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

IMPORTANT SERVICE CAMPAIGN INFORMATION

Mercedes-Benz

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

Campaign No. :	Campaign	Retrofit PTC Heater
2022070013	VS2WALUZU	

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.

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.

While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.

Mercedes-Benz USA, LLC

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Service Campaign Bulletin

Service Campaign Bulletin

Campaign No. 2022070013 August, 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 447 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 Metris vehicles. An authorized Mercedes-Benz Metris 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 **277** Metris vehicles are affected.

Order No. V-SC-2022070013 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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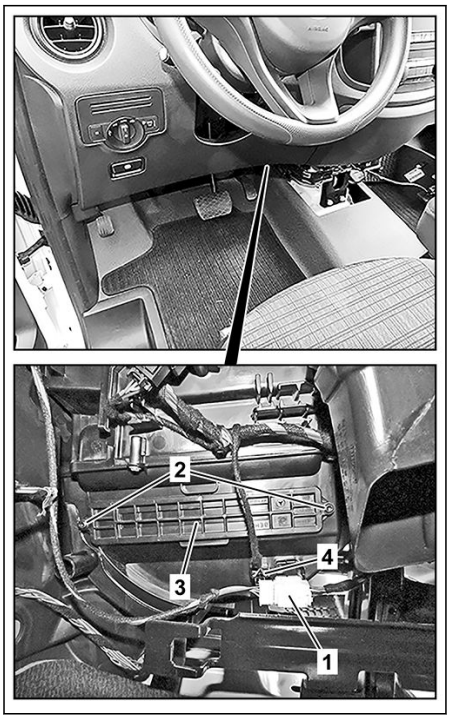
Model **447.### #4 as of 100002 up to 101441**
with code HZ0 (Electric auxiliary heater)
with code XM0 (Facelift)
Model **447.6##/7## #3 as of 977512 up to 989266**
with code HZ0 (Electric auxiliary heater)
with code XM0 (Facelift)

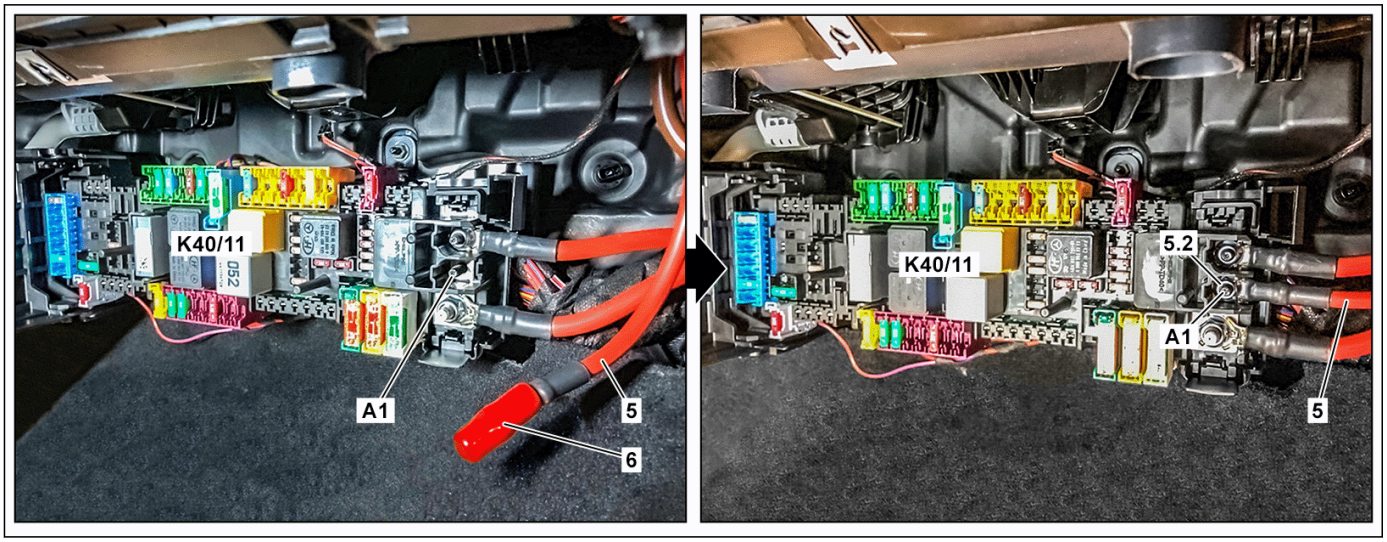
Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Damage Code	Code
P	02 0051	Operations: Retrofit PTC booster heater control unit	0.8 hrs	06 991 04	VS2WALUZU
P	68 5159	Extra work for: Removing/installing center console on vehicles with digital tachograph (DTCO)	0.1hr	06 991 04	VS2WALUZU

