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 Years 2019-2022 Update Software - Driver Alert Display and Audible Alarm	DATE: April, 2023

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz USA, LLC

A Mercedes-Benz Group AG Company One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600

News Channel Update | Vans Customer Service and Parts

Campaign No. :	Campaign			
2023040005	23V2790616	Update Software for Driver Alert		
This is to notify you of the upcoming Service Campaign to update software to provide visual and audible driver alerts on approximately 38,918 MY 2019-2022 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as "OPEN" in VMI.				
		Background		
Issue	This service campaign will provide a visual and audible alert to the driver in the event that the driver exits the driver seat without first placing the transmission shift lever into Park (P position of Automatic Transmission)			
What We're Doing	oing An authorized Mercedes-Benz dealer will perform a software update.			
Parts	Software is Available	· · · · · · · · · · · · · · · · · · ·		
	 	Vehicles Affected		
Vehicle Model Year(s)	2019-2021			
Vehicle Model	Sprinter, VS30 / Platfo	orm 907		
Vehicle Populations				
Total Vehicles	38,918			
Next Steps/Notes				
AOMS/SOMS	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.				

Mercedes-Benz USA, LLC

Service Campaign Bulletin

Campaign No. 2023040005 April, 2023

TO: ALL Mercedes-Benz & Freightliner CENTERS

SUBJECT: Model Years 2019-2022 Update Software - Driver Alert

This service campaign will provide a visual and audible alert to the driver in the event that the driver exits the driver seat without first placing the transmission shift lever into Park (P position of Automatic Transmission)

An authorized Mercedes-Benz & Freightliner Sprinter dealer will perform a software update.

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 40,637 Sprinter vehicles are affected.

Order No. V-SC-2023040005 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

SM27.19-D-0046SG	Update control unit software (code: 23V2790616, acc. no.:	
	27 906 16)	

Model 907 with transmission 722.9

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

Category	Op. no.	Operation text	Time	Damage Code	Codeword
L	02 2443	Operations: Connect/disconnect diagnostic system	<u>0.1 h</u>	27 906 16	23V2790616
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1 h	27 906 16	23V2790616
L	02 2442	Operations: Update control unit software (vehicle diagnosis system connected)	0.1 h	27 906 16	23V2790616

Important!

Automated procedure - up to five (5) control units are updated.

	Notes on programming control units		AH54.21-P-0001-03Z
4	Check		
1	Check whether vehicle is affected by measure.		
	Update software		
2	Connect charging equipment.		
β¥ ² A R	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. I 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

3	Connect diagnostic system.		
₩ AD			AD00.00-D-2000-06TS
		i	
		Always use the latest XENTRY	
		Diagnosis software release with all available add-ons.	
		i	
		It is absolutely essential to	
		precisely follow the operation steps	
		as described in the vehicle	
4	Update automatic transmission	1	
	control dint software.	ne operation steps must be	
		Diagnosis.	
		Automated procedure - up to	
		five (5) control units are	
		updated.	
5	Disconnect diagnostic system.		
₩ ° AD			AD00.00-D-2000-06TS
6	Remove charger from vehicle.		
₩ĨAR			AR54.10-D-1127TS