

# Service Campaign Bulletin



Campaign No. 2021030016, April, 2021

TO: ALL MERCEDES-BENZ & FREIGHTLINERCENTERS

SUBJECT: **Model 907 Model Year 2020**  
**Provide and Program Two Vehicle Keys**

MBAG, the manufacturer of Mercedes-Benz & Freightliner Sprinter Vans, has determined that certain Sprinter vehicles were delivered with two electronic keys, and two mechanical keys as a substitute due to supplier constraints.

MBUSA and DVUSA is conducting a service campaign.

An authorized Mercedes-Benz & Freightliner Sprinter dealer will provide and program two additional vehicle keys

Prior to performing this Service Campaign:

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

Approximately **3,008** vehicles are affected.

Order No. V-SC-2021030016





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.











**Model 907, 910**  
**with code FZ9 (Two additional master keys)**

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

Category	Op. no.	Operation text	Time	Acc. no.	Code
L	02 1254	Operations: Program 2 additional keys	0.4hrs	80 910 53	VS3VEHIKEY Y

The mechanical parts (key bits) of the two additional keys were handed over to the customer previously when the vehicle was delivered.

<b>Topical note</b>	Notes on carrying out repair work in the vehicle interior		AH68.00-N-0001-01S
	<b>Check</b>		
1	Check, whether the vehicle is affected by the measure.	<p>Affected vehicles: Program 2 additional keys (code: VS3VEHIKEY, acc. no.: 80 910 53)  Model 907.### ## as of 034804 up to 314021  with code FZ9 (Two additional master keys)</p> <p>Affected vehicles: Program 2 additional keys (code: VS3VEHIKEY, acc. no.: 80 910 53)  Model 910.### ## as of 039102 up to 318064  with code FZ9 (Two additional master keys)</p> <p> For authorized Mercedes-Benz service partners, only the entry in the Extended VEGA Application (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	<p>SM80.35-D-0002-01AAA</p> <p>SM80.35-D-0002-01AAB</p>
	<b>Programming</b>		
2 	Connect diagnostic system.	<p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AD00.00-D-2000-06TS

3  AR	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  SI	Program 2 additional keys. Service Information: Programming and ordering a replacement key or additional key	 Compliance with the DRT Directives and a completely filled out, signed and archived DRT form, where applicable, in combination with the repair order are necessary at all times. When ordering one or more replacement or additional keys, the DRT form must always be filled out in full, signed and archived. Observe the Service Information.  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.	SI80.57-P-0008A
5  AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6  AR	Remove charger from vehicle.		AR54.10-D-1127TS
	<b>Check</b>		
7	Perform function test of additional keys.		

#### Parts ordering note

Part no.	Designation	Quantity
	Key (see XENTRY Parts Information)	2