News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Dealers, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Service Campaign Notification Model Metris, Sprinter Model Years 2022-2023 Replace Engine Coolant	DATE: October, 2023

IMPORTANT SERVICE CAMPAIGN INFORMATION

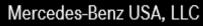


Mercedes-Benz



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Campaign No. :	Campaign Desc. :	Poplace Engine Coelant	
2023090008	23P2094109	Replace Engine Coolant	
This is to notify you of the Servi		ant in 8 MY22 Metris and 6 MY23 Sprinters vans. All affected	
	VINs will be flagged as "C		
	Backgrour	nd	
Issue	The engine coolant may not corr	espond to current production specifications.	
What We're Doing	An authorized Mercedes-Benz de vehicles.	ealer will replace the engine coolant in potentially affected	
Parts	Parts are available.		
	Vehicles Affec	cted	
Vehicle Model Year(s)	lel Year(s) 2022-2023		
Vehicle Model	447 Metris & 907 Sprinter		
	Vehicle Popula	tions	
Total Vehicles	8 Metris & 6 Sprinter		
Dealer Inventory	0		
	Next Steps/N	lotes	
AOMS/SOMS	Please ensure your dealers have	read and understand this notice	
While we regret any inconvenience this may cause, MBUSA are determined to maintain a high level of vehicle quality and customer satisfaction.			





Service Campaign Bulletin

Service Campaign Bulletin

Service Campaign Bulletin

Campaign No. 2023090008 October, 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: Model 907 Sprinter Model Year 2023

Model 447 Metris Model Year 2022

Replace Coolant

Mercedes-Benz AG(MBAG) has determined that the engine coolant may not correspond to current production specifications.

As a precautionary measure, an authorized Mercedes-Benz dealer will replace the engine coolant in potentially affected vehicles.

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 8 Metris and 6 Sprinter vehicles are affected.

Order No. V-SC-20230090008This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

FOR METRIS

Model 447.603 24 as of 179355 up to 184470 with engine 274 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	Codeword
Р	12 1816	Operations: Replace coolant	0.8 hrs	20 941 09	23P2094109

⚠Danger	Risk of death caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.	AS00.00-Z-0010-01A
⚠Warning	Risk of injury to skin and eyes suffering scalding from contact with hot coolantspray. Risk of poisoning from swallowing coolant.	Do not open cooling system unless coolant temperature is below 90 °C. Open cap slowly and release the overpressure. Do not pour coolant into beverage containers.	AS20.00-Z-0001-01A
		Wear protective gloves, protective clothing and safety glasses.	
Notice	Notes on coolant	a training amounts reaching gradeout.	AH20.00-P-2080-01KOA
Notice	Notes on avoiding damage through contamination and foreign objects		AH00.00-P-5000-01A
	Notes on coolant level		AH20.00-P-1142-01CW
4	Check		
1	Check if vehicle is affected by measure.	Affected vehicles: Replace coolant (code:23P2094109,acc.no.:20 941 09)	SM20.00-S-0013-01AAA
	Replace		
2	Replace coolant.		
₽ AR	Drain coolant, fill up and check cooling system for leaks		AR20.00-S-1140E
⊯ BB	Coolant specifications	Make sure that the mixing ratio of the coolant is correct.	BB00.40-P-0310-01A

Parts ordering note

Part no.	Designation	Quantity
A 000 989 18 08	Coolant for topping up (enter the appropriate supplementary code for the fluid quantity when ordering)	As Needed
-	Additional replacement part scopes, small parts and consumable materials required for carrying out this service measure must be replaced in accordance with the information in the repair documents referenced in this document. These must be determined according to the vehicle identification number (FIN) via the "XENTRY Parts Information" system and, whilst not listed in the parts ordering note, they are included in the costing.	

FOR SPRINTER

Model 907

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	Codeword
L	12 1701	Operations: Replace coolant	0.8 hrs	20 941 09	23P2094109

	Risk of injury caused by fingers being jammed or pinched when removing, installing or aligning hoods, doors, trunk lid/rear-end door or sliding roof. Risk of injury caused by scraping	No parts of the body or limbs should be within the operating area when the components are moving. Always wear protective gloves	AS00.00-Z-0011-01A
Z. Cauton	or cutting body parts on sharp vehicle parts	when working on or near sharp and non-deburred vehicle parts. Deburr repair panels.	7.656.55 2 5517 517
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
4	Check		
1	Check whether vehicle is affected by measure.		
	Replace		
2	Replace coolant.		
⊯ AR	Drain/pour in coolant	Model 907 with engine 274	AR20.00-D-1142TSC
⊯ AR	Drain/pour in coolant	Model 907 with engine 642, 651	AR20.00-D-1142TSR
₩BB	Coolant specifications	Make sure that the mixing ratio of the coolant is correct.	BB00.40-P-0310-01A

Parts ordering note

Part no.	Designation	Quantity
A 000 989 28 25 14	Coolant for topping up (enter the appropriate supplementary code for the fluid	as needed
	quantity when ordering)	