

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
RE: Initial Recall Campaign Notification Model 447 (Metris) Model Years 2016 - 2020 Seat Base Cover	DATE: October 28, 2019

IMPORTANT CAMPAIGN INFORMATION



Campaign No. :	Campaign Desc. :	<h1>Seat Base Cover</h1>
2019100009	PDGSITZAB	
<p>This is to notify you of the upcoming Recall Campaign concerning the front passenger seat box on approximately 15,160 MY16-20 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 as "Pending" in VMI.</p>		
Background		
Issue	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vans, has determined that certain Mercedes-Benz Metris vehicles (platform 447 (VS20)) with an integrated backup battery located beneath the front passenger's seat box were produced without a seat base cover. Without a seat base cover, the opening in which the integrated backup battery is located can become exposed when moving the seat forward. An object containing conductive material, such as metal, could be unintentionally dropped into the opening and make contact with the poles on the battery. Were this to occur, it could result in a short circuit, increasing the risk of a fire.</p>	
What We're Doing	<p>An authorized Mercedes-Benz dealer will retrofit and install the seat base cover in the potentially affected vehicles.</p>	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2016 - 2020	
Vehicle Model	Metris, VS20 / Platform 447	
Vehicle Populations		
Total Recall Population	15,160	
Dealer Inventory	286	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new MY16-20 Metris vehicles in dealer inventory covered by this notification until the vehicle has been repaired.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new MY16-20 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter will be mailed in late November, 2019.	
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.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

