

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
<b>Re: Service Campaign Notification</b> <b>Model 447 (Metris)</b> <b>Model Year 2016-2020</b> <b>Update fuel system control unit (FSCU) software</b>	DATE: November, 2021

## IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz



<b>Campaign No. :</b>	<b>Campaign</b>	Update fuel system control unit (FSCU) software
<b>2021100013</b>	<b>VS2KRUMPE</b>	
<p>This is to notify you of the upcoming <u>Service Campaign</u> to update the fuel system control unit (FSCU) software on approximately <b>48,913</b> MY16-20 Mercedes-Benz Metris vans. All affected VINs will be flagged as <u>"OPEN"</u> in VMI.</p>		
<b>Background</b>		
<b>Issue</b>	<p>MBAG has determined that the electric fuel pump on certain Metris vehicles may not engage due to a signal interruption after starting the engine. In this case, the engine would stop again after a short drive at slow speeds. If no residual pressure remains in the system, the engine will not start. After cycling the ignition, the engine restarts and the vehicle can continue driving.</p>	
<b>What We're Doing</b>	<p>MBUSA is conducting a service campaign. An authorized Mercedes-Benz Metris dealer will update the fuel system control unit (FSCU) software.</p>	
<b>Parts</b>	<p>Software is available.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	Model Year 2016-2020	
<b>Vehicle Model</b>	Metris, VS20 / Platform 447	
<b>Vehicle Populations</b>		
<b>Total Vehicles</b>	<b>48,913</b>	
<b>Dealer Inventory</b>	<b>60</b>	
<b>Next Steps/Notes</b>		
<b>AOMS/SOMS</b>	Please ensure your dealers have read and understand this notice.	
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p>		



# Service Campaign Bulletin



Mercedes-Benz

Campaign No. 2021100013, November, 2021

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Model Year 2016-2020**  
**Update fuel system control unit (FSCU) software**

MBAG, the manufacturer of Mercedes-Benz Metris Vans, has determined that the electric fuel pump of certain VS20 vehicles with engine M274 may not start up after starting the engine due to a signal interruption. In this case, the engine would stop again after a short drive. If no residual pressure is left in the system, the engine would not start. After turning the ignition turned off and then on, the journey can be resumed without limitation.

An authorized Mercedes-Benz Metris dealer will update the fuel system control unit(FSCU) software.

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 **48,913** vehicles are affected.

Order No. V-SC-2021100013

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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<b>SM47.40-S-0007A</b>	<b>Update software of fuel system control unit (FSCU) (code: VS2KRUMPE)</b>	<b>19.10.2021</b>
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



**Model 447.### ## as of 000527 up to 868739 with engine 274 with code G42 (7G-TRONIC PLUS) with code MM1 (Engine M274 DEH 20 LA 155 kW (211 hp) 5500 rpm)**




**Model 447.### ## as of 000527 up to 868739 with engine 274 with code G42 (7G-TRONIC PLUS) with code MM2 (Engine M274 DEH 20 LA 135 kW (185 hp) 5500 rpm)**

**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>Damage Code</b>	<b>Codeword</b>
P	02 4762	Operations: Connect/disconnect vehicle diagnosis system (XENTRY Diagnosis)	0.1 hr	09 900 69	VS2KRUMPE
P	02 5058	Operations: Connect/disconnect starter battery charger (XENTRY Diagnosis connected)	0.1 hr	09 900 69	VS2KRUMPE
P	02 0763	Operations: Update software in fuel system control unit (FSCU) (diagnostic system connected)	0.1 hr	09 900 69	VS2KRUMPE

	<b>Check</b>		
1	Check if vehicle is affected by measure.	Affected vehicles: Update software of fuel system control unit (FSCU) (code: VS2KRUMPE)  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.	SM47.40-S-0007-01AAA

		<b>Update software</b>	
2	Install the 12 V charger.		
AR		<p> A sufficient power supply for the on-board electrical system battery must be guaranteed throughout the entire work procedure.</p> <p>Otherwise there may be damage to the control units if undervoltage occurs.</p> <p> Follow the operating instructions for the 12 V charger.</p> <p> Use the 12 V charger to ensure an adequate voltage (min. 12.5 V) for the on-board electrical system battery.</p>	AR54.10-S-1127E
3	Install vehicle diagnosis system.	If XENTRY Diagnosis is not yet attached.	
AD SI	Service Information: Regio DVD and Retail Data Storage	<p> Always use the latest XENTRY Diagnosis software release.</p> <p> The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p> <p>If XENTRY Diagnosis is already connected to vehicle,</p> <p style="text-align: center;">↓</p> <p>continue with operation step 4.</p>	AD00.00-S-2000-04E SI00.01-D-0044SG

4	Update software for fuel system control unit (FSCU) (N118).	<p> To do this, select the following menu items:  Quick test view →  N118 - 'Fuel system' control unit (FSCU) →  Adaptations →  Control units update →  Updating of control unit software</p> <p> You are then automatically guided through the steps "<b>Updating of control unit software</b>" and "<b>Updating of SCN coding</b>".  The operation steps in XENTRY Diagnosis must be followed precisely at all times.</p> <p> After successful software update of fuel system control unit (FSCU) (N118), the following display is shown:  The procedure was completed successfully.</p>	
5	Remove vehicle diagnosis system from vehicle.		
6	Remove the 12 V charger from vehicle.		AR54.10-S-1127E