

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 907 (Sprinter) 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
2022070014	VS3WALUZU	
<p>This is to notify you of the upcoming Service Campaign to Retrofit the PTC Heater on approximately 1,193 MY22 Mercedes-Benz Sprinter 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 Sprinter vehicles.	
What We’re Doing	MBUSA is conducting a service campaign. An authorized Mercedes-Benz Sprinter dealer will retrofit the PTC heater in the affected vehicles.	
Parts	Parts will be available end of August, 2022	
Vehicles Affected		
Vehicle Model Year(s)	Model Year 2022	
Vehicle Model	Sprinter, VS30 / Platform 907	
Vehicle Populations		
Total Vehicles	1,193	
Dealer Inventory	21	
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>		



Service Campaign Bulletin

Campaign No. 2022070014 August, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 907 Model Year 2022**
Retrofit PTC Heater

Due to global supply constraints the PTC Heater was not installed at the time of manufacturing on certain Mercedes-Benz Sprinter vehicles. An authorized Mercedes-Benz Sprinter dealer will retrofit the PTC heater in the affected vehicles.

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 **1,193** Sprinter vehicles are affected.

Order No. V-SC-2022070014 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.

Service Campaign Bulletin

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Model **907.### 1#**
with code HH2 (Electrically powered hot-air auxiliary heater)

