

# News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, Freightliner Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Recall Campaign Notification</b> <b>Models 447(Metris), 907 (Sprinter)</b> <b>Model Years 2019-2020</b> <b>eCall Hermes Software Update</b> <b>(For Vehicles in Dealer &amp; VPC inventory)</b>	DATE: February, 2021

## IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



# News Channel Update | Vans Customer Service and Parts

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>"eCall" Hermes Software Update</b>
<b>2021020032</b>	<b>VSXHERMPOW</b>	
<p>This is to notify you of an upcoming <b>Recall Campaign</b> concerning the "eCall" Software Update on approximately <b>6,445</b> MY19-20 Mercedes-Benz Metris and Sprinter vans and Freightliner Sprinter vans. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged "OPEN" in VMI and <b>cannot be sold</b>.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz and Freightliner vehicles, has determined that on certain on certain Model Year ("MY") 2019-2020 Metris(447) and Sprinter(907) vehicles, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash.</p>	
<b>What We're Doing</b>	<p>As a precautionary measure, MBAG will update the software of the communication module for the automatic emergency call system on the affected vehicles.</p>	
<b>Parts</b>	<b>Software is Available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2019-2020	
<b>Vehicle Model (s)</b>	Sprinter(907) and Metris (447)	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>6,445</b>	
<b>Dealer Inventory</b>	<b>4,650</b>	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new Sprinter and/or Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new Sprinter and/or Metris vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	No Customer Notification letter will be sent as this is specific for vehicles in Dealer and VPC inventory	
<b>AOMS/SOMS</b>	This Recall is specific for vehicles in dealer and VPC inventory	
<b>Rental Fleet Partners</b>	This Recall is specific for vehicles in dealer and VPC inventory	
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Mercedes-Benz USA, LLC and Daimler Vans USA, LLC

Mercedes-Benz AG Companies

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Mercedes-Benz

Campaign No. 2021020032, February, 2021

**TO:** ALL MERCEDES-BENZ & FREIGHTLINER CENTERS

**SUBJECT:** **Models 447 (Metris), 907 (Sprinter)**  
**Model Year 2019 & 2020**  
**"eCall" Hermes Software Update**

Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz and Freightliner vehicles, has determined that on certain on certain Model Year ("MY") 2019-2020 Metris(447) and Sprinter(907) vehicles, the software design of the communication module may fail to communicate the correct vehicle's location for the emergency call system ("eCall") in the event of a crash.

As a precautionary measure, MBAG will update the software of the communication module for the automatic emergency call system on the affected vehicles.

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately **6,445** vehicles are involved.

Order No. V-RC-2021020032

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

# WORK DESCRIPTION FOR RECALL

Code: VSXHERMPOW

Version: 1.0

## Update HERMES control unit software - Vans

Model 447 Metris

- i** • Ensure use of **XENTRY Diagnosis version** BD/DVD (12/2020) or higher.
- Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
  - i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02 4762 and 02 5058 may be invoiced only **once for each workshop order**.

### Work procedure

1. Connect XENTRY Diagnosis.
2. Update HERMES control unit software.
  - i** To do this, select menu item "Quick test view – N112/9 – Communication module ‘Telematics services’ (HERMES) (Code: JH3) – Adaptations – Control unit update – Updating of control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

### Operation text and flat rate

Operation no.	Operation text	Flat rate	Accounting no./ damage code
02-9334	Update control unit software <b>HERMES</b> (XENTRY Diagnosis connected)	0.1 h	54 975 52
02 4762*	Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 h	54 975 52
02 5058*	Connect/disconnect charger for starter battery (XENTRY Diagnosis connected)	0.1 h	54 975 52

\* Operation item may be invoiced only once for each workshop order!

#### **i** Note

In the event that the flash or SCN coding takes longer than expected and exceeds the established labor time above, please claim additional NON time as needed. Please ensure that technicians properly document the additional NON time via a separate and identifiable punch. Please document the reason for the additional time in the technician's comments and the claim text. Finally, please attach the accounting copy of the repair order to the claim in EVA to expedite processing and payment. Additional time claims that do not meet these requirements will be subject to debit.

# WORK DESCRIPTION FOR RECALL

Code: VSXHERMPOW

Version: 1.0

## Update HERMES control unit software - Vans

Model 907 Sprinter

- i** • Ensure use of **XENTRY Diagnosis version** BD/DVD (12/2020) or higher.
- Before starting the work procedure, install the **current version of all add-ons** in **XENTRY Diagnosis**.
- Make sure to follow the operation steps exactly as described in XENTRY Diagnosis.
- Use a battery charger to ensure sufficient power supply of the vehicle **on-board electrical system battery** (greater than 12.5 V).
- If XENTRY Diagnosis is already connected to the vehicle, start with **operation step 2**.
  - i** If two or more software updates or SCN codings are performed during one workshop visit, operation items 02-2443 and 02-2445 may be invoiced only **once for each workshop order**.

### Work procedure

1. Connect XENTRY Diagnosis.
2. Update HERMES control unit software.
  - i** To do this, select menu item "Quick test view – N112/9 telematics services control unit (HERMES) - Adaptations – Control unit update – Update control unit software".
  - i** Then follow the user guidance in XENTRY Diagnosis.
3. Disconnect XENTRY Diagnosis.

### Operation text and flat rate

Operation no.	Operation text	Flat rate	Accounting no./ damage code
02-2442	Update <b>HERMES</b> control unit software (with XENTRY Diagnosis connected)	0.1 h	54 975 52
02-2443*	Connect/disconnect diagnostic system (XENTRY Diagnosis) (XENTRY Diagnosis)	0.1 h	54 975 52
02-2445*	Connect/disconnect starter battery charger (with XENTRY Diagnosis connected)	0.1 h	54 975 52

\* Operation item may be invoiced only once for each workshop order!

#### **i** Note

In the event that the flash or SCN coding takes longer than expected and exceeds the established labor time above, please claim additional NON time as needed. Please ensure that technicians properly document the additional NON time via a separate and identifiable punch. Please document the reason for the additional time in the technician's comments and the claim text. Finally, please attach the accounting copy of the repair order to the claim in EVA to expedite processing and payment. Additional time claims that do not meet these requirements will be subject to debit.