

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
RE: Emissions Service Campaign Notification Model: Sprinter Model Year(s): 2019-2021 Update SCR control unit software	DATE: August 2025



Mercedes-Benz

IMPORTANT SERVICE CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.



Campaign No.:	CA DMV.:	Campaign Desc.:	Update SCR control unit software
2025070011	250711	VS3TAMCOU	
<p>This is to notify you of an Emissions Service Campaign concerning the Select Catalyst Reduction (“SCR”) control unit software on 103,666 Model Years 2019-2021 Mercedes-Benz Sprinter vans (907 platform). All affected VINs will be flagged as “OPEN” in VMI in August 2025.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz Sprinter vans, has determined that on certain Model Year 2019-2021 Sprinter vehicles, the SCR control unit software does not correspond to the current series production configuration.		
What We’re Doing	An authorized Mercedes-Benz Sprinter dealer will update the SCR control unit software.		
Parts	Software is available.		
Vehicles Affected			
Vehicle Model Year(s)	2019-2021		
Vehicle Model	Sprinter		
Vehicle Populations			
Population	103,666		
<p>Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this campaign must be issued by the authorized service facility, and that such a certificate may be required by California as a condition of vehicle registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>			
Next Steps/Notes			
Customer Notification Timeline	A customer notification will be provided for this Emissions Campaign. Customer Letters will be mailed in September 2025.		
VABDM/SBDM	VABDMs – This service campaign may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>			





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Work instructions

Van

Group 49

CODE: VS3TAMCOU

SM49.20-D-0036SG

27.05.2025

Update SCR control unit software (code: VS3TAMCOU, acc. no. :54 962 39)













Model* *907

SM49.20-D-0036SG	Update SCR control unit software (code: VS3TAMCOU, acc. no. :54 962 39)	14.11.2024
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Model **907**

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

Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 2443*	Operations: Connect/disconnect diagnostic system	---	54 962 39	VS3TAMCOU
L	02 2445*	Operations: Connect/disconnect charger (with diagnostic system connected)	---	54 962 39	VS3TAMCOU
L	02 2442	Operations: Update control unit software (with diagnostic system connected)	---	54 962 39	VS3TAMCOU
		* Invoice operation item once per workshop order only!			

	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
1	Check whether vehicle is affected by measure.	 For authorized Mercedes-Benz service partners, only the entry in the "Extended VEGA Application" (EVA) system, in the "Current" tab, is decisive. There is no need to also check the affected vehicles in the workshop information system (WIS) or vehicle list.	
	Update software		
2 	Connect diagnostic system.	 Always use the latest XENTRY Diagnosis software release with all available add-ons.  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	AD00.00-D-2000-06TS
3 	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.  Follow the operating instructions for the charger.  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
4	Update software of selective catalytic reduction (SCR) control unit.	 It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	
5 	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6 	Remove charger from vehicle.		AR54.10-D-1127TS

7	Fill out campaign label (1) and attach to air filter housing (2).	<p>Only applies for vehicles in State of California.</p> <p>Bonding surface must be absolutely free of dust and grease. Otherwise, a sufficient degree of adhesion cannot be assured.</p> <p>To do so, enter 6-digit campaign number, dealer code and date. Cleaner</p>	BR00.45-Z-1025-04A
8	Fill out certificate and hand over to customer.	<p>Only applies for vehicles in State of California.</p> <p>Apply number from campaign label (1).</p>	

Repair materials

Number	Designation	Order Number
BR00.45-Z-1025-04A	Cleaner	A 005 989 1971

Parts ordering note

Part no.	Designation	Quantity
A 000 584 54 13	Campaign label (California Only)	1
A 000 584 42 14	Certificate (California Only)	1