

# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2019080015, September 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Model Year 2019**  
**Check Sliding Door for Crack**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vans, has determined that on certain Mercedes-Benz Metris vehicles, the sliding door on the right of the vehicles might have a crack in the mount for the center carriage. Over time, a crack in the carriage mount could lead to corrosion in the area visible to the customer. An authorized Mercedes-Benz Sprinter dealer will check the sliding door on the right of the affected vehicles and repair it, if necessary.

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 **3** vehicles are affected.

Order No. V-SC-2019080015

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.

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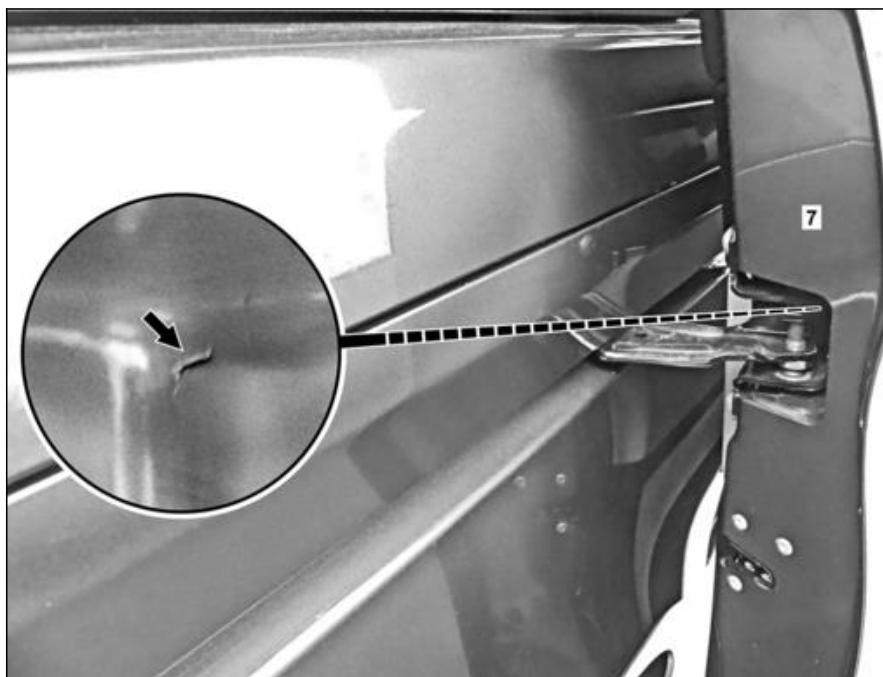
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**Procedure**

