

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 2020-2022 Provide Supplementary Operator's Manual	DATE: June, 2022

IMPORTANT SERVICE CAMPAIGN INFORMATION



Mercedes-Benz



Campaign No. :	Campaign	Supplementary Operator[s Manual	
2022020021	VS2RADABA		
<p>This is to notify you of the upcoming Service Campaign to provide a supplementary operator’s manual on approximately 14,967 MY20-22 Mercedes-Benz Metris vans. All affected VINs will be flagged as “OPEN” in VMI.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Metris vehicles, determined that on certain vehicles the information identifying the location of the installed radar sensors may be missing in the operator’s manual.		
What We’re Doing	MBUSA is conducting a service campaign. An authorized Mercedes-Benz Metris dealer will provide a supplementary operator’s manual for the affected vehicles.		
Parts	Parts are available.		
Vehicles Affected			
Vehicle Model Year(s)	Model Year 2020-2022		
Vehicle Model	Metris, VS20 / Platform 447		
Vehicle Populations			
Total Vehicles	14,967		
Dealer Inventory	102		
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



Mercedes-Benz

Campaign No. 2022020021 June, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model447, Model Years 2020-2022**
Provide Supplementary Operator's Manual

Mercedes-Benz AG, the manufacturer of Metris vehicles, determined that on certain vehicles the information identifying the location of the installed radar sensors may be missing in the operator's manual.

An authorized Mercedes-Benz Metris dealer will provide a supplementary operator's manual for 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 **14,967** vehicles are affected.

Order No. V-SC-2022020021

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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**Model 447.### #3 as of 746227 up to 917297
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	Acc. no.	Code
P	02 0423	Operations: Supply insert for operator's manual	0.1 hr	58 922 10	VS2RADAB A

	Check		
1	Check whether vehicle is affected by measure.	Affected vehicles: Supply insert for operator's manual (code: VS2RADABA)	SM00.00-S-0055-01AAA
	Provide		
2	Place operator manual insert into glove compartment.	 The insert for the operator's manual is available through the usual order channel.  The insert is included with the printed operator's manual. Please advise your customer of this situation.	

Parts ordering note

Part no.	Designation	Quantity
A 000 584 61 15	Insert	1