

News Channel Update | Vans Customer Service and Parts

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

Service Campaign Bulletin

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.

Service Campaign Bulletin

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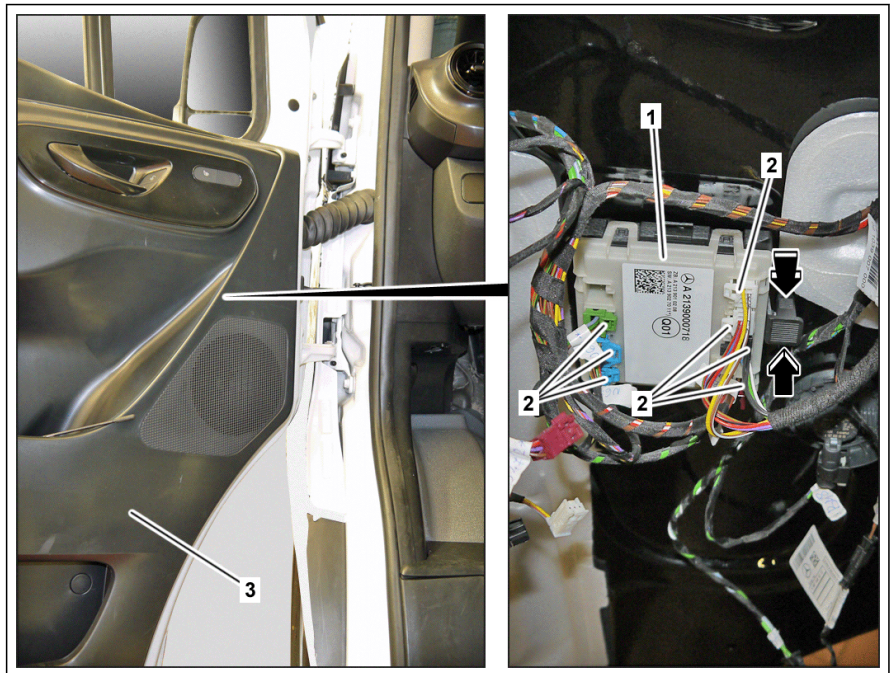
Model 907, 910

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.	If the vehicle already has a door module, close the campaign using 02-0001 op Code for inspection only. 0.1hr	SM72.29-D-0016SG SM72.29-D-0016-01AAB
↕	Remove		
2 AR	Remove door trims (3) of right and left front door.	<p>i</p> <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 AR	Retrofit control units (1) of both front doors.	<p>i</p> <p>Clip control units (1) into holders and lock (arrows).</p>	AR72.29-D-1001TS
4	Connect electrical connectors (2).	<p>i</p> <p>The number of electrical connections (2) may vary depending on vehicle equipment.</p>	
5 AR	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	 <p>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.</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
7 ↖ AD	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
8 ↖ AD	Commission control units (1) of front doors.	 <p>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	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.	 <p>To do so, check all functions of front doors (e.g. power window assemblies, door lock, etc.)</p>	

Parts ordering note

Part no.	Designation	Quantity
See Xentry	Right front door control unit (see XENTRY Parts Information)	1
See Xentry	Left front door control unit (see XENTRY Parts Information)	1
Varies	Covers, retaining clips and similar (see XENTRY Parts Information)	As Needed