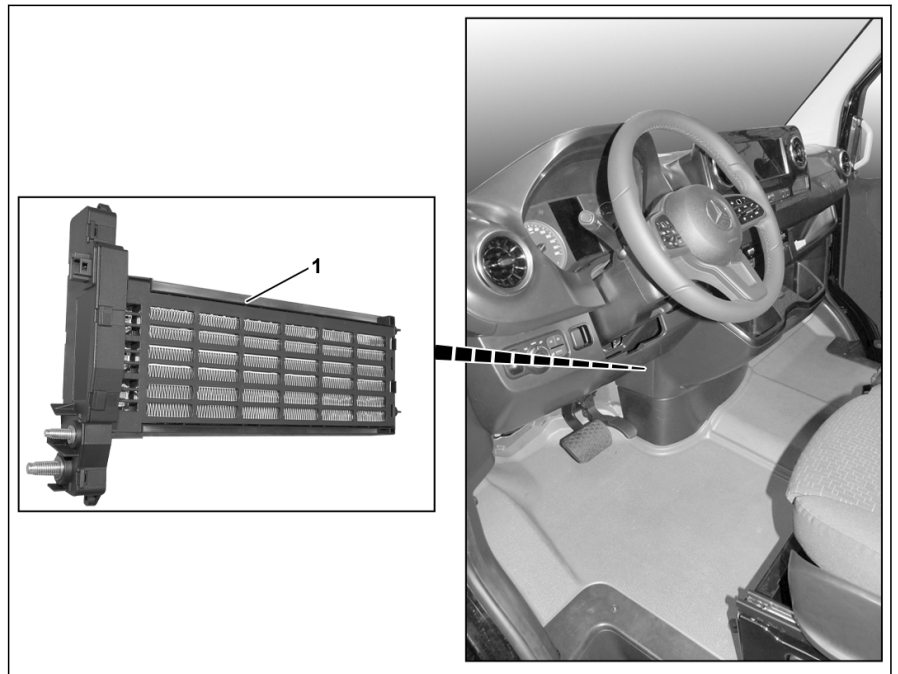
Modification notes

09.06.2022	GB references added for videos.	Operation step 1	
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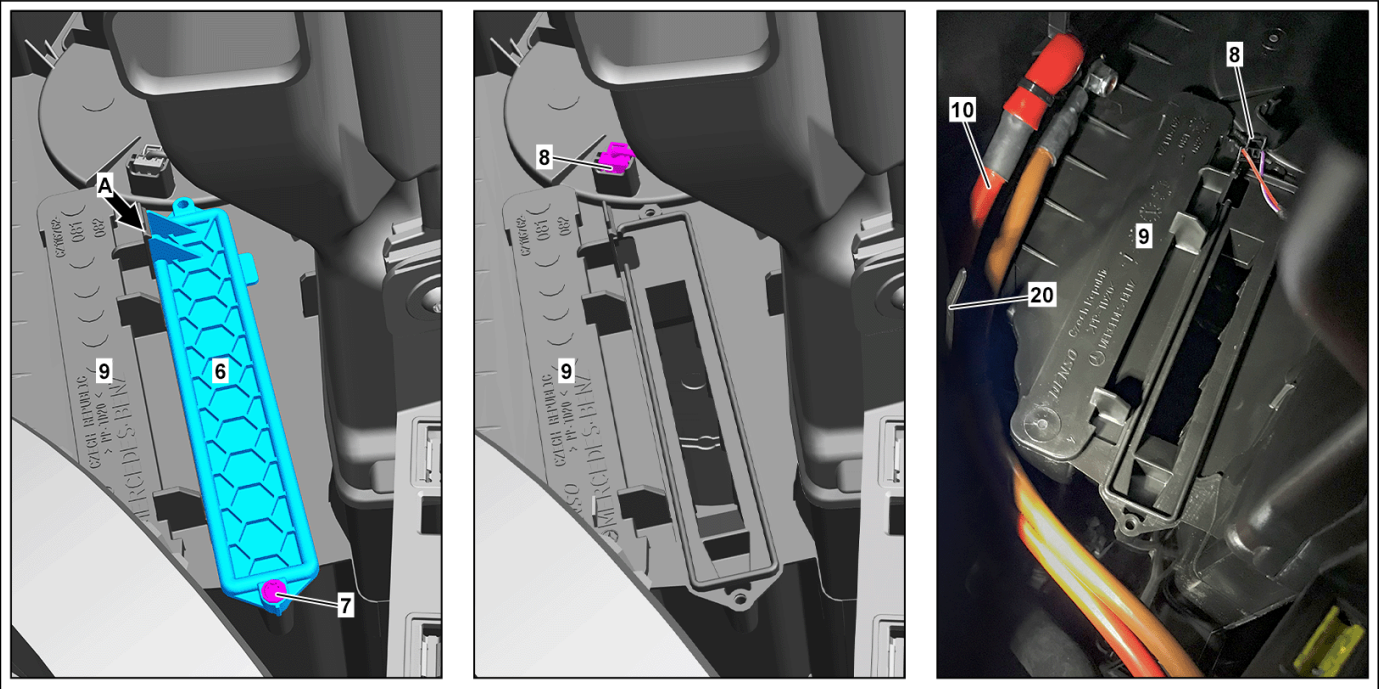
Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Damage C0de	Code
L	02 0003	Operations: Retrofit PTC booster heater	0.8hrs	06 991 05	VS3WALUZ U

