

TO: Mercedes-Benz Dealers, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
<b>Re: Service Campaign Notification</b> <b>Model Metris, Sprinter</b> <b>Model Years 2022-2023</b> <b>Replace Engine Coolant</b>	DATE: October, 2023

**IMPORTANT SERVICE CAMPAIGN INFORMATION**



Mercedes-Benz



<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Replace Engine Coolant</b>
<b>2023090008</b>	<b>23P2094109</b>	
This is to notify you of the Service Campaign to replace the engine coolant in <b>8</b> MY22 Metris and <b>6</b> MY23 Sprinters vans. All affected VINs will be flagged as " <b>OPEN</b> " in VMI.		
<b>Background</b>		
<b>Issue</b>	The engine coolant may not correspond to current production specifications.	
<b>What We're Doing</b>	An authorized Mercedes-Benz dealer will replace the engine coolant in potentially affected vehicles.	
<b>Parts</b>	Parts are available.	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2022-2023	
<b>Vehicle Model</b>	447 Metris & 907 Sprinter	
<b>Vehicle Populations</b>		
<b>Total Vehicles</b>	8 Metris & 6 Sprinter	
<b>Dealer Inventory</b>	0	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	Please ensure your dealers have read and understand this notice	
While we regret any inconvenience this may cause, MBUSA are determined to maintain a high level of vehicle quality and customer satisfaction.		



# Service Campaign Bulletin

Campaign No. 2023090008 October, 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Sprinter Model Year 2023**  
**Model 447 Metris Model Year 2022**  
**Replace Coolant**

Mercedes-Benz AG(MBAG) has determined that the engine coolant may not correspond to current production specifications.

As a precautionary measure, an authorized Mercedes-Benz dealer will replace the engine coolant in potentially affected vehicles.

Prior to performing this Service 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 Service Campaign bulletin and follow the repair procedure exactly as described.

Approximately **8 Metris and 6 Sprinter** vehicles are affected.

Order No. V-SC-2023090008 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.

# Service Campaign Bulletin

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# FOR METRIS

**Model** 447.603 24 as of 179355 up to 184470 with engine 274  
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	12 1816	Operations: Replace coolant	0.8 hrs	20 941 09	23P2094109

 <b>Danger</b>	<b>Risk of death</b> caused by vehicle slipping or toppling off of the lifting platform.	Align vehicle between vehicle lift columns and position the four support plates at the vehicle lift support points specified by the vehicle manufacturer.		AS00.00-Z-0010-01A
 <b>Warning</b>	<b>Risk of injury</b> to skin and eyes suffering scalding from contact with hot coolantspray. <b>Risk of poisoning</b> from swallowing coolant.	Do not open cooling system unless coolant temperature is below 90 °C. Open cap slowly and release the overpressure. Do not pour coolant into beverage containers.  Wear protective gloves, protective clothing and safety glasses.		AS20.00-Z-0001-01A
<b>Notice</b>	Notes on coolant			AH20.00-P-2080-01KOA
<b>Notice</b>	Notes on avoiding damage through contamination and foreign objects			AH00.00-P-5000-01A
	Notes on coolant level			AH20.00-P-1142-01CW
	<b>Check</b>			
1	Check if vehicle is affected by measure.	Affected vehicles: Replace coolant (code:23P2094109,acc.no.:2094109)		SM20.00-S-0013-01AAA
	<b>Replace</b>			
2  <b>AR</b>  <b>BB</b>	Replace coolant. Drain coolant, fill up and check cooling system for leaks Coolant specifications	 Make sure that the mixing ratio of the coolant is correct.		AR20.00-S-1140E  BB00.40-P-0310-01A

**Parts ordering note**








<b>Part no.</b>	<b>Designation</b>	<b>Quantity</b>
A 000 989 18 08	Coolant for topping up (enter the appropriate supplementary code for the fluid quantity when ordering)	As Needed
-	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.	As Needed

# FOR SPRINTER

**Model 907**  
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
L	12 1701	Operations: Replace coolant	0.8 hrs	20 941 09	23P2094109

 <b>Warning</b>	<b>Risk of injury</b> caused by fingers being jammed or pinched when removing, installing or aligning hoods, doors, trunk lid/rear-end door or sliding roof.	No parts of the body or limbs should be within the operating area when the components are moving.	AS00.00-Z-0011-01A
 <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 carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	<b>Check</b>		
1	Check whether vehicle is affected by measure.		
	<b>Replace</b>		
2  AR  AR  BB	Replace coolant. Drain/pour in coolant Drain/pour in coolant Coolant specifications	Model 907 with engine 274 Model 907 with engine 642, 651   Make sure that the mixing ratio of the coolant is correct.	AR20.00-D-1142TSC AR20.00-D-1142TSR BB00.40-P-0310-01A

## Parts ordering note

Part no.	Designation	Quantity
A 000 989 28 25 14	Coolant for topping up (enter the appropriate supplementary code for the fluid quantity when ordering)	as needed