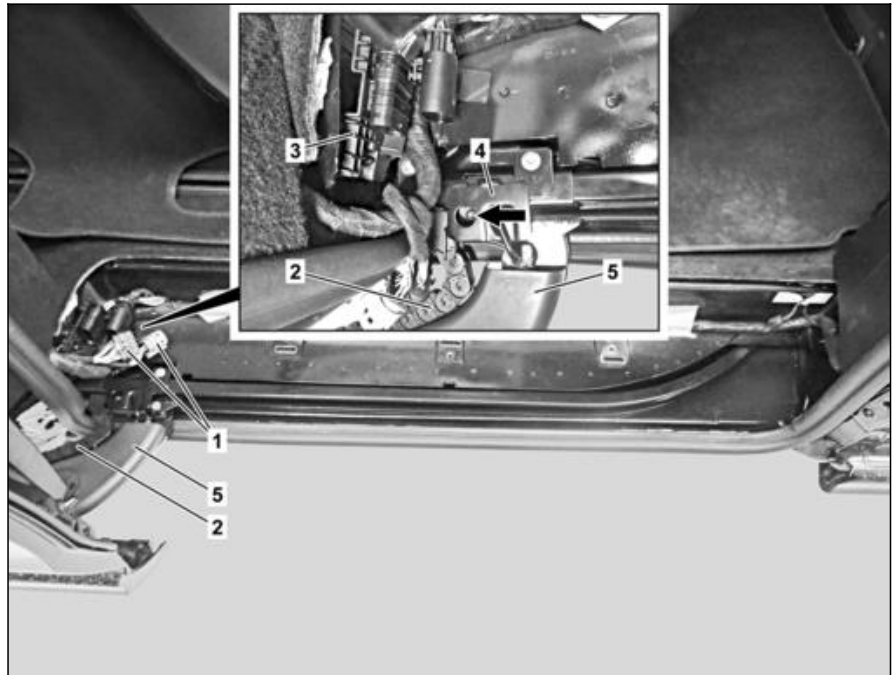
Operation No.	Operation text	Time	Damage	Code
02 2850	Check sliding door on the right	0.1 h	72 951 51 7	VS2RILST
02 2851	Repair sliding door on the right (after check)	2.3 h	72 951 51 7	VS2RILST
02 1179	Extra work for: Repair sliding door on the right for vehicles with a flexible power duct	0.2 h	72 951 51 7	VS2RILST
02 1180	Extra work for: Repair sliding door on the right for vehicles with code V23	0.2 h	72 951 51 7	VS2RILST
02 1181	Extra work for: Repair sliding door on the right for vehicles except code V23	0.2 h	72 951 51 7	VS2RILST
02 118	Extra work for: Repair sliding door on the right for vehicles with code T55	0.2 h	72 951 51 7	VS2RILST

7 *Right sliding door*



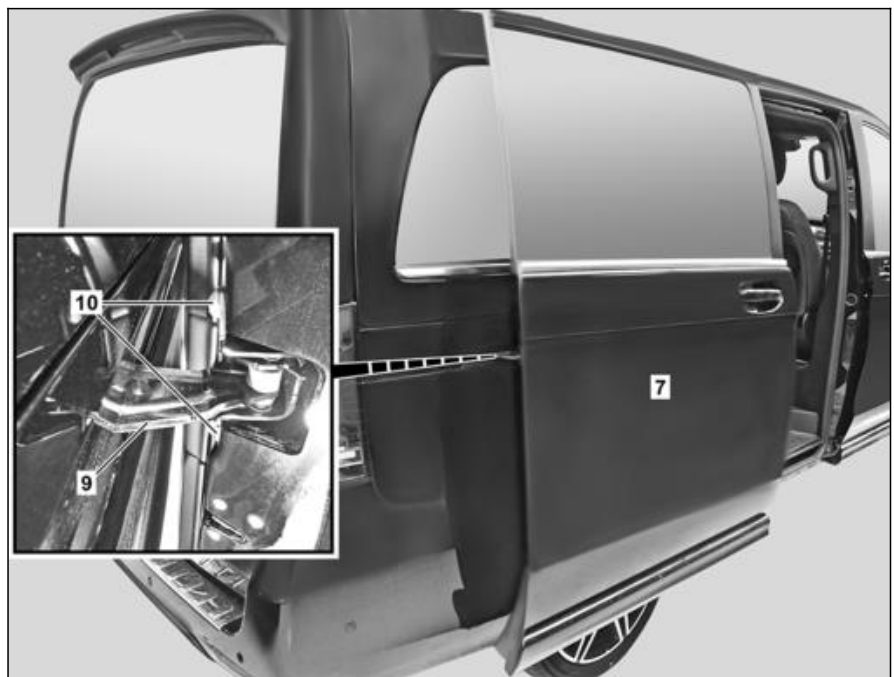
S72.16-A002-06

- 1 *Electrical connectors*
- 2 *Energy chain*
- 3 *Connector coupling holder*
- 4 *Flexible power duct carrier*
- 5 *Cover*



