

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</b> Model Sprinter 447 Model Years 2021-2022 Replace Fuel Delivery Module	DATE: October, 2023



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

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



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Fuel Delivery Module</b>
<b>2023100006</b>	<b>VS2KRAPUMP</b>	
<p>This is to notify you of a Recall Campaign Launch to replace the fuel delivery module on approximately 8,182 MY 2021-2022 Mercedes-Benz 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 "OPEN" in VMI and cannot be sold until the recall has been remedied.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Mercedes-Benz AG, the manufacturer of Metris vans, has determined that on certain Metris (447 platform) vehicles the fuel pump impeller might not meet specifications in regards to material characteristics. As a consequence, the impeller might deform and come into contact with the fuel pump housing, leading to a mechanical resistance. In some instances, this could lead to a shutdown of the fuel pump. As a result, the vehicle could lose propulsion, which could increase the risk of a crash or injury.</p>	
<b>What We're Doing</b>	<p>As a precautionary measure, an authorized Mercedes-Benz dealers will check the fuel delivery module on the affected vehicles and replace it, if necessary.</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>	2021-2022	
<b>Vehicle Model</b>	Metris	
<b>Vehicle Populations</b>		
<b>Population</b>	8,182	
<b>Dealer Inventory</b>	6	
<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 new 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 November, 2023.	
<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>		





Campaign No. 2023100006 October, 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Metris, Model Year 2021-2022**  
**Replace Fuel Delivery Module**

Mercedes-Benz AG, the manufacturer of Metris vans, has determined that on certain Metris (447 platform) vehicles the fuel pump impeller might not meet specifications in regards to material characteristics. As a consequence, the impeller might deform and come into contact with the fuel pump housing, leading to a mechanical resistance. In some instances, this could lead to a shutdown of the fuel pump. As a result, the vehicle could lose propulsion, which could increase the risk of a crash or injury.

As a precautionary measure, an authorized Mercedes-Benz dealers will check the fuel delivery module on the affected vehicles and replace it, if necessary.

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.

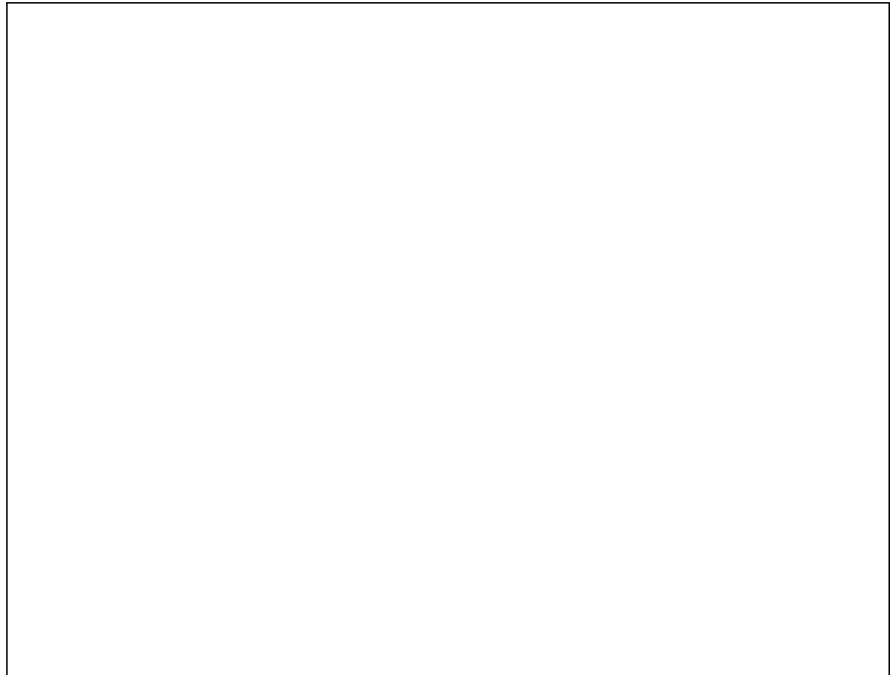
Approximately **8,182** vehicles are involved.

Order No. V-RC-2023100006



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.










- 2 Fuel hose
- 3 Filler neck



S47.20-A028-06

 <b>Danger</b>	<b>Risk of explosion</b> caused by fuel igniting, risk of poisoning caused by inhaling and swallowing fuel as well as risk of injury to eyes and skin caused by contact with fuel.	No fires, sparks, open flames or smoking. Pour fuels into suitable and appropriately marked containers only.  Wear protective clothing when handling fuel.	AS47.00-Z-0001-01A
 <b>Caution</b>	<b>Risk of injury</b> caused by scraping or cutting body parts on sharp vehicle parts	Always wear protective gloves when working on or near sharp and non-deburred vehicle parts.  Deburr repair panels.	AS00.00-Z-0017-01A
<b>Notice</b>	Notes on avoiding damage through contamination and foreign objects		AH00.00-P-5000-01A

◀	<b>Check</b>		
1	Check if vehicle is affected by measure.	<p>Affected vehicles: Replace fuel pump with fuel delivery module (code: VS2KRAPUMP)</p> <p><b>i</b></p> <p>If the vehicle is affected by the service measure, pass on information to vehicle owner that the fuel tank should only be filled to a maximum of 20% for the workshop visit for this service measure (this corresponds to 2 bars on the fuel display of the instrument cluster).</p>	SM47.20-S-0028-01A
	<b>Preparatory activity</b>		
2 <b>WS</b>	Position air extraction system for benzene fumes in working area and switch on. 000 588 00 85 00 Air extraction system		WS47.00-P-0039B
	<b>Drain fuel tank</b>		
3 <b>AR</b>	Suction off fuel from fuel tank through filler neck.	Only if fuel tank is filled above 20%.	AR47.10-S-4001E

	<b>Remove</b>		
4 	Remove fuel pump with fuel delivery module (M3/3).	<p> Model 447 except code ZL3 (National version for Latin America)</p> <p>Contrary to the statement in the reference document on removal of the fuel tank, the <b>fuel hose (2) does not need to be removed.</b></p> <p>The filler neck (3) is only detached from the body and remains on the fuel tank.</p> <p> The removed fuel pump with fuel delivery module (M3/3) is not reused.</p> <p>Dispose of removed component parts that are not reused properly. Observe the applicable legal requirements and specifications of the relevant country.</p>	AR47.20-S-7000E
	<b>Modify</b>		
5 	Transfer fuel tank fill level sensor (1) of removed fuel pump with fuel delivery module (M3/3) to new fuel pump with fuel delivery module (M3/3).	Only if new fuel pump with fuel delivery module (M3/3) was delivered without fuel tank fill level sensor (1).	AR47.50-S-0111E
	<b>Install</b>		
6 	Install new fuel pump with fuel delivery module (M3/3).		AR47.20-S-7000E
	<b>Finishing activity</b>		
7	Switch off air extraction system for benzene fumes and remove from working area.		

**Parts ordering note**

<b>Part no.</b>	<b>Designation</b>	<b>Quantity</b>
A 447 470 40 01	Fuel pump with fuel delivery module (M3/3)	1
A 025 997 18 45	O-ring	1
-	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.	n. B.