

News Channel Update | Vans Customer Service and Parts

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| 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 2021 Retrofit Door Control Module | DATE: July, 2022 |

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz



News Channel Update | Vans Customer Service and Parts

| Campaign No. : | Campaign | Retrofit Door Control Module |
|---|---|------------------------------|
| 2022060004 | VS3TURSTE | |
| <p>This is to notify you of the upcoming Service Campaign to retrofit the Door Control Module on approximately 25 MY21 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as "OPEN" in VMI.</p> | | |
| Background | | |
| Issue | Mercedes-Benz AG, the manufacturer of Mercedes-Benz Sprinter vehicles, determined that due to supplier constraints, certain door control modules were not available during production. Vehicles without door control units may not lock, or allow operation of the windows. | |
| What We're Doing | MBUSA is conducting a service campaign. An authorized Mercedes-Benz Sprinter dealer will retrofit the door control modules on the affected units. | |
| Parts | Parts are available. | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | Model Year 2021 | |
| Vehicle Model | Sprinter, VS30 / Platform 907 | |
| Vehicle Populations | | |
| Total Vehicles | 25 | |
| Dealer Inventory | 1 | |
| Next Steps/Notes | | |
| AOMS/SOMS | Please ensure your dealers have read and understand this notice. | |
| <p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p> | | |



Service Campaign Bulletin

Campaign No. 2022060004 July, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Model Year 2021**
Retrofit Door Control Module

MBAG, the manufacturer of Mercedes-Benz Sprinter vehicles, determined that due to supplier constraints, certain door control modules were not available during production. Vehicles without door control units may not lock, or allow operation of the windows.

An authorized Mercedes-Benz Sprinter dealer will retrofit the door control modules on the affected units.

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 **25 MB** Sprinter vehicles are affected.

Order No. V-SC-2022060004 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.

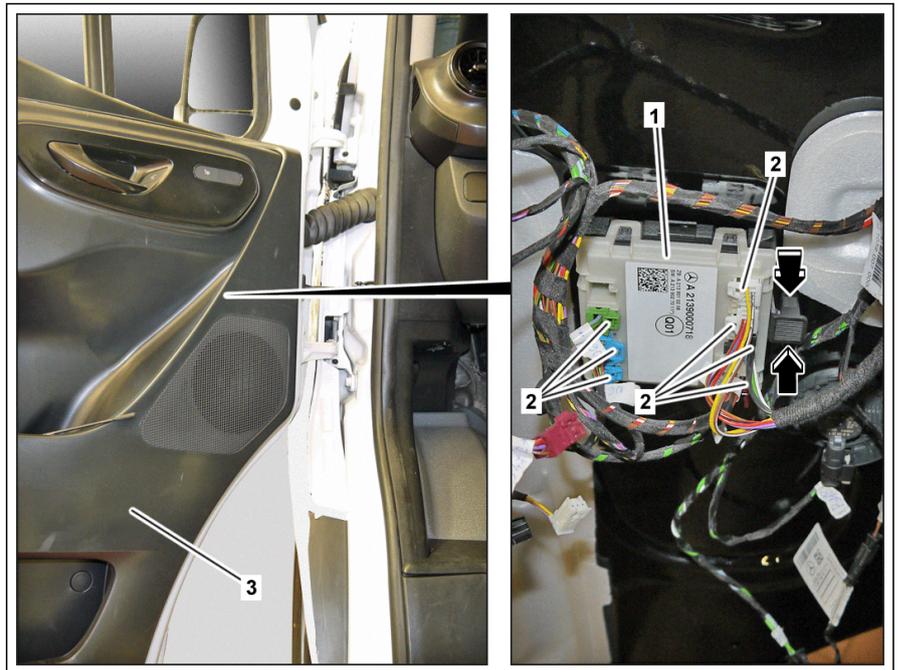
Model 907, 910

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

| Category | Op. no. | Operation text | Time | Acc. no. | Code |
|----------|---------|---|---------|-----------|---------------|
| L | 02 0363 | Operations: Retrofit control units of front doors | 1.5 hrs | 06 991 08 | VS3TURST E |

Shown on left front door

- 1 Control unit
- 2 Electrical connectors
- 3 Door trim



D72.29-1129-76

| | | |
|---------------|--|----------------------|
| Notice | Information on preventing damage to electronic components due to electrostatic discharge | AH54.00-P-0001-01A |
| Notice | Notes on carrying out repair work in the vehicle interior | AH68.00-D-0001-01KOS |

| | | | |
|-------|--|---|---|
| | Check | | |
| 1 | Check whether vehicle is affected by measure. | <p>Betroffene Fahrzeuge: Steuergeräte der Vordertüren nachträglich einbauen (Verr. Nr.: 06 991 08, Codewort: VS3TURSTE) Model 907.### ## as of 068448 up to 397295</p> <p>Betroffene Fahrzeuge: Steuergeräte der Vordertüren nachträglich einbauen (Verr. Nr.: 06 991 08, Codewort: VS3TURSTE) Model 910.### ## as of 366902 up to 374414</p> | <p>SM72.29-D-0016-01AAA</p> <p>SM72.29-D-0016-01AAB</p> |
| | Remove | | |
| 2 | Remove door trims (3) of right and left front door. | <p> When removing, check whether all retaining clips or covers, screws, etc. are present, If not present, ↓ determine and order required parts using XENTRY Parts Information.</p> | AR72.10-D-6575TS |
| | Install | | |
| 3 | Retrofit control units (1) of both front doors. | <p> Clip control units (1) into holders and lock (arrows).</p> | AR72.29-D-1001TS |
| 4 | Connect electrical connectors (2). | <p> The number of electrical connections (2) may vary depending on vehicle equipment.</p> | |
| 5 | Install door trims (3) of right and left front door. | | AR72.10-D-6575TS |

| | Commissioning of control units | | |
|---|--|--|---------------------|
| 6 ↖ 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 |
| 7 ↖ AD | Connect diagnostic system. |  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. | AD00.00-D-2000-06TS |
| 8 ↖ AD | Commission control units (1) of front doors. |  It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. | AD00.00-D-2000-06TS |
| 9 ↖ AD | Remove vehicle diagnosis system. | | AD00.00-D-2000-06TS |
| 10 ↖ AR | Remove charger from vehicle. | | AR54.10-D-1127TS |
|  | Check | | |
| 11 | Perform function test on front doors. |  To do so, check all functions of front doors (e.g. power window assemblies, door lock, etc.) | |

Parts ordering note

| Part no. | Designation | Quantity |
|-----------------|--|-----------------|
| A907 900 3705 | Right front door control unit (see XENTRY Parts Information) | 1 |
| A907 900 3605 | Left front door control unit (see XENTRY Parts Information) | 1 |
| Varies | Covers, retaining clips and similar (see XENTRY Parts Information) | As Needed |