1 Electrical connector
2 Bolts
3 Cover
4 Electrical plug connection

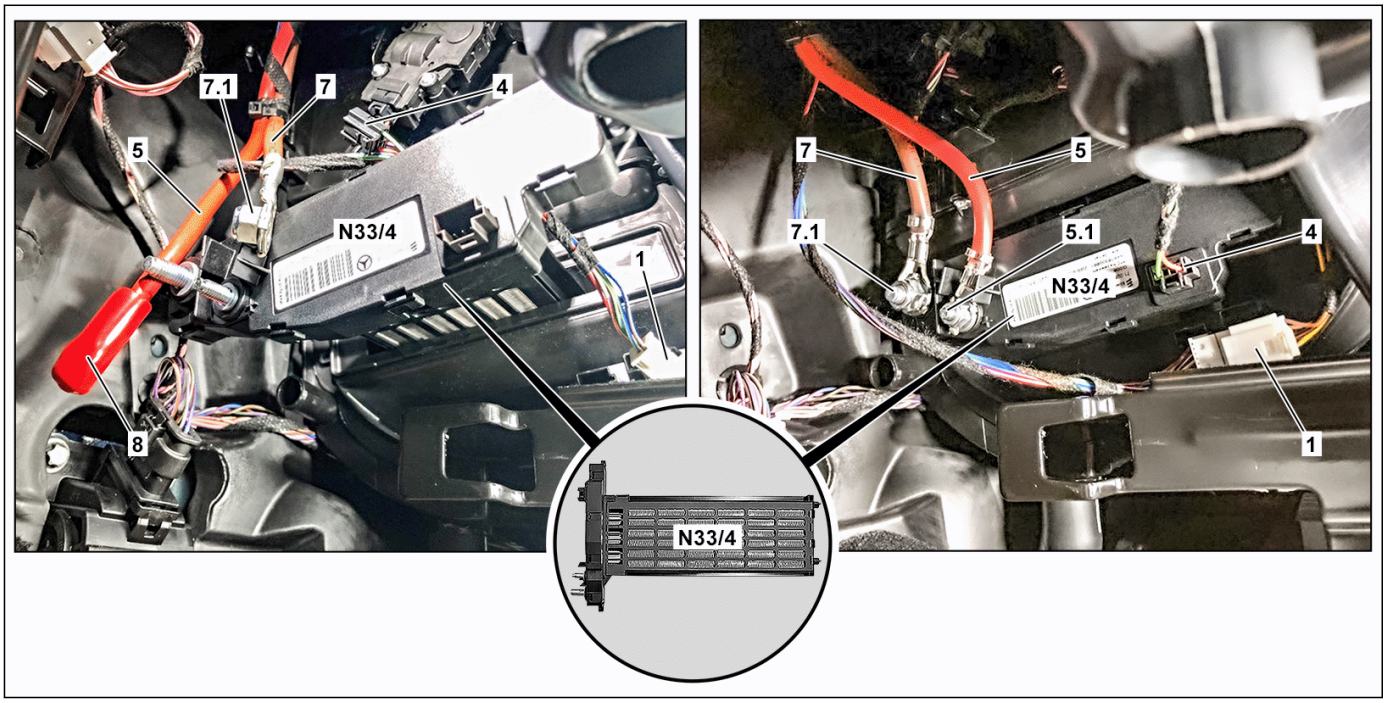


S83.70-A037-03



S54.15-A072-78

5	Positive line	6	Protective cover	K40/11	Firewall fuse and relay module
5.2	Ring cable lug with nut	A1	Pin terminal		



S83.70-A038-79

4	Electrical plug connection	7	Ground cable	8	Protective cover
5	Positive line	7.1	Ring cable lug with nut	N33/4	PTC heater booster control unit
5.1	Ring cable lug with nut				

