

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
<b>Re: Launch Recall Campaign Notification Model: Metris (447)</b> <b>Model Years: 2017-2019</b> <b>Tire and Tire Loading Information Label (wave 1)</b>	DATE: April, 2024



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

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

**THERE IS NO REIMBURSEMENT AVAILABLE FOR THIS RECALL  
AS ALL AFFECTED VEHICLES MAY BE ELIGIBLE FOR A NEW SET OF TIRES**



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Tire and Tire Loading Information Label</b> <b>Wave 1</b>
<b>2024020016</b>	<b>VS2LASTRE</b>	
<p>This is to notify you of a Recall Campaign launch concerning the tire and tire loading information label on approximately <b>2,000</b> MY 2017-2019 Metris Vans. 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 "<b>OPEN</b>" in VMI and cannot be sold until remedied.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that on certain Mercedes-Benz Metris vehicles (Platform 447), the sum of the maximum load ratings of the tires may exceed the permissible maximum axle load rating pursuant to FMVSS 110, S4.2.2.2. Overloading over time could cause excessive tire wear and in a worst case scenario, could lead to tire failure, increasing the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Metris dealer will replace the tires and tire loading information label on the B-pillar and fuel filler door. Dealers will also check the tires on the vehicle to verify that they are the correctly specified tires. If the tires on the vehicle are of a lower rating than what is specified in the Operator's Manual, the tires will be replaced with new tires having the specified load rating. This repair will be done free of charge.</p>	
<b>Parts</b>	<p><b>Parts are available and can be ordered as necessary.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2017-2019	
<b>Vehicle Model</b>	Metris	
<b>Vehicle Populations</b>		
<b>Population</b>	2,000	
<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 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 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 to be mailed in late April, 2024	
<b>AOMS/SOMS</b>	AOMs – 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>		



**Model** 447.603/605/703 #3 as of 000527 up to 535373 with engine 274  
with code MM1 (Engine M274 DEH 20 LA 155 kW (211 hp) 5500 rpm)  
with code XA6 (Weight variant 3.05 t)  
with code ZU7 (National version for Canada)

**Model** 447.603/605/703 #3 as of 000527 up to 535373 with engine 274  
with code MM1 (Engine M274 DEH 20 LA 155 kW (211 hp) 5500 rpm)  
with code XA6 (Weight variant 3.05 t)  
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
P	02 0108	Operations: Replace tire. Includes: Replace tire pressure specification information label on fuel filler flap and tire pressure specification adhesive label on left B-pillar, and insert supplementary booklet for operator's manual into operator's manual and enclose in glove compartment	1.9 h	40 922 12	VS2LASTRE
P	02 0109	Operations: Extra work for replacing tire on veh. with spare wheel or emergency spare wheel. Includes: Attach adhesive label for maximum permissible speed on rim of spare wheel or emergency spare wheel	0.6 h	40 922 12	VS2LASTRE
P	02 0221	Operations: Extra work for replacing tire on veh. with tire pressure loss warning system	0.3 h	40 922 12	VS2LASTRE

- 1 Information label on tire pressure specification
- 2 Fuel filler flap
- 3 Adhesive label for tire pressure specification
- 4 Left B-pillar











S40.10-A001-76

Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	<b>Check</b>		
1	Check if vehicle is affected by measure.		
	<b>Remove</b>		
2	Remove spare wheel or emergency spare wheel.	<p>Model 447 with code RR6 (Spare wheel with jack), Model 447 with code RR8 (Inner spare wheel carrier to side wall)</p> <p> For removal of spare wheel and emergency spare wheel, see operator's manual.</p>	

	Replace		
3	Replace tire of spare wheel or emergency spare wheel.	<p>Model 447 with code RR6 (Spare wheel with jack), Model 447 with code RR8 (Inner spare wheel carrier to side wall)</p> <p><b>i</b> For the new tire required for the spare wheel or emergency spare wheel, it is essential to take into account the information in the parts ordering note below regarding the size, the tire make and the tire model as well as the load capacity and maximum speed index. The spare wheel tire or emergency spare wheel tire specified in the parts ordering note table below is not available from Mercedes-Benz. The spare wheel tire or emergency spare wheel tire with the specifications shown must be ordered on the open market (e.g. from a local tire dealer).</p> <p><b>i</b> The spare wheel and emergency spare wheel are never equipped with a tire pressure sensor.</p> <p><b>i</b> Dispose of removed tires, valves, balance weights, etc. properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	AR40.10-S-1030E
4	Attach adhesive label indicating maximum permissible speed to rim of spare wheel or emergency spare wheel.	<p>Model 447 with code RR6 (Spare wheel with jack), Model 447 with code RR8 (Inner spare wheel carrier to side wall)</p> <p><b>!</b> The bonding area on the rim of the spare wheel and emergency spare wheel must be absolutely free of dust and grease. Otherwise, there may be adhesion problems.</p> <p><b>i</b> When ordering, ensure that the correct adhesive label (<b>mph or km/h</b>) is ordered for the respective country. For this, see the part ordering note table below.</p>	

