

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: Recall Campaign Notification Model 447 (Metris) Model Years 2016 - 2020 Seat Base Cover	DATE: February 20, 2020

IMPORTANT CAMPAIGN INFORMATION



Campaign No. :	Campaign Desc. :	<h2>Seat Base Cover</h2>
2020010011	VS2SITZAB	
<p>This is to notify you of the upcoming Recall Campaign concerning the front passenger seat box on approximately 14,167 MY16-20 Mercedes-Benz Metris 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.</p>		
Background		
Issue	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that certain Mercedes-Benz Metris vehicles (platform 447 (VS20)) with an integrated backup battery located beneath the front passenger's seat box were produced without a seat base cover. Without a seat base cover, the opening in which the integrated backup battery is located can become exposed when moving the seat forward. An object containing conductive material, such as metal, could be unintentionally dropped into the opening and make contact with the poles on the battery. Were this to occur, it could result in a short circuit, increasing the risk of a fire.</p>	
What We're Doing	<p>An authorized Mercedes-Benz dealer will retrofit and install the seat base cover in the potentially affected vehicles.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2016 - 2020	
Vehicle Model	Metris, VS20 / Platform 447	
Vehicle Populations		
Total Recall Population	14,167	
Dealer Inventory	260	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY16-20 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY16-20 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in early March, 2020.	
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.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		





Mercedes-Benz

Campaign No. 2020010011, February 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 (Metris), Model Year 2016 - 2020**
Seat Base Cover

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that certain Mercedes-Benz Metris vehicles (platform 447 (VS20)) with an integrated backup battery located beneath the front passenger’s seat box were produced without a seat base cover. Without a seat base cover, the opening in which the integrated backup battery is located can be exposed when the seat is moved forward. An object containing conductive material, such as metal, could be unintentionally dropped into the opening and make contact with the poles on the battery. Were such contact to occur, a short circuit could result, increasing the risk of a fire. An authorized Mercedes-Benz dealer will retrofit and install the seat base cover in the potentially affected vehicles.

Prior to performing this Recall 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 Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately **14,167** vehicles are involved.

Order No. V-RC-2020010011

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.

Warranty Information

Operation items and work units

Operation number	Operation text	Labor Time (hrs.)	Damage Code
02 1352	Retrofit top cover on mounting support front seat on right side	0.1	91 901 65 7

Procedure

- 1 Top cover
- 2 Right front seat mounting support
- 3 Expansion rivet




S91.10-A006-76

CHECK

1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Retrofit upper cover on right front seat mounting support (code: VS2SITZAB)</p> <p>i</p> <p>Only the entry in the Extended VEGA Application (EVA) system in the "Current" tab is significant for authorized Mercedes-Benz service partners. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	SM91.10-S-0029-01AAA
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RETROFIT

2	Install top cover (1) onto right front seat mounting support (2).	<p>Before installation of the top cover (1), check the right front seat mounting support (2) for any inserted foreign objects. The right front seat mounting support (2) must not be used as the stowage compartment or stowage space. Otherwise, inserted foreign objects may cause damage to the electrical system.</p> <p> To do so, adjust right front seat forward and upward (see operator's manual). Install top cover (1) with 4 expansion rivets (3) onto right front seat mounting support (2).</p>	
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Replacement parts

Part number	Designation	Parts Per Vehicle
A 447 911 29 00	Top cover	1
A 201 990 02 92 9051	Expansion rivet	4