

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Models 447(Metris) Model Years 2021 Replace Seat Frame Base	DATE: March, 2021

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Replace Seat Frame Base
2021020033	PDGSITZNAT	
<p>This is to notify you of a new Recall Campaign concerning the seat frame weld on approximately 3 MY21 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 "PENDING" in VMI and cannot be sold.</p>		
Background		
Issue	<p>Mercedes-Benz AG (MBAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Mercedes-Benz Metris vans (platform 447/VS20) equipped with an adjustable front passenger seat, certain weld seams on the front passenger seat frame base may not have been manufactured according to specification. If the weld seams on the seat frame base were manufactured outside of specification, the stability of the passenger seat could be impaired which could increase the risk of injury for occupants in the event of a crash.</p>	
What We're Doing	An authorized Mercedes-Benz Metris dealer will replace the seat frame base.	
Parts	<p>Parts are still being verified. An additional notification will be sent when parts are available for repair.</p>	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model (s)	Metris (447)	
Vehicle Populations		
Total Recall	3	
Dealer Inventory	3	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new 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 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	No Customer Notification is needed as all vehicles are in dealer inventory	
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>		

Mercedes-Benz USA, LLC and Daimler Vans USA, LLC

Mercedes-Benz AG Companies

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