

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: Recall Campaign Launch Notification Model 447 (Metris) Model Years 2021 Replace Certain Seatbelt(s)	DATE: December, 2021



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Replace Certain Seatbelt(s)
2021110005	VS2KISIGUR	
This is to notify you of a Recall Campaign launch to replace certain seatbelt(s) on approximately 92 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 "OPEN" in VMI and cannot be sold until remedied.		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz Metris vans, has been informed by its supplier Autoliv that it might have been supplied with certain seat belt assemblies manufactured by certain Autoliv Group companies between February 02, 2021 and June 02, 2021, which might not fulfill certain requirements of FMVSS 208 (Occupant Crash Protection). A seat belt retractor that does not function as intended could increase the risk of injury during a crash.	
What We're Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check and replace the seatbelts as necessary on the affected vehicles	
Parts	Parts are not available	
Vehicles Affected		
Vehicle Model Year(s)	2021	
Vehicle Model (s)	Metris(447)	
Vehicle Populations		
Total Recall	92	
Dealer Inventory	9	
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.		
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.		
Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new Sprinter vehicles covered by this notification until the vehicle has been repaired.		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in December 2021.	
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.	
While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.		

Mercedes-Benz USA, LLC

A Daimler AG Company

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Campaign No. 2021110005 December, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Metris, Model Year 2021**
Replace Certain Seat Belts

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has been informed by its supplier, Autoliv, that it might have been supplied with certain seat belt assemblies manufactured by certain Autoliv Group companies between February 02, 2021 and June 02, 2021, which might not fulfill certain requirements of FMVSS 208. The Automatic Locking Retractor (ALR) function automatically retracts and tightens the seat belt when using a child restraint system. According to the supplier, due to a geometric deviation on the sensor lever, the child seat protection function could be deactivated earlier than intended. When the issue occurs, the customer might notice the error acoustically and haptically, since the typical "rattling" and blocking of the rear seat belt would not be present. A seat belt retractor that does not function as intended can increase the risk of injury during a crash.

An authorized Mercedes-Benz dealer will check and replace the seat belts 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 **92** vehicles are involved.

Order No. V-RC-2021110005 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.

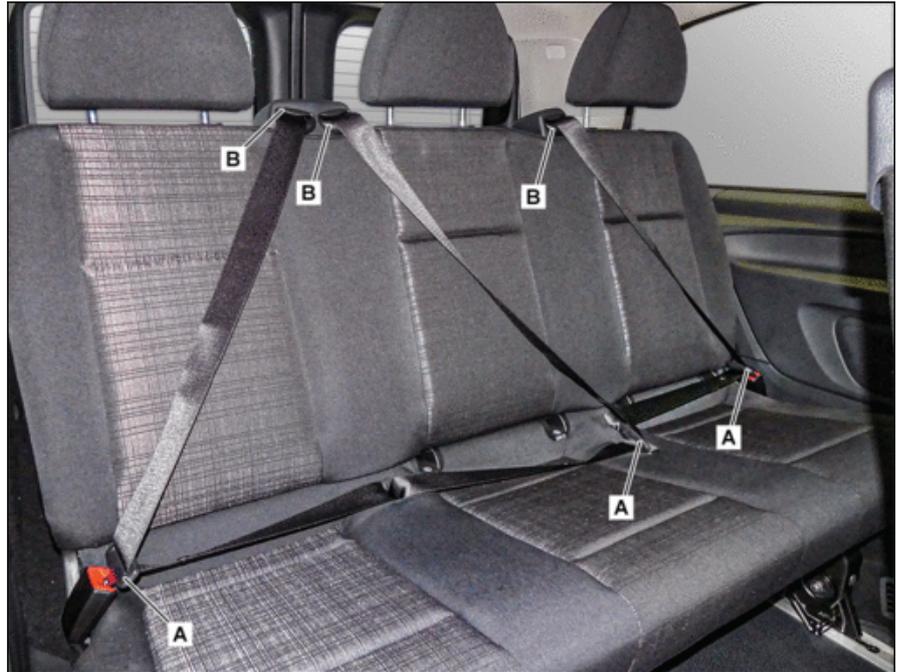
PLEASE CHECK SEAT BELTS PRIOR TO ORDERING THE REPLACEMENT SEAT BELT(S)

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

Category	Op. no.	Operation text	Time	Damage Code	Code
P	02 0756	Operations: Check child seat safety feature of seat belts at first passenger bench seat	0.3hrs	91 903 54	VS2KISIGUR
P	02 0757	Operations: Check child seat safety feature of seat belts at second passenger bench seat	0.1hrs	91 903 54	VS2KISIGUR
P	02 0758	Operations: Remove one passenger bench seat in passenger compartment and replace 1 seat belt (after check)	0.7hrs	91 903 54	VS2KISIGUR
P	02 0759	Operations: Replace each remaining seat belt in passenger compartment (passenger bench seat removed)	0.3hrs	91 903 54	VS2KISIGUR

Shown on model 447.703 with code U63 (Passenger compartment seats, 3-passenger bench seat, 2nd row)

- A Seat belt tongue
- B Belt sash guide



S91.40-A023-76

 Caution	Risk of injury. Injury may result when the tension in the spring in the automatic belt retractor is released.	Never disassemble automatic belt retractors.	AS91.00-Z-0002-01A
 Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
 Check			
1	Check if vehicle is affected by measure.	Affected vehicles: Check child seat safety feature of seat belts in passenger compartment (code: VS2KISIGUR)  Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.	SM91.40-S-0048-01AAA
 Check			
2	Insert seat belt tongue (A) into respective seat belt buckle in passenger compartment.		
3	Pull seat belt completely out of belt sash guide (B) to end stop.	 The seat belt must be fully pulled out all the way to the end stop.	

4	Allow seat belt to slowly roll in again automatically up to the end.	<p>Clip: Check child seat safety feature of seat belts in passenger compartment (code: VS2KISIGUR)</p> <p>i</p> <p>Seat belt tongue (A) remains engaged.</p> <p>i</p> <p>A significant rattling noise can be heard from the area of the seat belt retractor when the seat belt is rolling in.</p> <p>The rattling noise indicates that the child safety lock is activated.</p>	GB91.40-S-0000-01A
5	Slowly and carefully attempt to pull seat belt out of belt sash guide (B).	<p>i</p> <p>Do not perform any sudden pulling movements.</p> <p>i</p> <p>It must not be possible to pull out the seat belt; it must remain engaged.</p>	
6	Open seat belt buckle and allow seat belt to completely retract.		
7	Repeat operation steps 2 to 6 a total of 5 times per seat belt in passenger compartment.	<p>If function of seat belts is OK for 5 repetitions (see operation steps 2 to 6),</p> <p style="text-align: center;">↓</p> <p>child safety locks of seat belts are OK, vehicle can be handed over to customer.</p> <p>If function of seat belts is not OK for one repetition (see operation steps 2 to 6),</p> <p style="text-align: center;">↓</p> <p>replace respective seat belt. Remove/install seat belts for passenger bench seat Model 447</p>	AR91.40-S-1206EE

AR

Parts ordering note

Part no.	Designation	Quantity
A 447 860 23 85 9C94	Seat belt in passenger compartment	As Needed