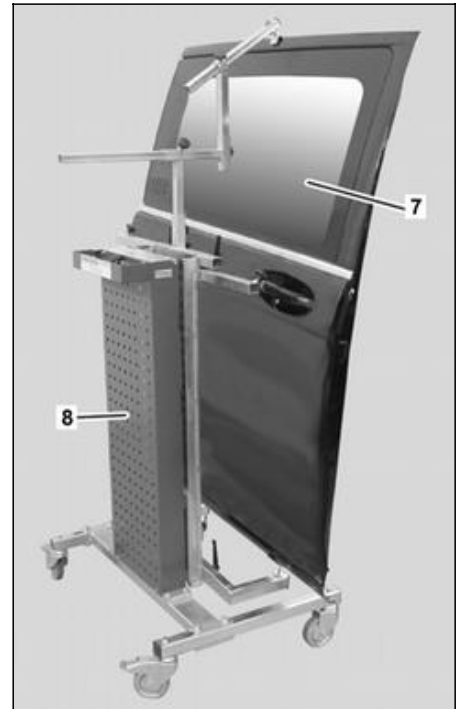
S72.16-A003-06

- 7 *Right sliding door*
- 9 *Middle carriage*
- 10 *Bolts*



S72.16-A004-06

- 7 Right sliding door
- 8 Lifting device



S72.16-4626-03

<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>Topical note</b>	Information on preventing damage to electronic components due to electrostatic discharge		AH54.00-P-0001-01A
<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: Check sliding door at right for crack formation (code: VS2RILST) <b>i</b> Only the entry in the Extended VEGA Application (EVA) system in the "Current" tab is significant for authorized Mercedes-Benz service partners. An additional test of the affected vehicles in the workshop information system (WIS) or vehicle list is thereby not necessary.	SM72.16-S-0001-01A

2	Check whether crack (arrow) is present in right sliding door (7).	<p><b>i</b>                  Visual check using flashlight with right sliding door (7) open. If no crack is present,                  ↓                  the vehicle is not affected by the measure and can be handed over to the customer.</p>	
<b>Remove/install</b>			
3	Remove ignition key.	Model 447.7/8 with code E65 (Burmester surround sound system) model 447.7/8 with code LC1 (Ambient lighting) model 447.7/8 with code SH8 (Window airbags for driver, front passenger and rear passenger compartment) model 447.7/8 with code T55 (Electrical actuation for right sliding door)	
4	Remove electrical fuse 311 (K40/12f311) for right electric sliding door (7). Assignment of fuse and relay module, right A-pillar	Model 447 with code T55 (Electrical actuation for right sliding door)	GF54.15-S-1256-38TRA
5	Remove side running board from right sliding door (7).	Model 447.7/8 with code E65 (Burmester surround sound system), model 447.7/8 with code LC1 (Ambient lighting), model 447.7/8 with code SH8 (Window airbags for driver, front passenger and rear passenger compartment), model 447.7/8 with code T55 (Electrical actuation for right sliding door)	AR88.30-S-2400E
6	Disconnect electrical connectors (1) of right sliding door (7).	Model 447.7/8 with code E65 (Burmester surround sound system), model 447.7/8 with code LC1 (Ambient lighting), model 447.7/8 with code SH8 (Window airbags for driver, front passenger and rear passenger compartment), model 447.7/8 with code T55 (Electrical actuation for right sliding door) <b>i</b> The number of electrical connectors (1) varies depending on equipment installed. The flexible power duct (2) remains on the right sliding door (7).	

