may create unique customer concerns.

### Cause

The MY2019 Sprinter Amazon Driver Alert function descriptions below are provided for your general knowledge to assist with your diagnosis of vehicle malfunctions that may create unique customer concerns.

Driver seat belt buzzer function:

- Activation Conditions: Driver seat belt OFF (S68/1) AND engine running AND transmission NOT in Park AND parking brake NOT applied (S12).
- Output: Continuous buzzer
- Maintenance bypass: Ignition ON + high beam headlights ON + left turn signal ON + windshield wiper ON

# XENTRY TIPS

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## Door open buzzer function:

- Activation Conditions: Circuit 15 Ignition OFF (key removed, key in ignition 15C, or key in ignition accessory 15R) AND any door open (driver, passenger, sliding, or rear)
- Output: Continuous buzzer

## Radio Mute function:

- Input condition: Transmission in Reverse
- Output: Radio Mute

## Driver Alert function:

- Activation Condition 1: Driver seat occupied recognition signal (B41) absent for 2 seconds AND transmission NOT in Park AND vehicle speed less than 10 mph.
- Deactivation Condition 1: Driver seat occupied recognition signal (B41) present OR transmission in Park WITH parking brake applied (S12).
- Activation Condition 2: Driver seat occupied recognition signal (B41) absent for 2 seconds AND transmission in Park AND parking brake NOT applied (S12).
- Deactivation Condition 2: Driver seat occupied recognition signal (B41) present OR transmission in Reverse/Drive OR transmission in Park WITH parking brake applied (S12).
- Activation Condition 3: Transmission in Neutral for 2 seconds.
- Deactivation Condition 3: Transmission shifted to Drive/Reverse/Park OR maintenance by-pass (Ignition ON + high beam headlights ON + left turn signal ON + windshield wiper ON).
- Output Conditions 1,2,3: Continuous buzzer, radio mute, hazard lights, and horn (horn only activates if circuit 15 or 15R\* is ON).
- Timeouts: Horn deactivates after 15 seconds. Hazard lights, buzzer, and radio mute deactivate after 3.5 minutes.

\*Note: Circuit 15R stays on after ignition key is turned off until driver's door is opened.

## Remedy

The instructions below can be used to install Amazon Driver Alert PSM on a MY2019 Amazon Sprinter ONLY if requested by an official representative of Amazon or Amazon DSP.

1. CHECK: Operation, condition, and effectiveness of mechanical parking brake system, mounting of the parking brake lever assembly, parking brake activation sensor (S12), and associated indicator lamp.
2. CHECK: Parking brake lever cover is installed, un-damaged, and properly secured.
3. CHECK: Operation of driver seat belt, seat belt buckle, seat belt buckle switch (S68/1), and associated indicator lamp.
4. CHECK: Operation of driver seat occupied recognition sensor (B41) operation and associated indicator lamp.
5. REPAIR/REPLACE/ADJUST: All damaged, worn, inoperable, missing, and loose components BEFORE proceeding. \*See notes below.
6. DOWNLOAD: MY2019 Amazon Driver Alert PSM software by navigating to: XENTRY Portal > XENTRY Workshop > Local contents > Van > Documents > Upfitter Section > Amazon > MY2019 907 Amazon Driver Alert PSM.zip. Un-zip the file and copy the .cfs file to the root directory of a USB Flash drive.
7. INSTALL: Connect battery maintainer and XENTRY Diagnosis System, load Amazon Driver Alert PSM software by navigating to: XENTRY > Control Unit View > N26/15 Parameterizable special module > Adaptations > Manual settings > Data management > Loading of coding data from a file (reference PSM XENTRY Upload Guide attached to LI and also available in: XiW Upfitter Section).
8. CHECK: PSM functions (described above) are functional with no false activations.

## \*Notes:

- This LI does NOT give Warranty authorization for vehicle repairs.

# XENTRY TIPS

- As specified in the Warranty Manual, damages caused by outside influence are NOT eligible for warranty coverage.
- If customer declines repairs, document on Repair Order and do not install Amazon Driver Alert PSM software.

Attachments	
File	Description
<a href="#">PSM Software Upload XENTRY Guide.pdf</a>	PSM Software Upload Guide

WIS-References		
Document number	Title	Note
AR42.20-D-0501TS	Remove/install parking brake indicator switch	as needed based on vehicle condition
AR42.20-D-0506TS	Remove/install hand-operated parking brake lever	as needed based on vehicle condition
AR42.20-D-0540TS	Adjust parking brake	as needed based on vehicle condition
AR91.40-D-1510TS	Remove/install seat belt buckle for front seat	as needed based on vehicle condition
AR91.60-D-0007TS	Remove/install driver's seat occupancy recognition	as needed based on vehicle condition
GF91.60-D-0003TSA	Supplemental restraint system function	as needed based on vehicle condition
GF91.60-S-1001A	Seat belt warning, basic function	as needed based on vehicle condition
SI91.40-S-0011A	Service Information: Seat belt buckle	as needed based on vehicle condition
AR54.10-D-1127TS	Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle	For PSM software install
AD00.00-D-2000-06TS	Connect/disconnect diagnostic unit	For PSM software install

Symptoms
Body > Special-purpose vehicles > Customer request > Malfunction

Parts						
Part number	ES1	ES2	Designation	Quantity	Note	EPC
A 910 427 09 00 9E80			Cover, hand brake lever	1	As needed - if missing or damaged	X

Operation numbers/damage codes				
Op. no.	Operation text	Time	Damage code	Note
540000	Install MY2019 Amazon Driver Alert PSM software	0.5 h	5473C01	Damage Code ONLY for labor to install Amazon Driver Alert PSM software. Damage Code cannot be used for vehicle repairs. Do not claim if PSM software is not installed. Only claimable once per VIN. Check damage history in VMI.