

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Department Manager, Regulations and Certifications
Re: Service Campaign Notification Model 447 (Metris) Model Year 2022 Retrofit PTC Heater	DATE: August, 2022

Due to a clerical error, the parts for this campaign is not yet available.

Parts should be available to order by end of August.

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz



Campaign No. :	Campaign	Retrofit PTC Heater
2022070013	VS2WALUZU	
<p>This is to notify you of the upcoming Service Campaign to Retrofit the PTC Heater on approximately 277 MY22 Mercedes-Benz Metris vans. All affected VINs will be flagged as "OPEN" in VMI.</p>		
Background		
Issue	Due to global supply constraints the PTC Heater was not installed at the time of manufacturing on certain Mercedes-Benz Metris vehicles.	
What We're Doing	MBUSA is conducting a service campaign. An authorized Mercedes-Benz Metris dealer will retrofit the PTC heater in the affected vehicles.	
Parts	Parts will be available end of August	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2022	
Vehicle Model	Metris, VS20 / Platform 447	
Vehicle Populations		
Total Vehicles	277	
Dealer Inventory	7	
Next Steps/Notes		
AOMS/SOMS	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>		

