

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: <b>Recall Campaign Notification</b> <b>Model 447 (Metris)</b> <b>Model Year 2019</b> <b>Inspect Propeller Shaft</b>	DATE: August, 2020

## **IMPORTANT RECALL CAMPAIGN INFORMATION**

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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<h1>Inspect Propeller Shaft</h1>
<b>2020070008</b>	<b>VS2DREIGE</b>	
<p>This is to notify you of the upcoming <b>Recall Campaign</b> to inspect the propeller shaft on approximately <b>2</b> MY19 Mercedes-Benz Metris (447) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "OPEN" in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>On certain Metris vehicles from platform 447 (VS20), the propeller shaft may not be attached to the intermediate bearing according to the specification. If the propeller shaft is improperly attached to the intermediate bearing, over time damage to the propeller shaft joint could occur. The rotational imbalance of the shaft could lead to vibrations to the underbody of the vehicle, and to inaccurate signals to the airbag control unit. If improper signals are sent to the airbag control unit, the frontal airbags could inadvertently deploy, increasing the risk of injury to front occupants and increasing the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz Metris dealer will inspect the propeller shaft of the potentially affected vehicles and replace it as needed.</p>	
<b>Parts</b>	<p><b>Parts are available.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2019	
<b>Vehicle Model</b>	Metris (VS20) / Platform 447	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	2	
<b>Dealer Inventory</b>	0	
<p><b>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY19 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY19 Metris vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	An owner notification letter will be mailed in August, 2020.	
<b>VAOMS/SOMS</b>	VAOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<b>Rental Fleet Partners</b>	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>		





Mercedes-Benz

Campaign No. 2020070008, August 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 (Metris), Model Year 2019**  
**Inspect Propeller Shaft**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vans, has determined that on certain Metris vehicles from platform 447 (VS20), the propeller shaft might not have been attached to the intermediate bearing according to manufacturing specifications. If the propeller shaft is improperly attached to the intermediate bearing, over time, damage to the propeller shaft joint could occur. The rotational imbalance of the shaft could then lead to vibrations to the underbody of the vehicle, and to inaccurate signals to the airbag control unit. If improper signals are sent to the airbag control unit, the frontal airbags could inadvertently deploy, increasing the risk of injury to front occupants and increasing the risk of a crash. An authorized Mercedes-Benz Metris dealer will inspect the propeller shaft on the potentially affected vehicles and replace it as needed.

- 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 **2** vehicles are involved.

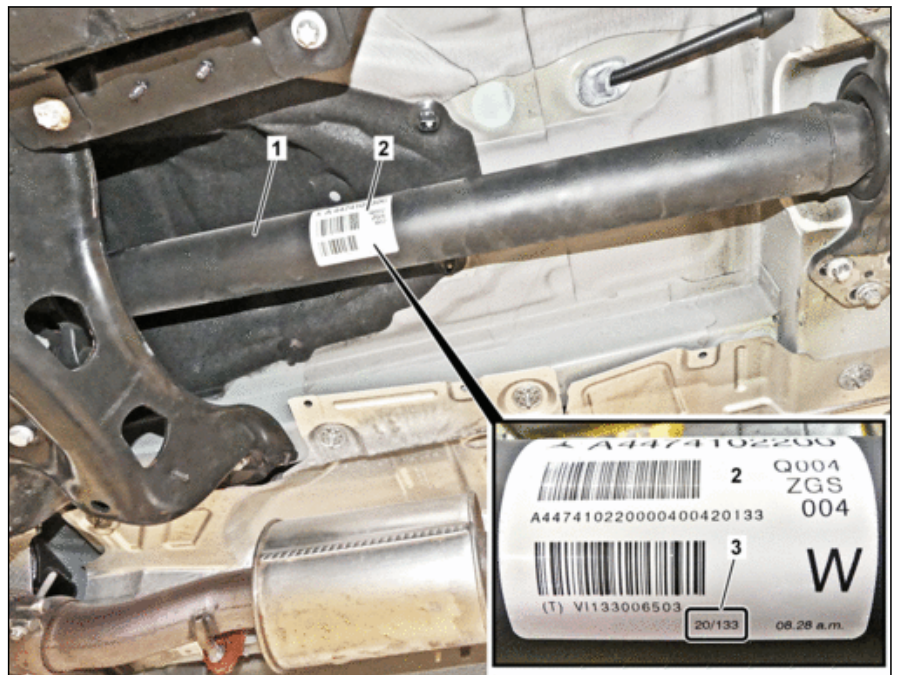
Order No. V-RC-2020070008

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.

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

Category	Op. no.	Operation text	Time	Acc. no.	Code
P	02 1612	Operations: Check manufacturing date of propeller shaft	0.2h	41 901 66 7	VS2DREIGE
P	02 1613	Operations: Replace propeller shaft (after check)	0.8h	41 901 66 7	VS2DREIGE



- 1 Propeller shaft
- 2 Adhesive label
- 3 Manufacturing date (example)



S41.10-A008-76

<b>⚠ Danger</b>	<b>Risk of death</b> 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
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☐	Check		
1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Check propeller shaft for manufacturing date, replace propeller shaft if necessary (code: VS2DREIGE)</p> <p><b>i</b></p> <p>For authorized Mercedes-Benz service partners, only the entry in the Extended VEGA Application (EVA) system, in the "Current" tab, is decisive. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.</p>	SM41.10-S-0016-01AAA
2 AR	Raise vehicle.		AR00.60-S-1000E
3	Check manufacturing date (3) of propeller shaft (1).	<p><b>i</b></p> <p>The manufacturing date (3) of the propeller shaft (1) is on the adhesive label (2).</p> <p><b>i</b></p> <p>The date entry "18/333" means: manufacturing date (3) of the propeller shaft (1) is calendar year 2018 on day 333.</p> <p>The date entry "18/337" means: manufacturing date (3) of the propeller shaft (1) is calendar year 2018 on day 337.</p> <p>If the manufacturing date (3) of the propeller shaft (1) is within the date range "18/333" to "18/337",</p> <p style="text-align: center;">↓</p> <p>replace drive shaft (1).</p> <p><b>i</b></p> <p>In this case, continue with operation step 4.</p> <p>If the manufacturing date (3) of the propeller shaft (1) is outside the date range "18/333" to "18/337",</p> <p style="text-align: center;">↓</p> <p>the vehicle is not affected by the measure and can be handed over to the customer.</p> <p><b>i</b></p> <p>In this case, continue with operation step 5.</p>	

	<b>Replace</b>		
4 Topical note 	replace drive shaft (1). Notes on threaded connections fastened using a tightening angle-based tightening process	<p><b>i</b> <b>Removal:</b> Dispose of removed propeller shaft (1) properly. Observe the applicable legal requirements and specifications of the relevant country.</p> <p><b>i</b> <b>Installation:</b> Replace the four screws securing the flex disk to the transmission and the four screws securing the flex disk to the rear axle differential.</p>	AH00.00-P-0020-01A  AR41.10-S-0050E
5 	Lower vehicle.		AR00.60-S-1000E

**Parts ordering note**

Part no.	Designation	Quantity
A 447 410 22 00	Propeller shaft	1
A 002 990 68 03	Screws (flex disk to transmission and flex disk to rear axle differential)	8

**NOTE:** Predicted replacement rate for the propeller shaft is 80%.