⚠ Danger	**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 >= 30 V AC and U >= 60 V DC.	No fires, sparks, open flames, or smoking. Wear acid-resistant gloves, clothing, and glasses. Pour battery acid only into suitable and appropriately marked containers.	AS54.10-Z-0001-01A
Notice	Information on preventing damage to electronic components due to electrostatic discharge		AH54.00-P-0001-01A
Notice	Notes on battery		AH54.10-P-0001-01A
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	Check		
1	Check if vehicle is affected by measure.	Affected vehicles: Retrofit PTC booster heater control unit (code: VS2WALUZU)	SM83.70-S-0029-01AAA
	Remove		
2 AR	Detach ground line of on-board electrical system battery.		AR54.10-S-0003E
3.1 AR	Remove cover under driver's side instrument panel.	447.### 1# with code LC7 (Front footwell illumination)	AR68.10-S-1500E
3.2 AR	Remove cover under passenger side instrument panel.	447.### 2# with code LC7 (Front footwell illumination)	AR68.10-S-1520E

4.1 ☞AR ☞AR	Partially remove center console.	Model 447 with code FF1 (Center console with stowage compartment) except code FG0 (Luxury center console with roller blind) or model 447 with code FF2 (Center console with 1 device installation frame) except code FG0 (Luxury center console with roller blind) or model 447 with code FG0 (Luxury center console with roller blind) except code FF1 (Center console with stowage compartment) and except code FF2 (Center console with 1 device installation frame) Model 447 with code FF1 (Center console with stowage compartment) and except code FG0 (Luxury center console with roller blind) model 447 with code FF2 (Center console with 1 device installation frame) except code FG0 (Luxury center console with roller blind) Model 447 with code FG0 (Luxury center console with roller blind) and except code FF1 (Center console with stowage compartment) and except code FF2 (Center console with 1 device installation frame) i Center console does not need to be completely removed.	AR68.20-S-2000E AR68.20-S-2000EA
4.2 ☞AR	Partially remove trim at vertical strut.	Model 447 except code FF1 (Center console with stowage compartment) and except code FF2 (Center console with 1 device installation frame) and except code FG0 (Luxury center console with roller blind) i The cover on the vertical strut does not need to be removed completely.	AR68.00-S-1500E
5	Remove electrical connector (1) from heater box.	i Do not disconnect electrical connector (1).	
6	Remove screws (2).	i The screws (2) are required when retrofitting the new PTC booster heater control unit (N33/4) and therefore must not be disposed of.	

7	Remove cover (3).	[i] The cover (3) is no longer required and can therefore be disposed of properly. To do so, observe the applicable legal requirements and specifications of the relevant country.	
8	Remove cover from firewall fuse and relay module (K40/11).		
[⤢]	**Install**		
9 ☞GF	Fit ring cable lug with nut (5.2) of positive line (5) at pin terminal (A1) of firewall fuse and relay module (K40/11) and tighten. Assignment of right footwell firewall fuse and relay module	[i] Remove protective cover (6) if necessary. The protective cover (6) is no longer required and can therefore be disposed of properly. To do so, observe the applicable legal requirements and specifications of the relevant country. [Nm] M6	GF54.15-S-1256-39TRF BA00.10-Z-1002-01KOA
10	Install cover at firewall fuse and relay module (K40/11).		
11	Retrofit PTC heater booster control unit (N33/4).	[!] Install PTC booster heater control unit (N33/4) carefully and uniformly into device installation frame without allowing it to become jammed. This prevents damage. [i] Model 447.### 1# When doing so, operate brake pedal. Ensure that PTC booster heater control unit (N33/4) is seated correctly in device installation frame.	
12	Fasten PTC booster heater control unit (N33/4) with screws (2).	[i] For fastening, use the screws (2) of the cover (3) that is no longer required.	
13	Attach electrical connector (1) at heater box.	[i] Check retaining clips for damage. If the retaining clip is damaged, ↓ Replace damaged retaining clip.	

