

<p>To: Mercedes-Benz Dealers, General Managers, Sales Managers, Service Managers, Parts Managers</p>	<p>From: Anthony Washington, Senior Manager, Regulations and Certifications</p>
<p><b>Re: Service Campaign Notification</b> <b>Model: Metris, Sprinter</b> <b>Model Years: 2019-2025</b> <b>Update Hermes 3 Communication Unit</b> <b>*OVER THE AIR UPDATE*</b></p>	<p>Date: October 2025</p>

**IMPORTANT SERVICE CAMPAIGN INFORMATION**



Mercedes-Benz



<b>Campaign No.:</b>	<b>Campaign Desc.:</b>	<b>NHTSA ID:</b>	OTA - Update Hermes 3 Communication Unit
N/A	24V5497749	N/A	
This is to notify you of a <a href="#">Service Campaign</a> to update the Hermes 3 communication unit on approximately <b>18</b> MY 2021-2023 Metris van and <b>58,753</b> MY 2019-2025 Sprinter vans. This is an <a href="#">over-the-air campaign</a> and will not be visible on VMI.			
<b>Background</b>			
<b>Issue</b>	The software for the communication module does not correspond to the latest series production configuration. For this reason, a remote software update to update the software for the communication module is planned for the affected vehicles. This update includes quality-enhancing optimizations for the communication module to improve the system stability and accessibility of connected services.		
<b>What We're Doing</b>	MBUSA is conducting a service campaign. The update is downloaded and installed in the background. This process takes approximately 10 minutes. During installation, the system can be used without restrictions. The new software will become active after the vehicle's ignition cycle.		
<b>Remedy</b>	Over-The-Air update		
<b>Vehicles Affected</b>			
<b>Model Year(s)</b>	2019-2025		
<b>Vehicle Model</b>	Metris, Sprinter		
<b>Vehicle Populations</b>			
<b>Total Vehicles</b>	58,771		
<b>Dealer Inventory</b>	414		
<b>Next Steps/Notes</b>			
<b>AOMS/SOMS</b>	Please ensure your dealers have read and understand this notice		
While we regret any inconvenience this may cause, MBUSA are determined to maintain a high level of vehicle quality and customer satisfaction.			

