

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



Mercedes-Benz

**IMPORTANT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above



# News Channel Update | Vans Customer Service and Parts

Campaign No. :	Campaign Desc. :	Replace Seat Frame Base
<b>2021040007</b>	<b>VS2SITZNAT</b>	
<p>This is to notify you of the <b>Recall Campaign launch</b> to replace the seat frame base on approximately <b>3</b> MY21 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 <b>cannot be sold</b> until remedied.</p>		
<b>Background</b>		
<b>Issue</b>	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.	
<b>What We're Doing</b>	MBUSA is conducting a voluntary recall campaign. An authorized Mercedes-Benz Metris dealer will replace the seat frame base.	
<b>Parts</b>	<b>Parts are Available</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2021	
<b>Vehicle Model (s)</b>	Metris (447)	
<b>Vehicle Populations</b>		
<b>Total Recall</b>	<b>3</b>	
<b>Dealer Inventory</b>	<b>3</b>	
<p><b>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.</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 Metris vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	No Customer Notification is needed as all vehicles are in dealer inventory	
<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>		

Mercedes-Benz USA, LLC

A Daimler AG Company

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## Mercedes-Benz

Campaign No. 2021040007 May, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Metris, Model Year 2021**  
**Replace Seat Frame Base**

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.

Prior to performing the 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 **3** vehicles are involved.

Order No. V-RC-2021040007

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.








<b>SM91.10-S-0038A</b>	<b>Replace front passenger seat frame base (code: VS2SITZNAT)</b>	<b>08.03.2021</b>
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**Model**     **447.60#/70# 13 as of 815736 up to 826503**  
**with code S04 (Front passenger seat (standard seat))**  
**with code XM0 (Facelift)**  
**except code SF1 (Driver's seat electrically adjustable)**  
**except code SF2 (Electrically adjustable co-driver's seat)**

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

<b>Category</b>	<b>Op. no.</b>	<b>Operation text</b>	<b>Time</b>	<b>Acc. no.</b>	<b>Code</b>
P	02 1909	Operations: Replace front passenger seat frame base	1.0hr	91 901 68	VS2SITZNAT
P	02 1949	Operations: Extra work for replacing front passenger seat frame base on vehicle with thorax-pelvis side airbag	0.1hr	91 901 68	VS2SITZNAT
P	91 6647	Extra work for replacing seat frame trim at side on vehicle with mechanical seat inclination and seat height adjustment	0.1hr	91 901 68	VS2SITZNAT
P	54 7993	Disconnect/connect ground line of auxiliary battery (for repair work)	0.1hr	91 901 68	VS2SITZNAT
P	54 7998	Disconnect/connect ground line of auxiliary battery for ECO start/stop function (when working on Supplemental Restraint System)	0.3hr	91 901 68	VS2SITZNAT
P	54 7999	Disconnect/connect ground line of auxiliary battery for park pawl emergency shift mode (when working on Supplemental Restraint System)	0.1hr	91 901 68	VS2SITZNAT
P	54 8006	Disconnect/connect ground line of auxiliary battery for ECO start/stop function (when working on Supplemental Restraint System) on vehicle with code S23/D50/D51	0.2hr	91 901 68	VS2SITZNAT

<b>Topical note</b>	General information on vehicles with high-voltage on-board electrical system and/or lithium-ion battery and/or gaseous-fuel drive system as well as personal protective equipment		AH00.00-Z-0300-01A
<b>Topical note</b>	Notes on carrying out repair work in the vehicle interior		AH68.00-N-0001-01S

	<b>Check</b>		
1	Check whether vehicle is affected by measure.	Affected vehicles: Replace front passenger seat frame base (code: VS2SITZNAT)  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.	SM91.10-S-0038-01AAA
	<b>Remove</b>		
2	Disconnect ground line from 12 V battery.	Model 447 with code SH2 (Front passenger thorax/pelvis side airbag)	AR54.10-S-0003E
	<b>Replace</b>		
3	Replace front passenger seat frame base.	 Removed seat frame base is no longer required. Dispose of removed component parts that are no longer required properly. Observe the applicable legal requirements and specifications of the relevant country.	AR91.10-S-5319EE
	<b>Install</b>		
4	Connect ground line to 12 V battery.	Model 447 with code SH2 (Front passenger thorax/pelvis side airbag)	AR54.10-S-0003E
			

#### Parts ordering note

Part no.	Designation	Quantity
A 000 910 60 09	Front passenger seat frame base (with code ZU7/ZU8)	1
A 002 997 24 90 64	Cable tie	n. B.