<p>5</p> <p>AR</p>	<p>Replace all running tires.</p>	<p><b>i</b></p> <p>For the new running tires required, it is essential to take into account the information in the parts ordering note below on the size, the tire make, the tire model and the load capacity and maximum speed index. The running tires specified in the parts ordering note table below are not available from Mercedes-Benz. These running tires with the specifications shown must be ordered on the open market (e.g. from a tire dealer nearby).</p> <p><b>i</b></p> <p>Dispose of removed tires, valves, balance weights, etc. properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	<p>AR40.10-S-1030E</p>
<p>6</p>	<p>Replace information label for tire pressure specification (1) on fuel filler flap (2).</p>	<p><b>!</b></p> <p>The bonding area on the fuel filler flap (2) must be absolutely free of dust and grease. Otherwise, there may be adhesion problems.</p> <p><b>i</b></p> <p>To do so, remove old information label for tire pressure specification (1) using a suitable tool and remove adhesive residue with a suitable cleaning agent. Attach new information label for tire pressure specification (1) to same position.</p> <p><b>i</b></p> <p>Dispose of old, removed information label for tire pressure specification (1) properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	

7	Replace adhesive label for tire pressure specification (3) on left B-pillar (4).	<p> The bonding area on the left B-pillar (4) must be absolutely free of dust and grease. Otherwise, there may be adhesion problems.</p> <p> To do so, remove old adhesive label for tire pressure specification (3) using a suitable tool and remove adhesive residue with a suitable cleaning agent. Attach new adhesive label for tire pressure specification (3) to same position.</p> <p> Dispose of old, removed adhesive label for tire pressure specification (3) properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	
	<b>Install</b>		
8	Install spare wheel or emergency spare wheel.	<p>Model 447 with code RR6 (Spare wheel with jack), Model 447 with code RR8 (Inner spare wheel carrier to side wall)</p> <p> For installation of spare wheel and emergency spare wheel, see operator's manual.</p>	
	<b>Installing</b>		
9 	Install vehicle diagnosis system.	<p> Always use the <b>latest</b> XENTRY Diagnosis software release with <b>all available</b> add-ons.</p> <p> It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AD00.00-S-2000-04E

	<b>Initialization</b>		
10	Reinitialize tire pressure sensors using vehicle diagnosis system.	<p>Model 447 with code RY2 (Tire pressure loss warning system at front axle and rear axle, wireless)</p> <p><b>i</b></p> <p>To do this, select the following menu items:</p> <p>Quick test view →</p> <p>N88/1 - Tire pressure monitoring system (TPM) (code: RY2) →</p> <p>Adaptations →</p> <p>Teach-in processes →</p> <p>Write identification numbers of tire pressure sensors.</p> <p><b>i</b></p> <p>Follow instructions in XENTRY Diagnosis.</p>	
	<b>Carry out variant coding</b>		
11	Perform process for variant coding of tire size using XENTRY Diagnosis.	<p><b>i</b></p> <p>To do this, select the following menu items:</p> <p>Special functions →</p> <p>Variant coding of tire size</p> <p><b>i</b></p> <p>Follow instructions in XENTRY Diagnosis.</p>	
	<b>Remove</b>		
12	Remove vehicle diagnosis system from vehicle.		
	<b>Enclose</b>		
13	Insert supplementary booklet for operator's manual into operator's manual and insert in glove compartment.	<p><b>i</b></p> <p>The supplementary booklet is part of the printed METRIS operator's manual.</p> <p><b>Please advise your customer of this situation.</b></p>	



### Parts ordering note

Part no.	Designation	Quantity
A 000 400 54 13	Tire valve (running tires) (without code RY2)	n. B. (4)
A 000 400 54 13	Tire valve (spare wheel and emergency spare wheel) (only on vehicles with code RR6 or RR8)	n. B. (1)
A 447 905 93 01	Repair kit for tire pressure sensor (with code RY2)	n. B. (4)
A 170 584 00 38	Adhesive label indicating maximum permissible speed in mph (50 mph (with code ZU8)) on rim of spare wheel and emergency spare wheel (only on vehicles with code RR6 or RR8)	n. B. (1)
A 170 584 02 38	Adhesive label indicating maximum permissible speed in km/h (80 km/h (with code ZU7)) on rim of spare wheel and emergency spare wheel (only on vehicles with code RR6 or RR8)	n. B. (1)
<b>RUNNING TIRE</b>	Tires (running tires) 235/55R17XL 103H Continental VanContact A/S (all-season tires) the running tires must be ordered on the open market (e.g. dealer tire)	4
<b>SPARE TIRE</b>	Tires (spare wheel and emergency spare wheel) 225/55R17C 109/107H (104H) Goodyear Vector4SeasonsCargo (all-season tire) (only on vehicles with code RR6 or RR8) the tire of the spare wheel and emergency spare wheel must be ordered on the open market (e.g. dealer tire)	1
A 447 584 08 06*	Information label for tire pressure specification on fuel filler flap <b>(please quote vehicle identification number when ordering)</b>	1
A 906 584 66 38 26*	Adhesive label for tire pressure specification on left B-pillar <b>(please quote vehicle identification number when ordering)</b>	1
A 447 584 46 12	Supplementary booklet for operator's manual (bilingual, English and French)	1
KG40	Balance weight	n. B.
	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.	

\*The labels will be printed and shipped by GSP in Germany. It may take several days for delivery.

Plan to order the labels in advance when workshop visit appointment is set up to reduce unnecessary waiting time for customer