7	Release connector coupling holder (3) from body.	Model 447.7/8 with code E65 (Burmester surround sound system), model 447.7/8 with code LC1 (Ambient lighting), model 447.7/8 with code SH8 (Window airbags for driver, front passenger and rear passenger compartment), model 447.7/8 with code T55 (Electrical actuation for right sliding door) <b>i</b> The connector coupling holder (3) is attached to a threaded pin.	
8	Remove flexible power duct carrier (4) from body.	Model 447.7/8 with code E65 (Burmester surround sound system), model 447.7/8 with code LC1 (Ambient lighting), model 447.7/8 with code SH8 (Window airbags for driver, front passenger and rear passenger compartment), model 447.7/8 with code T55 (Electrical actuation for right sliding door) <b>i</b> Remove three screws. Slide flexible power duct carrier (4) in direction of arrow and remove in upward direction. The flexible power duct (2) remains on the right sliding door (7).	
9	Remove cover (5).	Model 447.7 with code T14 (Active actuator for load compartment sliding door), model 447.8 <b>i</b> Cover (5) is clipped on.	
10	Open right sliding door (7) half way.		
11	Mark installation position of lower carriage, upper carriage and center carriage (9) on mount of right sliding door (7).	<b>i</b> Marking makes it easier to adjust the right sliding door (7).	
12	Align lifting device (8) with sliding door (7). 000 588 04 80 00 Lifting device		WS72.00-P-0018B
13	Support right sliding door (7) with lifting device (8).		

14	Remove lower carriage from right sliding door (7).	<p><b>i</b> The bottom carriage remains on the body.</p> <p><b>i Installation:</b> Align lower carriage with previously made markings on support for right sliding door (7).</p> <p><b>i Installation:</b> The screws are not tightened to the specified torque until the right sliding door (7) has been adjusted.</p>	AR72.16-S-7844E
15	Remove upper carriage from right sliding door (7).	<p><b>i</b> The upper carriage remains on the body.</p> <p><b>i Installation:</b> Align upper carriage with previously made markings on support for right sliding door (7).</p> <p><b>i Installation:</b> The screws are not tightened to the specified torque until the right sliding door (7) has been adjusted.</p>	AR72.16-S-7842E
16	Remove center carriage (9) from right sliding door (7).	<p><b>i</b> To do so, remove the screws (10) from the center carriage (9). The center carriage (9) remains on the body.</p> <p><b>i Installation:</b> Align center carriage with previously made markings on support for right sliding door (7).</p> <p><b>i Installation:</b> The screws (10) are not tightened to the specified torque until the right sliding door (7) has been adjusted.</p>	
17	Remove right sliding door (7) from vehicle and push out of working area using lifting device (8).		

18	Remove door trim of right sliding door (7).	<p><b>i</b> Model 447.7 with code V23 (Interior trim, superior version), model 447.8</p> <p><b>Removal:</b> The trim on the upper sliding door frame must only be removed partially in the connection area to the door trim.</p>	AR72.16-S-6610E
<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.	AS00.00-Z-0017-01A
<b>Danger</b>	<b>Risk of explosion</b> caused by paint vapors igniting. <b>Risk of poisoning</b> caused by inhaling paint vapors.	Deburr repair panels. No smoking! No open fire! Use respiratory protection, protective clothing, gloves, safety glasses and protective skin cream. Ensure that the area is well ventilated.	AS98.00-Z-0002-01A
19 Topical note Topical note	Repair right sliding door (7). General information on body repair Notes on paintwork repairs		Page 9 AH60.00-N-0001-01A AH98.00-P-9408-02A
20	Install in the reverse order.		
21	Attach diagnostic system and read out and clear fault memory.	Model 447 with code T55 (Electrical actuation for right sliding door)	AD00.00-S-2000-04E
22	Remove vehicle diagnosis system.	Model 447 with code T55 (Electrical actuation for right sliding door)	
<b>Adjust</b>			
23	Adjust right sliding door (7).	<p><b>Nm</b> Screw/bolt, upper carriage to mount</p>	AR72.16-S-1023E BA72.16-N-1020-01J

**Nm** Sliding doors

Number	Designation	Model 447
BA72.16-N-1020-01J	Screw/bolt, upper carriage to mount Nm	12



Check sliding door at right for crack formation (code: VS2RILST)

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**Parts ordering note**

<b>Part no.</b>	<b>Designation</b>	<b>Quantity</b>
-	Painting materials (paint, primer, etc)	As needed
A 447 737 01 30	Sealing fil, right sliding door (KG 73/155/#20)	As needed
A 906 650 12 00	Roof Repair Kit	1

