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| TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers | FROM: Anthony Washington, Department Manager, Regulations and Certifications |
| Re: Recall Campaign Launch Notification Model - Metris Model Years 2016-2018 Replace Rear View Camera and Update Software | DATE: January,2023 |



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

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



| | | |
|---|--|---|
| Campaign No. : | Campaign Desc. : | Replace Rear View Camera and Update Software |
| 2022120003 | VS2RUEKAM | |
| <p>This is to notify you of the Recall Campaign Launch to replace the rear view camera and update the rear view camera software on approximately 16,849 MY 2016-2018 Mercedes-Benz Metris vans. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers.</p> <p>All affected VINs will be flagged "OPEN" in VMI and CANNOT BE SOLD until the recall has been remedied.</p> | | |
| Background | | |
| Issue | <p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Metris vans, has determined that on certain Mercedes-Benz VS20 Metris vehicles (platform 447), a hardware defect in a memory chip within the rear view camera may cause the camera image in the rear view display to freeze. In this case, the rear view display might not show an accurate and reliable view of the areas behind the vehicle to the driver. As a result, the driver might not be able to see certain objects behind the vehicle, which could increase the risk of a crash while backing up.</p> | |
| What We're Doing | <p>An authorized Mercedes-Benz Metris dealer will replace the rear view camera and conduct a software update on the affected vehicles.</p> | |
| Remedy | <p>Replacement Camera and Software is available</p> | |
| Vehicles Affected | | |
| Vehicle Model Year(s) | 2016-2018 | |
| Vehicle Model | Metris | |
| Vehicle Populations | | |
| Population | 16,849 | |
| Dealer Inventory | 0 | |
| <p>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.</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 vehicles covered by this notification until the vehicle has been repaired.</p> | | |
| Next Steps/Notes | | |
| Customer Notification Timeline | An owner notification letter to be mailed in January, 2023 | |
| 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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p> | | |





Campaign No. 2022120003, December, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Metris, Model Year 2016-2018**
Replace rear view camera and Update software

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Metris vans, has determined that on certain Mercedes-Benz VS20 Metris vehicles (platform 447), a hardware defect in a memory chip within the rear view camera may cause the camera image in the rear view display to freeze. In this case, the rear view display might not show an accurate and reliable view of the areas behind the vehicle to the driver. As a result, the driver might not be able to see certain objects behind the vehicle, which could increase the risk of a crash while backing up.

An authorized Mercedes-Benz Metris dealer will replace the rear view camera and conduct a software update on the 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 **16,753** vehicles are involved.

Order No. V-RC-2022120003 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.

**Model 447.603/605/703 #3 as of 000527 up to 470849
with code FR8 (Rear view camera)**



with code ZU7 (National version for Canada)








**Model 447.603/605/703 #3 as of 000527 up to 470849
with code FR8 (Rear view camera)**

with code ZU8 (National version for USA)

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

| Category | Op. no. | Operation text | Time | Damage Code | Code |
|----------|---------|---|---------|-------------|-----------|
| P | 02 0160 | Operations: Replace reversing camera on veh. with rear-end door | 0.9 hrs | 54 923 13 | VS2RUEKAM |
| P | 02 0161 | Operations: Extra work for replacing reversing camera on veh. with rear-end door and code VK7 | 0.2 hrs | 54 923 13 | VS2RUEKAM |
| P | 02 0162 | Operations: Extra work for replacing reversing camera on veh. with rear-end door and code V23 | 0.2 hrs | 54 923 13 | VS2RUEKAM |
| P | 02 0165 | Operations: Replace reversing camera on veh. with tailgate | 1.0 hrs | 54 923 13 | VS2RUEKAM |
| P | 02 0166 | Operations: Extra work for replacing reversing camera on veh. with tailgate and code VK7 | 0.2 hrs | 54 923 13 | VS2RUEKAM |
| P | 02 0167 | Operations: Extra work for replacing reversing camera on veh. with tailgate and code V23 | 0.2 hrs | 54 923 13 | VS2RUEKAM |

| | | | |
|--|--|---|-------------------------------------|
| Notice | Information on preventing damage to electronic components due to electrostatic discharge | | AH54.00-P-0001-01A |
|  | Check | | |
| 1 | Check whether vehicle is affected by measure. | Affected vehicles: Replace reversing camera (code: VS2RUEKAM) | SM54.65-S-0030-01A |
| | Replace | | |
| 2 | Replace reversing camera. | Model 447 with CODE W65 (Liftgate) Model 447 except code W65 (Tailgate)  Dispose of removed component parts that are no longer required properly. Observe the applicable legal requirements and specifications of the relevant country. | AR54.65-S-0030E AR54.65-S-0030EE |

| | Perform initial startup | | |
|---------|--|--|--------------------|
| 3 AR | Install the 12 V charger. | <p> A sufficient power supply for the on-board electrical system battery must be guaranteed throughout the entire work procedure.</p> <p>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 voltage (min. 12.5 V) for the on-board electrical system battery.</p> | AR54.10-S-1127E |
| 4 AD | Install vehicle diagnosis system. | <p>If the vehicle diagnosis system is not yet installed.</p> <p> Always use the latest XENTRY Diagnosis software release.</p> <p> The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p> | AD00.00-S-2000-04E |
| 5 | Commission reversing camera using diagnostic system. | <p> To do this, select the following menu items:</p> <p>Control units view → B84/3 or B84/5 or B84/20 - Reversing camera (RFK) (code: FR8) → Adaptations → Commissioning → Initial startup of already installed control unit</p> <p> You are then automatically guided through the steps "Updating of control unit software" and "SCN coding".</p> <p>It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p> <p>A calibration drive is required after commissioning.</p> | |

| | | | |
|---|---|--|-----------------|
| 6 | Remove vehicle diagnosis system from vehicle. | | |
| 7 | Remove the 12 V charger from vehicle. | | AR54.10-S-1127E |
| 8 | Perform calibration drive for reversing camera. | | |

Parts ordering note

| Part no. | Designation | Quantity |
|-----------------|---|----------|
| A 447 905 50 04 | Backup camera | 1 |
| N 000000 001476 | Screw (vehicles with code W65 and code V23+D57/V30/V96) | 4 |
| A 000 991 86 98 | Retaining clip (vehicles with code W65) | 18 |
| A 000 995 90 06 | Cable tie | n. B. |
| A 000 991 27 71 | Retaining clip (vehicles with code W50/W54+V23 or vehicles with code W50+V23+VK7) | 14 |
| A 000 990 55 08 | Screw (vehicles with code W65 except code V23+D57/V30/V96) | 4 |