

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Service Campaign Notification</b> <b>Model 907 Sprinter</b> <b>Model Years 2019-2022</b> <b>Update Software - Driver Alert Display and Audible Alarm</b>	DATE: April, 2023

**IMPORTANT SERVICE CAMPAIGN INFORMATION**



Mercedes-Benz

<b>Campaign No. :</b>	<b>Campaign</b>	<b>Update Software for Driver Alert</b>
<b>2023040005</b>	<b>23V2790616</b>	
<p>This is to notify you of the upcoming <b>Service Campaign</b> to update software to provide visual and audible driver alerts on approximately <b>38,918</b> MY 2019-2022 Mercedes-Benz Sprinter vans. All affected VINs will be flagged as "<b>OPEN</b>" in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>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)</p>	
<b>What We're Doing</b>	<p>An authorized Mercedes-Benz dealer will perform a software update.</p>	
<b>Parts</b>	<p>Software is Available.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	<p>2019-2021</p>	
<b>Vehicle Model</b>	<p>Sprinter, VS30 / Platform 907</p>	
<b>Vehicle Populations</b>		
<b>Total Vehicles</b>	<p><b>38,918</b></p>	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	<p>Please ensure your dealers have read and understand this notice.</p>	
<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. 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.

<b>SM27.19-D-0046SG</b>	<b>Update control unit software (code: 22V2790616, acc. no.: 27 906 16)</b>	
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**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	0.1 h	27 906 16	22V2790616
L	02 2445	Operations: Connect/disconnect charger (vehicle diagnosis system connected)	0.1 h	27 906 16	22V2790616
L	02 2442	Operations: Update ..... control unit software (vehicle diagnosis system connected)	0.1 h	27 906 16	22V2790616

**Important!**

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

	Notes on programming control units		AH54.21-P-0001-03Z
	<b>Check</b>		
1	Check whether vehicle is affected by measure.		
	<b>Update software</b>		
2 	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

<p>3</p> <p> AD</p>	<p>Connect diagnostic system.</p>	<p> Always use the <b>latest</b> XENTRY Diagnosis software release with <b>all available</b> add-ons.</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	<p>AD00.00-D-2000-06TS</p>
<p>4</p>	<p>Update automatic transmission control unit software.</p>	<p> The operation steps must be performed exactly as per XENTRY Diagnosis.</p> <p><b>Automated procedure - up to five (5) control units are updated.</b></p>	
<p>5</p> <p> AD</p>	<p>Disconnect diagnostic system.</p>		<p>AD00.00-D-2000-06TS</p>
<p>6</p> <p> AR</p>	<p>Remove charger from vehicle.</p>		<p>AR54.10-D-1127TS</p>