SM72.16-S-0001-02A	Repair sliding door at right (code: VS2RILST)		
<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>Danger</b>	<b>Risk of explosion</b> caused by paint vapors igniting. <b>Risk of poisoning</b> caused by inhaling paint vapors.	No smoking! No open fire! Use respiratory protection, protective clothing, gloves, safety glasses and protective skin cream. Ensure that the area is well ventilated.	AS98.00-Z-0002-01A
<b>Topical note</b>	General information on body repair		AH60.00-N-0001-01A
<b>Topical note</b>	Notes on paintwork repairs		AH98.00-P-9408-02A

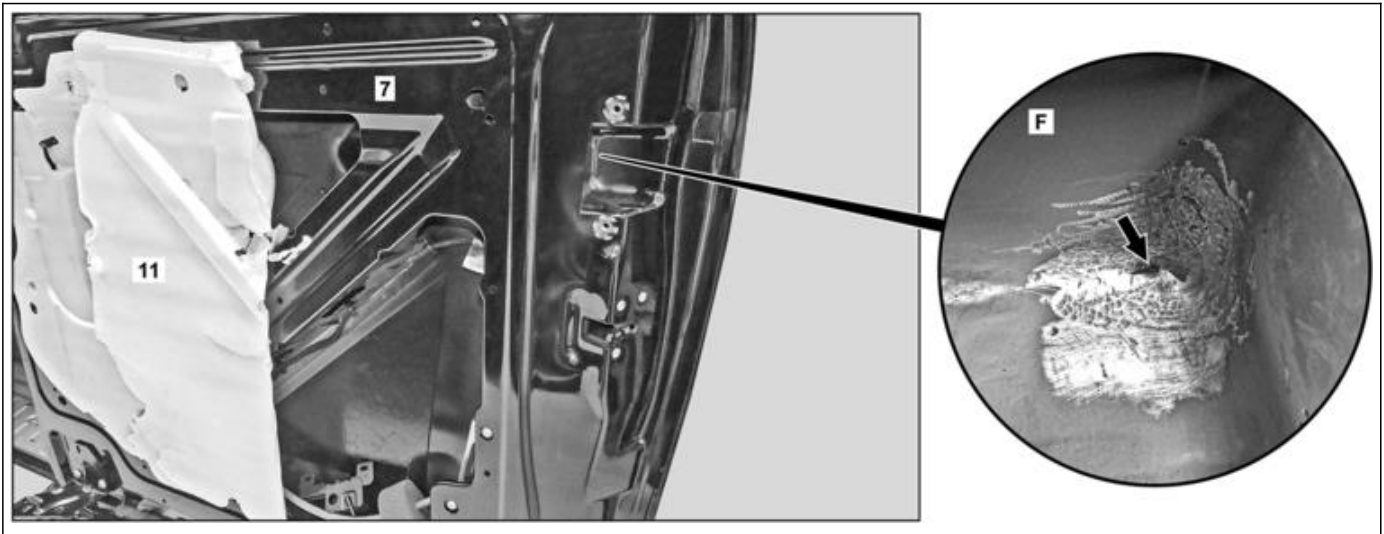
**Model**     **447.### ## as of 554907 up to 558663**  
**except code XM0 (Facelift)**

**Shown: Contents of repair set A 906 650 12 00**

- 12     *Cleaning cloths*
- 13     *Static mixer*
- 14     *Body adhesive*
- 15     *Basic body filler*



