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Internal Ref. #
MBC Campaign #
VEHICLE MODEL/YEAR
VIN #

January 2022

BlueTEC II Field Measures

OM642 MY10-12 Sprinter

- **A Field Measure is available for your vehicle.**
- **Schedule an appointment with your authorized Mercedes-Benz dealer to receive the Field Measure.**
- **You may continue driving your vehicle.**
- **The Field Measure will be provided free of charge.**

Dear Mercedes-Benz Owner/Lessee,

Owners and lessees of eligible Model Year 2009 to Model Year 2016 OM642 and OM651 BlueTEC II diesel vehicles in Canada are being offered a Field Measure. Your authorized Mercedes-Benz dealer will install the Field Measure at no cost to you.

What will your dealer do?

Your authorized Mercedes-Benz dealer will install the Field Measure that updates the emission control system software on your vehicle and involves the exchange of certain components such as the NOx sensors, SCR catalyst, and engine control unit and for certain vehicles the instrument cluster hardware.

You should not notice any adverse changes in vehicle reliability, durability, performance, drivability, fuel economy, or other driving characteristics. The Field Measure may change the frequency with which you need to refill your DEF (also known as AdBlue®) tank. If your previous refill rate coincided with your oil change interval, that may change with this modification. The exact amount of the change will vary depending on driving style and profile, as well as other factors.

The installation of the Field Measure will increase the maintenance interval across van model years. After the Field Measure, the instrument cluster will prompt you to schedule a service appointment at 30,000km intervals.

How long does it take and is there a cost?

The Field Measure is available at no cost to you. It will take approximately 2 to 4 hours to complete depending on your model and model year. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures that might be applicable to your vehicle; this may increase the required working time. You will not be charged for other service or repairs unless you request and/or agree to them.

What should YOU DO?

Please schedule an appointment at your preferred Mercedes-Benz dealership to receive the Field Measure described in this letter. You can book online by visiting www.mercedes-benz-vans.ca/en/dealers or by scanning the QR code to the left.

For MORE INFORMATION

Please visit https://bluetecupdate.mercedes-benz-vans.ca/en or scan the QR to the left for more information. This site includes a VIN search tool and FAQ section to provide further assistance.

Should you have any additional questions or concerns after contacting your authorized Mercedes-Benz dealer, please contact Customer Assistance at FieldMeasureInfo@mercedes-benz.ca or 1-866-352-2710.

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