1 PTC heater booster

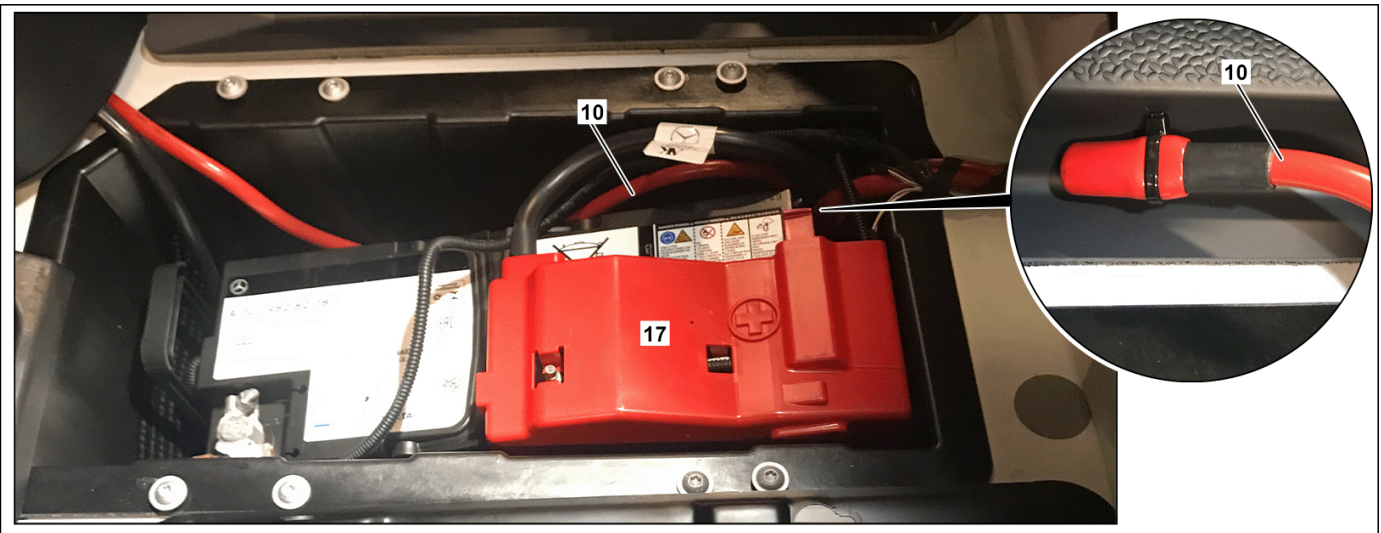


D83.70-A021-06



D83.70-A022-79

- | | | | |
|---|-----------|----|----------------|
| 6 | Cover | 9 | Heater housing |
| 7 | Screw | 10 | Positive line |
| 8 | Connector | 20 | Cable tie |

