

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Service Campaign Notification Model 907 (Sprinter) Model Year 2019-2020 Update head unit control unit software	DATE: November, 2021

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz



Campaign No. :	Campaign	Update head unit control software
2021110004	VS3DIBANZ	
This is to notify you of the upcoming <u>Service Campaign</u> to update the head unit control software on approximately <u>653</u> MY19-20 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as <u>“OPEN”</u> in VMI.		
Background		
Issue	Mercedes-Benz AG, the manufacturer of Sprinter vehicles, determined that an incompatible software may have been received for the head unit in certain vehicles as part of a software upgrade. As a result, a fault message might appear and the Digital Operator's Manual might not be shown in the central display when the Digital Operator's Manual is called up after the software upgrade.	
What We’re Doing	MBUSA is conducting a service campaign. An authorized Mercedes-Benz Sprinter dealer will update the head unit control software.	
Parts	Software is available.	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2019-2020	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Vehicles	653	
Dealer Inventory	2	
Next Steps/Notes		
AOMS/SOMS	Please ensure your dealers have read and understand this notice.	
While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.		



Service Campaign Bulletin



Campaign No. 2021110004 November, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Model Year 2019-2020**
Update head unit control unit software

Mercedes-Benz AG, the manufacturer of Sprinter vehicles, determined that an incompatible software may have been received for the head unit in certain vehicles as part of a software upgrade. As a result, a fault message might appear and the Digital Operator's Manual might not be shown in the central display when the Digital Operator's Manual is called up after the software upgrade.

An authorized Mercedes-Benz Sprinter dealer will update the head unit control unit software.

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 **653** vehicles are affected.








Order No. V-SC-2021110004

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.

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

Category	Op. no.	Operation text	Time	Damage Code	Code
L	02 2443	Operations: Connect/disconnect diagnostic system	0.1hr	54 923 65	VS3DIBANZ
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1hr	54 923 65	VS3DIBANZ
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1hr	54 923 65	VS3DIBANZ
L	02 2457	Operations: Extra work for updating control unit software for increased data volume	0.1hr	54 923 65	VS3DIBANZ

	Notes on programming control units		AH54.21-P-0001-03Z
	Check		
1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Update software of head unit control unit (code: VS3DIBANZ, acc. no.: 54 923 65) Model 907.### ## as of 000354 up to 249628</p> <p>Affected vehicles: Update software of head unit control unit (code: VS3DIBANZ, acc. no.: 54 923 65) Model 910.### ## as of 000772 up to 249430</p>	<p>SM82.85-D-0083-01AAA</p> <p>SM82.85-D-0083-01AAB</p>
	Update software		
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	 <p>During the entire work procedure a sufficiently large voltage supply must be provided for the vehicle's on-board electrical system.</p> <p>Otherwise any undervoltage that occurs may damage the control units.</p>  <p>Follow the operating instructions for the charger.</p>  <p>Use the charger to ensure that an adequate power supply (min. 12.5 V) is provided for the on-board electrical system battery.</p>	AR54.10-D-1127TS
4	Update head unit control unit software.	 <p>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>The process may last several hours.</p>	
5  AD	Disconnect diagnostic system.		AD00.00-D-2000-06TS
6  AR	Remove charger from vehicle.		AR54.10-D-1127TS