S72.16-A005-11



S72.16-A006-08

- |   |   |   |   |
|---|---|---|---|
| 1 | Partially remove sealing foil (11) in repair area and fix in place using body tape.   | 6 | Suction off shavings in repair area (outside and inside area) of right sliding door (7).  |
| 2 | Mask off right sliding door (7) around repair area.   |   | <b>i</b><br><b>Commercially available devices/tools</b><br>Wet and dry vacuum cleaner   |
| 3 | Grind repair area around crack (arrow in picture F) down to bare metal (outside and inside area).   | 7 | Clean surface in repair area (outside and inside area) of right sliding door (7) using cleaning cloths (12) from repair set<br>A 906 650 12 00.   |
|   | Basic body filler (15) must not be used on painted or primed surfaces (including near edges).<br>Otherwise, the adhesive effect will be impaired. |   | <b>i</b><br>Observe manufacturers instructions.   |
|   | <b>i</b><br><b>Commercially available devices/tools</b><br>Hand drill<br>Rotary wire brush  | 8 | Prepare body adhesive (14).   |
| 4 | Drill open ends of crack (arrow in picture F) using a 3 mm drill bit.   |   | <b>i</b><br>To ensure uniform mixing of the components, two mixing tube lengths must be pressed out through the static mixer (13) of the body adhesive (14) and discarded. No further preliminary treatment is necessary for processing the body adhesive (14). After mixing, the body adhesive (14) is ready to use and must be processed within 80 min. |
|   | <b>i</b><br><b>Commercially available devices/tools</b><br>Hand drill   | 9 | Apply body adhesive (14) into crack (arrow in picture F) (outside and inside area) of right sliding door (7) using a brush.   |
| 5 | Deburr crack (arrow in picture F) and holes drilled in repair area (outside and inside area).   |   | <b>i</b><br>Observe manufacturers instructions.   |
|   | <b>i</b><br><b>Commercially available devices/tools</b><br>Hand drill<br>Rotary wire brush  |   |   |

	<p><b>i</b> No corrosion will form underneath the body adhesive (14) that has been applied. The basic body filler (15) can then be applied wet to the previously applied body adhesive (14).</p>	12	Restore surface in repair area (only in outside area) of right sliding door (7) using suitable abrasive paper.
	<p><b>i</b> <b>Commercially available devices/tools</b> Brush with plastic bristles</p>	13	<p>Clean repair area (outside and inside area) of right sliding door (7) using a vacuum cleaner.</p> <p><b>i</b> <b>Commercially available devices/tools</b> Wet and dry vacuum cleaner</p>
10	<p>Apply basic body filler (15) to repair area (outside and inside area) of right sliding door (7).</p> <p><b>i</b> Observe manufacturers instructions.</p> <p><b>i</b> The thickness of the basic body filler (15) should not exceed 2 mm.</p> <p><b>i</b> Application of the basic body filler (15) is made easier by preheating the cartridge in a cartridge heater box (max. 60 °C). To ensure uniform mixing of the components, two mixing tube lengths must be pressed out through the static mixer (13) of the basic body filler (15) and discarded (the filler is gray in color when the mixture is correct).</p>	14	<p>Prime repair area (outside and inside area) and adjacent surfaces of right sliding door (7) with a primer filler.</p> <p><b>i</b> Use 2K spray can. Observe manufacturers instructions. Only use primer fillers approved by Daimler AG, see: <a href="http://xentryportal.mercedes-benz.com">http://xentryportal.mercedes-benz.com</a></p>
		15	<p>Apply paint structure (touch-up job) in repair area (only in outside area) and adjacent surfaces of right sliding door (7) in vehicle color using spray can.</p> <p><b>i</b> Observe manufacturers instructions. Only use paints approved by Daimler AG, see: <a href="http://xentryportal.mercedes-benz.com">http://xentryportal.mercedes-benz.com</a></p>
11	<p>Spread basic body filler (15).</p> <p><b>i</b> The application temperature is 15 to 35 °C. Curing is realized with an infrared lamp (max. 60 °C) within 60 min. In the case of air drying, the curing time lies between 8 and 24 h depending on the layer thickness and ambient temperature. Shock cooling is to be avoided. For the further processing, it must be ensured that all layers are completely cured and completely dry.</p>	16	Remove adhesive material from right sliding door (7).
		17	<p>Glue sealing foil (11) onto right sliding door (7).</p> <p><b>i</b> Check sealing foil (11) for damage; replace if necessary.</p>