

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Launch Recall Campaign Notification Model: Sprinter (907) Model Years: 2019-2021 Replace eCall Communication Module	DATE: April, 2024



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.



Campaign No. :	Campaign Desc. :	Replace eCall Communication Module
2024030013	VS3SIMKOW	
This is to notify you of a Recall Campaign launch to replace eCall communication module on approximately 1,686 MY 2019-2021 Sprinter Vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "OPEN" in VMI and cannot be sold until remedied.		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Sprinter vans, has determined that due to an interaction between a SIM card security mechanism and the affected SIM profile, the SIM card might inadvertently become disabled. Should this occur, the communication module would not be able to establish a connection with a mobile phone network. In this case, the eCall function would not be available. Therefore, the condition may preclude or delay the arrival of emergency responders. This might increase the consequences of an injury following an emergency event.	
What We're Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Sprinter dealership will replace the eCall communication module.	
Parts	Parts are available	
Vehicles Affected		
Vehicle Model Year(s)	2019-2021	
Vehicle Model	Sprinter	
Vehicle Populations		
Population	1,686	
Dealer Inventory	0	
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this notification until the vehicle has been repaired.		
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.		
Additionally, given this notice, it is a violation of Federal Law for rental companies to rent vehicles covered by this notification until the vehicle has been repaired.		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in April, 2024.	
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.		



Model **907.15# 1N as of 000788 up to 134754**
 with code JH3 (Communication module (LTE) for digital services)
 with code ZU7 (National version for Canada)

Model **907.15# 1N as of 000788 up to 134754**
 with code JH3 (Communication module (LTE) for digital services)
 with code ZU8 (National version for USA)

Model **907.155 1E as of 196266 up to 197360**
 with code JH3 (Communication module (LTE) for digital services)
 with code ZU8 (National version for USA)

Model **907.6##/7## 1P as of 000100 up to 397924**
 with code JH3 (Communication module (LTE) for digital services)
 with code ZU7 (National version for Canada)

Model **907.6##/7## 1P as of 000100 up to 397924**
 with code JH3 (Communication module (LTE) for digital services)
 with code ZU8 (National version for USA)

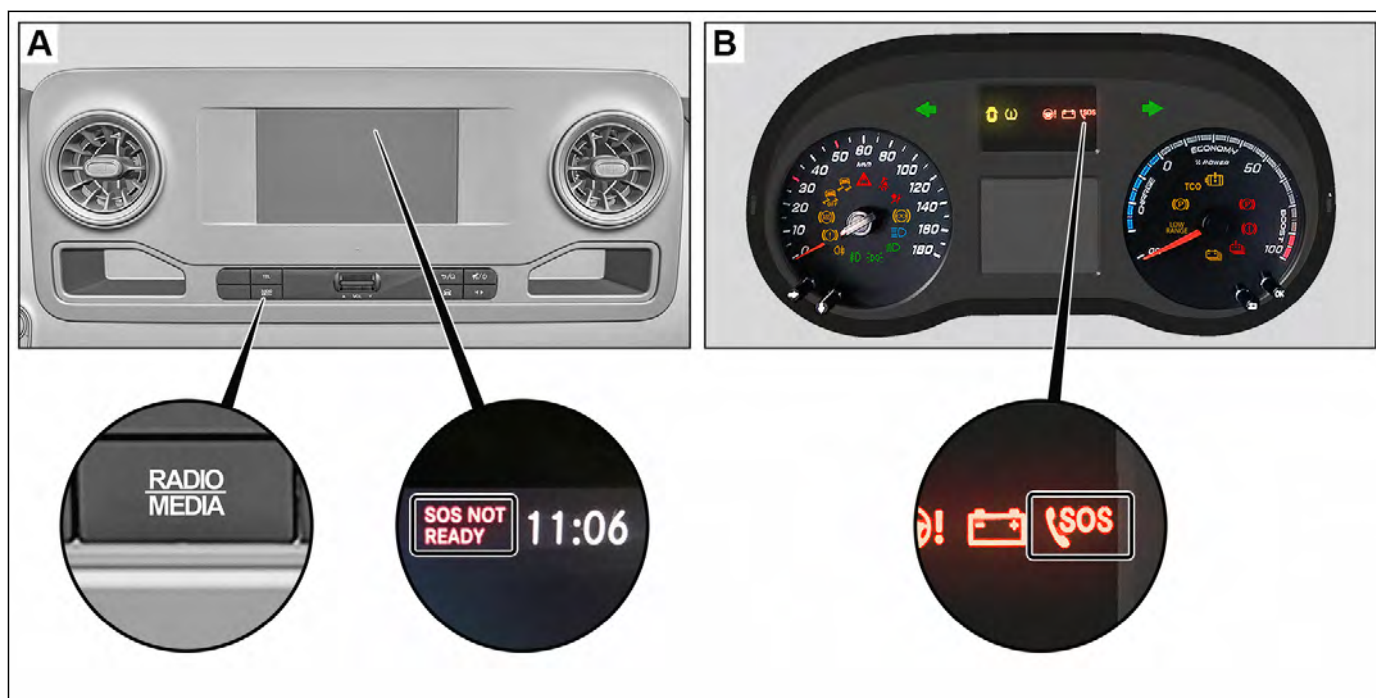
Model **907.6##/7## 1T as of 000021 up to 075386**
 with code JH3 (Communication module (LTE) for digital services)
 with code ZU8 (National version for USA)

