

News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Recall Campaign Launch Notification Model 447 (Metris) Model Years 2017-2022 Check and Replace Fuel Hose Clamps and Hose	DATE: April, 2022



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above



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Campaign No. :	Campaign Desc. :	Check and Replace Fuel Hose Clamps and Hose
2022040011	VS2KRAUCH	
<p>This is to notify you of a Recall Campaign Launch to check and replace fuel hose clamps and fuel hose on approximately 42,073 MY17-22 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 "OPEN" in VMI and cannot be sold until the recall has been completed.</p>		
Background		
Issue	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Mercedes-Benz VS20 Metris vehicles (platform 447), the upper and lower fuel hose connections for the fuel lines on the M274 4-cylinder engines may not be securely attached, which in some instances could lead to minor fuel leakage at the upper connection that feeds the high-pressure fuel pump or lower connecting point of the transition hose, between the underbody fuel line and the Schrader valve. Fuel leakage in the presence of a potential ignition source within the engine compartment could create the risk of a fire.	
What We're Doing	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Metris dealer will check the correct mounting of the upper and lower fuel hose connections and replace the clamps and the fuel hose if necessary.	
Parts	Parts are available	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2017-2022	
Vehicle Model	Metris VS20, Platform 447	
Vehicle Populations		
Total Recall	42,073	
Dealer Inventory	141	
<p>Given this notice, it is a violation of Federal Law for a dealer to sell or lease any new 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 Metris vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	An owner notification letter to be mailed in May, 2022.	
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, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>		

Mercedes-Benz USA, LLC

A Mercedes-Benz Group AG Company
 One Mercedes-Benz Drive Sandy Springs, GA 30328 770.705.0600



Campaign No. 2022040011, April, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 Metris, Model Year 2017-2022**
Check and Replace Fuel Hose Clamps and Hose

MBAG has determined that on certain Mercedes-Benz VS20 Metris vehicles (platform 447), the upper and lower fuel hose connections for the fuel lines on the M274 4-cylinder engines may not be securely attached, which in some instances could lead to minor fuel leakage at the upper connection that feeds the high-pressure fuel pump or lower connecting point of the transition hose, between the underbody fuel line and the Schrader valve. Fuel leakage in the presence of a potential ignition source within the engine compartment could create the risk of a fire.

An authorized Mercedes-Benz Metris dealer will check the correct mounting of the upper and lower fuel hose connections and replace the clamps and the fuel hose if necessary.

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 **42,073** vehicles are involved.

Order No. V-RC-2022040011 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.

Check fuel hose to fuel line of service connection for proper fastening, replace if necessary (code: ...

SM47.25-S-0028A

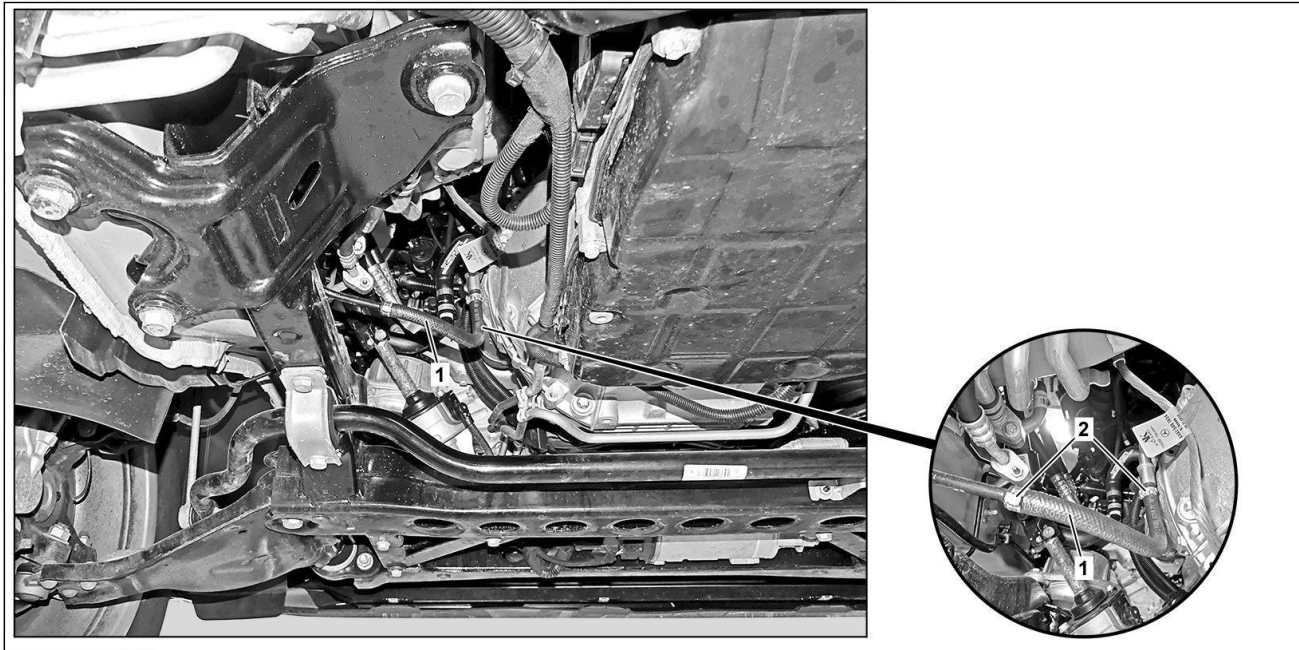
SM47.25-S-0028A **Check fuel hose to fuel line of service connection for proper fastening, replace if necessary (code: VS2KRAUCH)** **25.03.2022**