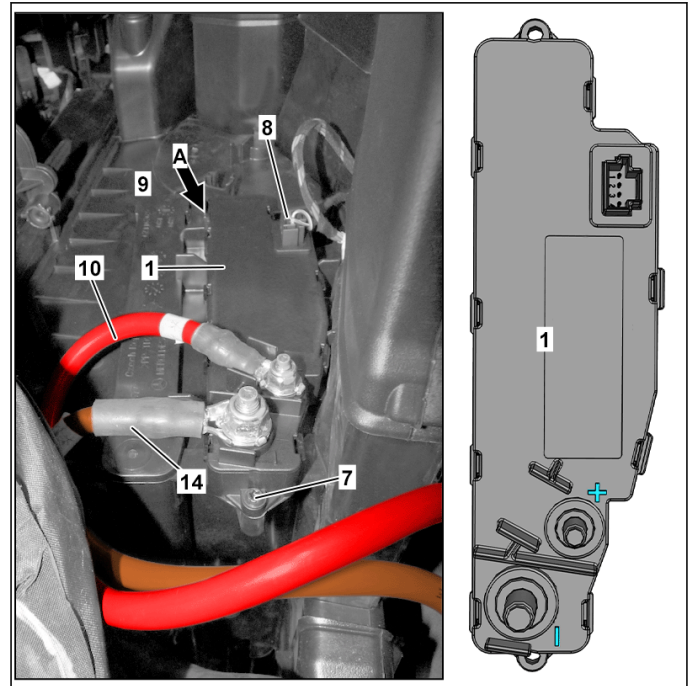


D83.70-A023-78

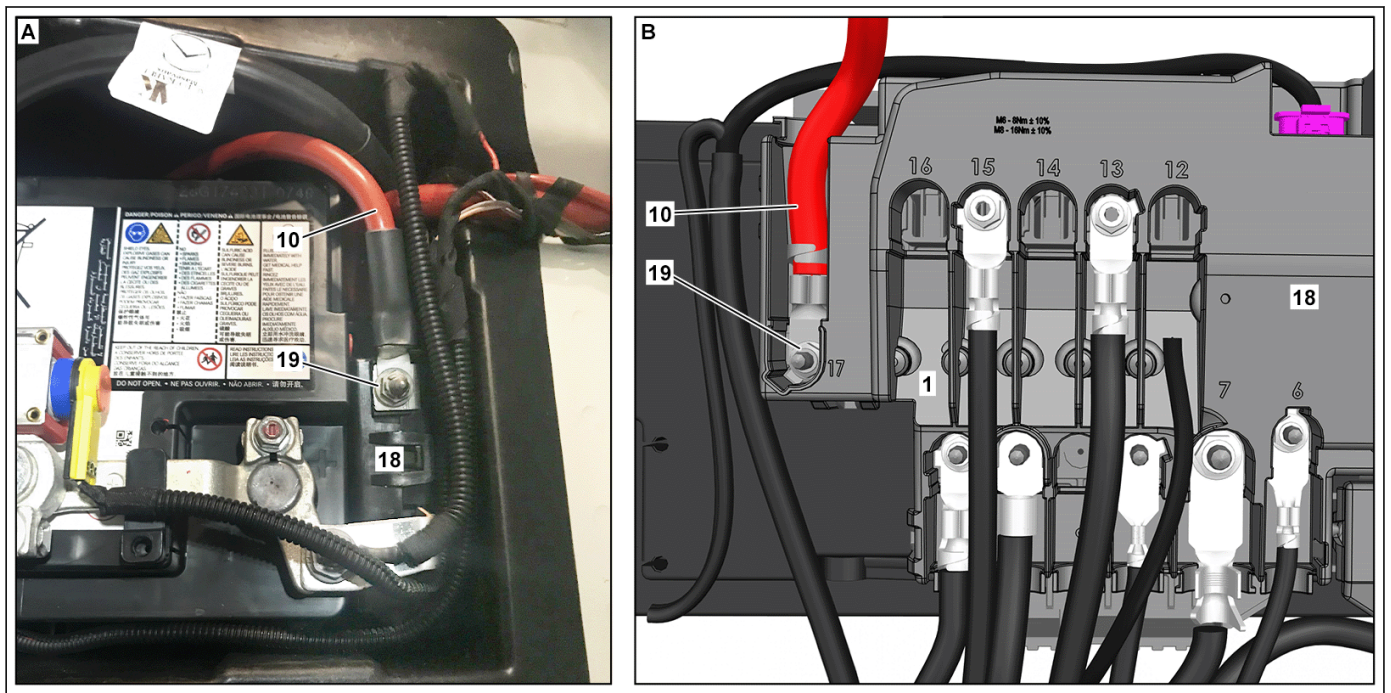
Shown on model 907

- | | | | |
|----|---------------|----|-------|
| 10 | Positive line | 17 | Cover |
|----|---------------|----|-------|

- 1 PTC heater booster
- 7 Screw
- 8 Connector
- 9 Heater housing
- 10 Positive line
- 14 Ground cable







D83.70-A028-82






D83.70-A029-79


- | | | | | | |
|---|-----------|----|---------------|----|-----|
| A | Model 907 | 10 | Positive line | 19 | Nut |
| B | Model 910 | 18 | Prefuse box | | |

 Danger	<p>Risk of fire/risk of explosion due to short circuit and escaping oxyhydrogen gas. Risk of (burn) injury caused by caustic burns to eyes, skin and mucous membranes from battery electrolyte/mist, short circuit and arcing. Risk of poisoning caused by swallowing battery electrolyte or absorption of lead through the skin or body orifices. Risk of death due to voltage $U \geq 30$ V AC and $U \geq 60$ V DC.</p>	<p>No fires, sparks, open flames, or smoking. Wear acid-resistant gloves, clothing, and glasses. Pour battery acid only into suitable and appropriately marked containers.</p>	<p>AS54.10-Z-0001-01A</p>
Notice	<p>Information on preventing damage to electronic components due to electrostatic discharge</p>		<p>AH54.00-P-0001-01A</p>
Notice	<p>Notes on battery</p>		<p>AH54.10-P-0001-01A</p>
Notice	<p>Notes on carrying out repair work in the vehicle interior</p>		<p>AH68.00-D-0001-01KOS</p>

