



Mercedes-Benz

Campaign No. 2020020015, April 2020

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 (Sprinter), Model Year 2019**  
**Replace Head Restraint**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that the seat/seat bank head restraint on certain Mercedes-Benz Metris (platform 447 (VS20) vehicles may have been fitted without the spring pin or with a spring pin which was mounted outside manufacturing specification. An incorrectly mounted or missing spring pins could allow the upholstery carrier to come loose from the head restraint housing which could increase the risk of an injury in the event of a crash. An authorized Mercedes-Benz dealer will replace the head restraints in the potentially affected vehicles.

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 29 vehicles are involved.




Order No. V-RC-2020020015

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.

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

Op. no.	Operation text	Time (hrs.)	Damage Code
02 1344	Operations: Replace head restraint for driver and front passenger seat	0.3	92 950 53 7
02 1345	Operations: Replace head restraint for passenger seat	0.2	92 950 53 7
02 1346	Operations: Replace each remaining head restraint for one passenger seat (1 head restraint removed)	0.1	92 950 53 7

	Check		
1	Check whether vehicle is affected by measure.	<p>Affected vehicles: Replace head restraint (code: VS2KOPFSTU)</p> <p> 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.</p>	SM91.16-S-0007-01AAA

	Replace		
2	Replace both front seat head restraints.	<p>Model 447 with code ZU7 (National version for Canada) model 447 with code ZU8 (National version for USA)</p> <p> Dispose of replaced components correctly. Observe the applicable legal requirements and specifications of the relevant country.</p> <p> When ordering, enter the appropriate supplementary code for the color. Determine supplementary code to match vehicle identification number (VIN) using "XENTRY Portal Parts Information" system. See parts ordering note table below.</p>	AR91.16-S-0040E
			

3	Replace all head restraints on passenger seats.	<p>Model 447 except code ZU7 (National version for Canada) except code ZU8 (National version for USA)</p> <p><b>i</b> Model 447.60/70</p> <p>For removal of passenger seat head restraints, see operator's manual in chapter: Seats, steering wheel and mirrors → Seats → Head restraints → Mechanically adjust head restraint</p> <p><b>i</b> Dispose of replaced components correctly. Observe the applicable legal requirements and specifications of the relevant country.</p> <p><b>i</b> When ordering, enter the appropriate supplementary code for the color. Determine supplementary code to match vehicle identification number (VIN) using "XENTRY Portal Parts Information" system. See parts ordering note table below.</p>	
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## Replacement parts

DESCRIPTION	PART NUMBER	TOTAL POPULATION	REPLACEMENT RATE (%)	PARTS PER VEHICLE
Head restraint on front seat (with Color code <b>VU9</b> ) (enter the corresponding supplementary code for the color when ordering)	A 447 970 31 00 <b>9D88</b>	12	100	2
Head restraint on front seat (with Color code <b>VY2</b> ) (enter the corresponding supplementary code for the color when ordering)	A 447 970 31 00 <b>9H40</b>	17	100	2