

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): 2017-2021 Software Update for In-Use-Monitor-Performance-Ratio	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.:	Software Update for In-Use-Monitor-Performance-Ratio
2025070001	250701	VS3SUPMOT	
<p>This is to notify you of an Emissions Service Campaign concerning the engine control software on 64,692 Model Years 2017-2021 Mercedes-Benz Sprinter vans (906 and 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 Years 2017-2021 Sprinter vehicles, the In Use Monitor Performance Ratio ("IUMPR") function of the OBD system might not perform as intended under certain circumstances.		
What We're Doing	An authorized Mercedes-Benz Sprinter dealer will update the Engine Control Unit ("ECU") software.		
Parts	Software is available.		
Vehicles Affected			
Vehicle Model Year(s)	2017-2021		
Vehicle Model	Sprinter		
Vehicle Populations			
Population	64,692		
<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 07

CODE: VS3SUPMOT

SM07.08-D-0156SG

28.11.2024

Please observe modification note

Update engine control unit software (code: VS3SUPMOT, acc. no.: 54 990 27)

Model ***906, 907***

SM07.08-D-0156SG	Update engine control unit software (code: VS3SUPMOT, acc. no.: 54 990 27)	19.11.2024
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
Model 906, 907

Modification notes

05.11.2024	Measure extended to include model 906 and all engines in model 907.	The whole document	
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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	0.1 h	54 990 27	VS3SUPMOT
L	02 2445	Operations: Connect/disconnect charger (with diagnostic system connected)	0.1 h	54 990 27	VS3SUPMOT
L	02 2442	Operations: Update control unit software (with diagnostic system connected)	0.1 h	54 990 27	VS3SUPMOT

 Danger	Risk of fire /risk of explosion due to short circuit and escaping oxyhydrogen gas. Risk of (burn) injury caused by caustic burns to eyes, skin and mucous membranes from battery electrolyte/mist, short circuit and arcing. Risk of poisoning caused by swallowing battery electrolyte or absorption of lead through the skin or body orifices. Risk of death due to voltage $U \geq 30$ V AC and $U \geq 60$ V DC.	No fires, sparks, open flames, or smoking. Wear acid-resistant gloves, clothing, and glasses. Pour battery acid only into suitable and appropriately marked containers.	AS54.10-Z-0001-01A
Notice	Notes on battery		AH54.10-P-0001-01A
	Notes on programming control units		AH54.21-P-0001-03Z
 Check	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 AR WS	Connect charging equipment. Maintaining on-board electrical system voltage when performing test and diagnosis work on vehicle 000 588 00 81 00 Charger	Model 907 ⓘ Do not reverse polarity. Damage caused by short circuits will otherwise occur. ⓘ 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. ⓘ Model 906 There are no reference documents for these models.	AR54.10-D-1127TS WS54.00-P-0037B
3 AD AD	Connect diagnostic system.	Model 906 Model 907 ⓘ 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-2000-04SD AD00.00-D-2000-06TS
4	Update CDI control unit software.	ⓘ Always perform the operation steps exactly as per XENTRY Diagnosis.	
5 AD AD	Disconnect diagnostic system.	Model 906 Model 907	AD00.00-D-2000-04SD AD00.00-D-2000-06TS
6 AR	Remove charger from vehicle.	Model 907 ⓘ Model 906 There are no reference documents for these models.	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