14	Connect electrical connector coupling (4) at PTC booster heater control unit (N33/4).		
15	Expose strapped-down ground line (7) and positive line (5) if necessary and route correctly.		
16	Attach ring cable lug with nut (7.1) of ground line (7) at PTC booster heater control unit (N33/4) and tighten.	Nm Nut, wiring harness to PTC heater booster	BA54.18-Z-1001-02KOA
17	Attach ring cable lug with nut (5.1) of positive line (5) at PTC booster heater control unit (N33/4) and tighten.	i Remove protective cover (8) if necessary. The protective cover (8) is no longer required and can therefore be disposed of properly. To do so, observe the applicable legal requirements and specifications of the relevant country. Nm Nut, wiring harness to PTC heater booster	BA54.18-Z-1001-02KOA
18.1 ☞AR ☞AR	Attach center console.	Model 447 with code FF1 (Center console with stowage compartment) and except code FG0 (Luxury center console with roller blind) or model 447 with code FF2 (Center console with 1 device installation frame) and except code FG0 (Luxury center console with roller blind) or model 447 with code FG0 (Luxury center console with roller blind) and except code FF1 (Center console with stowage compartment) and except code FF2 (Center console with 1 device installation frame) Model 447 with code FF1 (Center console with stowage compartment) and except code FG0 (Luxury center console with roller blind) or model 447 with code FF2 (Center console with 1 device installation frame) and except code FG0 (Luxury center console with roller blind) Model 447 with code FG0 (Luxury center console with roller blind) and except code FF1 (Center console with stowage compartment) and except code FF2 (Center console with 1 device installation frame)	AR68.20-S-2000E AR68.20-S-2000EA

18.2 ☞AR	Attach trim at vertical strut.	Model 447 except code FF1 (Center console with stowage compartment) and except code FF2 (Center console with 1 device installation frame) and except code FG0 (Luxury center console with roller blind)	AR68.00-S-1500E
19.1 ☞AR	Install cover under driver's side instrument panel.	Model 447.### 1# with code LC7 (Front footwell illumination)	AR68.10-S-1500E
19.2 ☞AR	Install front passenger side cover below instrument panel.	Model 447.### 2# with code LC7 (Front footwell illumination)	AR68.10-S-1520E
20 ☞AR	Connect ground line of on-board electrical system battery.		AR54.10-S-0003E
	Installing		
21 ☞AD	Install vehicle diagnosis system. Connect STAR DIAGNOSIS and read out fault memory	i Always make sure that XENTRY Diagnosis is updated to the latest version. i It is essential to follow the operation steps in the diagnostic system.	AD00.00-S-2000-04E
	Perform quick test		
22	Perform quick test and delete fault code B10BB87 in air conditioning system control and operating unit (front & rear AAC) (S98).	i Do not yet remove vehicle diagnosis system. i For this, select the following option in the diagnostic system: Control units view → S98 - Air conditioning system (AAC) (code: HH4, HH9, H13, HI1) → Start quick test If further fault codes are stored in the fault memory, ↓ they must be processed in a separate job and must not be invoiced as part of this service measure.	

	Check		
23	Check PTC heater booster control unit (N33/4) for proper operation.	For this, select the following option in the diagnostic system: Actuations → N33/4 (Electric PTC booster heater) It is absolutely essential to precisely follow the operation steps as described in the vehicle diagnosis system. The "**Ignition ON**" requirement must be satisfied. Check the status of the associated actual values in the percentage display. To do so, move the displayed bar in the display of the diagnostic system to four different values (from 0% to 100%). Compare the set values with the percentage of the "Actual values" column. **Functionality is ensured if the set values in the bar match the values in the "Actual values" column.**	
	Remove		
24	Remove vehicle diagnosis system from vehicle.		

Nm Headless screws/bolts: screws/bolts and nuts, coarse-pitch thread

Number	Designation			8.8	10.9
BA00.10-Z-1002-01KOA	M6	Galvanized	Nm	9	13
		Phosphated	Nm	9	12

Nm Headless screws/bolts: screws/bolts and nuts, coarse-pitch thread

Number	Designation			12.9
BA00.10-Z-1002-01KOA	M6	Galvanized	Nm	16
		Phosphated	Nm	14

Nm Wiring harness

Number	Designation			Model 447, 448
BA54.18-Z-1001-02KOA	Nut, wiring harness to PTC heater booster	M6	Nm	8
		M8	Nm	16

Parts ordering note

Part no.	Designation	Quantity
A 447 830 08 61	PTC heater booster control unit	1