	Check		
1	Check whether the vehicle is affected by the measure.	<p>Affected vehicles: Retrofit PTC booster heater (code: VS3WALUZU, acc. no.: 06 991 05) Model 907.### ## as of 002101 up to 452179</p> <p>Clip: Retrofit PTC booster heater (code: VS3WALUZU, acc. no.: 06 991 05) Model 907.### 1#</p> <p>with code HH2 (Electrically powered hot-air auxiliary heater)</p> <p> A video with a simplified presentation is available for this measure. Nevertheless, all work instructions and information in this document are to be observed as a matter of priority.</p>	<p>SM83.70-D-0028-01AAA</p> <p>SM83.70-D-0028-01AAB</p> <p>GB83.70-D-0000-04A</p> <p>GB83.70-D-0000-04C</p>
	Remove		
2	Detach ground line of on-board electrical system battery.		AR54.10-D-0029TS
3	Remove on-board electrical system battery cover.	Model 907	AR54.10-D-0009TSR

4	Remove the cover (6).	<p>i To do so, unscrew screw (7) and release retaining tab (arrow A).</p> <p>i The cover (6) is no longer required.</p>	
5	Disconnect plug (8) from air conditioner box (9).	<p>i The plug (8) must not be connected to the air conditioner box (9).</p>	
6	Remove protective cover of positive line (10).	<p>i To do so, separate cable tie. The protective cover is no longer required.</p>	
7	Cut cable tie (20).		
8	Detach cover (17) from positive terminal of on-board electrical system battery.	Model 907	
9	Remove protective cover of positive line (10).	<p>i To do so, separate cable tie. The protective cover is no longer required.</p>	
	Retrofit PTC booster heater (1)		
10	Retrofit PTC booster heater (1).	<p>! Install PTC booster heater (1) straight into air conditioner box (9). When installing, do not tilt the PTC booster heater (1). Otherwise damage at the PTC heater booster (1) could occur.</p> <p>i Lock PTC booster heater (1) at retaining tab (arrow A).</p>	
11	Screw in screw/bolt (7).		
12	Connect electrical connector (8) to PTC booster heater (1).		
13	Attach positive line (10) to PTC booster heater (1).	Nm Nut, positive line to PTC heater booster	BA83.70-Z-1002-02KTS
14	Attach ground line (14) to PTC booster heater (1).	Nm Nut, ground line to PTC heater booster	BA83.70-Z-1001-02KTS

15	Attach positive line (10) to free contact pins of prefuse box (18).	<p>i 907: Contact pin "5"</p> <p>i For this purpose, remove nut (19). Note torque specifications on housing of prefuse box (18). M6 = 8 Nm</p>	
16	Connect ground line of on-board electrical system battery.		AR54.10-D-0029TS
	Check		
17	Connect diagnostic system.	<p>i It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	AD00.00-D-2000-06TS
			
18	Perform function test of PTC heater booster (1).	<p>i To do so, use XENTRY Diagnosis. Select Control units view → N22/1 - Air conditioning system (AAC) → Actuations → N33/4 (PTC booster heater control unit). It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system.</p>	
	Install		
19	Install in the reverse order.	<p>i Operation steps 9 to 3.</p>	

 Heater booster unit

Number	Designation		Model 907 Model 910 with engine 651, 654	
BA83.70-Z-1001-02KTS	Nut, ground line to PTC heater booster	Nm	10	

Nm Heater booster unit

Number	Designation	Model 907 Model 910 with engine 651, 654	
BA83.70-Z-1002-02KTS	Nut, positive line to PTC heater booster	Nm	8

Parts ordering note

Part no.	Designation	Quantity
N 000000 003477	Nut	1
A 447 830 08 61	PTC heater booster	1