Model **447.603/605/703 #3 as of 293821 up to 937264 with engine 274 with code ZU7 (National version for Canada)**

Model **447.603/605/703 #3 as of 293821 up to 937264 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	Code
P	02 0336	Operations: Check fuel hose mount at fuel line of service connection	0.3 h	07 922 10	VS2KRAUCH
P	02 0337	Operations: Replace fuel hose to fuel line of service connection (after check)	0.5 h	07 922 10	VS2KRAUCH
















1 Fuel hose to fuel line of service connection

2 Click clamps

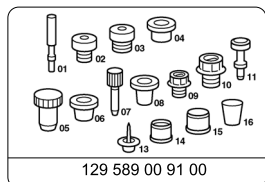
S47.25-A006-09

 Danger	Risk of explosion caused by fuel igniting. Risk of injury to skin and eyes caused by fuel spraying out at high pressure	Keep all ignition sources out of hazard area. Do not carry out any work on system when it is pressurized.	AS07.16-Z-0001-01A
 Danger	Risk of explosion caused by fuel igniting, risk of poisoning caused by inhaling and swallowing fuel as well as risk of injury to eyes and skin caused by contact with fuel.	No fires, sparks, open flames or smoking. Pour fuels into suitable and appropriately marked containers only. Wear protective clothing when handling fuel.	AS47.00-Z-0001-01A
 Danger	Risk of death 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
 Warning	Risk of injury. Skin or eye injuries may result when handling hot or glowing objects.	Wear protective gloves, protective clothing and safety glasses, if necessary.	AS00.00-Z-0002-01A
	General information on work on gasoline direct injection system		AH07.00-P-2000-01A
	Check		
1	Check if vehicle is affected by measure.	Affected vehicles: Check fuel hose to fuel line of service connection for proper fastening, replace if necessary (code: VS2KRAUCH)  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.	SM47.25-S-0028-01AAA
	Remove		
2  AR	Raise vehicle.		AR00.60-S-1000E
3  AR	Remove engine compartment lining.	Only if engine compartment lining is present.	AR61.20-S-1105E

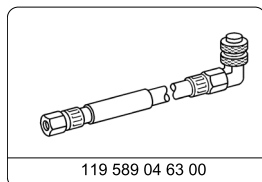
	Check		
4	Check fuel hose to fuel line of service connection (1) in area of click clamps (2) for damage and fuel coating.	If the fuel hose to the fuel line of the service connection (1) is damaged or coated with fuel, ↓ continue with operation step 5. If there is no problem with the fuel hose to the fuel line of the service connection (1), ↓ continue with operation step 8.	
	Replace		
5 	Remove fuel pressure via the service connection.	 Dust protection cap to service connection 	AR07.03-S-1460-04EG BA07.03-Z-1001-01KOH 119 589 04 63 00
6	Replace fuel hose to fuel line of service connection (1) and click clamps (2).	Only if the fuel hose to the fuel line of the service connection (1) is damaged or coated with fuel.  Collect escaping fuel in a suitable container and seal connections.  Dispose of removed component parts properly. To do so, observe the applicable legal requirements and specifications of the relevant country.  Record plug  Pliers for click clamps	129 589 00 91 00 171 589 00 37 00
	Check		
7 	Risk of accident from vehicle starting off by itself when engine running. Risk of injury (bruises and burns) resulting from working on the engine while it is being started or when it is running. Check for leak tightness when engine is running.	Secure vehicle to prevent it from starting off by itself. Wear closed and snug-fitting work clothes. Do not touch hot or rotating parts. Only if the fuel hose to the fuel line of the service connection (1) is coated with fuel or damaged.  Visual inspection only.	AS00.00-Z-0005-01A
	Install		
8 	Install engine compartment lining.	Only if the engine compartment lining was removed beforehand.	AR61.20-S-1105E
9	Lower vehicle.		

Nm Injection nozzles, injection valves, lines

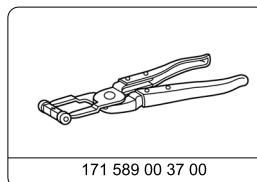
Number	Designation			Engine 274 in model 447, 448
BA07.03-Z-1001-01KOH	Dust protection cap to service connection	Plastic	Nm	2
		Metal	Nm	15



Record plug



Pressure hose



Pliers for click clamps

Parts ordering note

Part no.	Designation	Quantity
A 006 997 18 90	Click clamp, fuel hose to fuel line of service connection (as per findings)	n. B.
N 000000 004158	Fuel hose to fuel line of service connection (as per findings)	n. B.