Modification notes

16.05.2024	This document replaces document SM82.95-D-0024SG.		
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
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 (XENTRY Diagnosis)	0.1 h	54 963 41	VS3SIMKOW
L	02 2445	Operations: Connect/disconnect starter battery charger (XENTRY Diagnosis connected)	0.1 h	54 963 41	VS3SIMKOW
L	12 2069	Operations: Replace HERMES control unit (with XENTRY Diagnosis connected)	0.3 h	54 963 41	VS3SIMKOW







D82.95-A011-79

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
	Notes on programming control units		AH54.21-P-0001-03Z
	Notes on SCN coding of control units		AH54.21-P-0004-01X
	Check		
1	Check if vehicle is affected by measure.		
	Installing		
2 	Install the 12 V charger.	<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 12 V charger.</p> <p> Use the 12 V charger to ensure an adequate power supply (min. 12.5 V) for the on-board electrical system battery.</p>	AR54.10-D-1127TS

3 	Connect diagnostic system.	<p>If diagnostic system is not yet attached.</p> <p> Further information about "Retail Data Storage" is available in the XENTRY Portal at the following path: XENTRY Portal → Diagnosis & Telematics → XENTRY Update Service & Retail Data Storage → Overview</p> <p> Always use the latest XENTRY Diagnosis software release with all available add-ons.</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>If XENTRY Diagnosis is already connected to vehicle, ↓ continue with operation step 4.</p>	AD00.00-D-2000-06TS
	Commissioning of control unit		
4 	<p>Perform commissioning of HERMES control unit (N112/9) using vehicle diagnosis system.</p> <p>Programming of control units</p>	<p> To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) → Adaptations → Commissioning → Control unit replacement with commissioning of the new control unit</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AR54.21-D-0014TS
	Replace		
5 	Replace HERMES control unit (N112/9).	<p> Dispose of removed HERMES control unit (N112/9) properly. Observe the applicable legal requirements and specifications of the relevant country.</p> <p> The HERMES control unit (N112/9) is commissioned in operation step 6.</p>	AR82.85-D-0020TS

	Commissioning of control unit		
6 	Perform commissioning of HERMES control unit (N112/9). Programming of control units	<p> To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) → Adaptations → Commissioning → Control unit replacement with initial startup of new control unit</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>The software update in the HERMES control unit (N112/9) can take several hours.</p> <p> Do not yet remove vehicle diagnosis system.</p>	AR54.21-D-0014TS
	Check		
7	Perform function test of HERMES control unit (N112/9) using XENTRY Diagnosis.	<p> To do this, select the following menu items: Quick test view → N112/9 'Telematics services' (HERMES) communication module (code: JH2/JH3/JH4) Actuations → Self-test</p> <p> The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p>	
8.1	Perform function test of emergency call system.	<p>Model 907 with code E3M (MBUX multimedia system with 7-inch touchscreen) or code E4M (MBUX multimedia system with 10.25-inch touchscreen)</p> <p> See Fig. A.</p> <p> To do so, press start button once, without touching brake pedal, to switch ignition to position 1. Then set head unit to radio menu and check whether "SOS-NOT READY" appears in display. Press start button a second time, without touching brake pedal, to switch ignition to position 2. Check whether "SOS-NOT READY" disappears automatically in display.</p>	

8.2	Perform function test of emergency call system.	Model 907 except code E3M (MBUX multimedia system with 7-inch touchscreen) except code E4M (MBUX multimedia system with 10.25-inch touchscreen)  See Fig. B.  To do so, press start button twice, without touching brake pedal, to switch ignition to position 2. Check whether "SOS" warning lamp in instrument cluster goes out automatically.	
	Remove		
9 	Remove vehicle diagnosis system.		AD00.00-D-2000-06TS
10 	Remove the 12 V charger from vehicle.		AR54.10-D-1127TS

Parts ordering note

Part no.	Designation	Quantity
A 238 900 11 06	HERMES control unit	1
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