



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

December 28, 2023

Mr. Anthony Washington
Senior Manager
Daimler Vans USA, LLC
8490 Palmetto Commerce Pkwy
Ladson, SC 29456

NEF-107ES
23V-881

Subject: Fuel Pump Shutdown May Cause Loss of Drive Power

Dear Mr. Washington:

This letter serves to acknowledge Daimler Vans USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

MERCEDES-BENZ/METRIS/2022-2023

Mfr's Report Date: December 21, 2023

NHTSA Campaign Number: 23V-881

Components:

FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Potential Number of Units Affected: 13,726

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2022-2023 Mercedes-Benz Metris vehicles. The fuel pump may shutdown, causing a loss of drive power.

Consequence:

A loss of drive power can increase the risk of a crash.

Remedy:

Dealers will replace the fuel pump, free of charge. Owner notification letters are expected to be mailed February 16, 2024. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is 23P4790205. This recall is an expansion of NHTSA recall number 23V-444.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.



Please ensure the following requirements are met:

Our records indicate the related NHTSA recall number 23V-444 was submitted on June 26, 2023. Please make sure this is reflected in the last portion of the chronology report.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in 49 U.S.C. § 30118(f), submission of eight consecutive quarterly reports followed by three annual reports is required. As described in 573.7, submission of the first of eight consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter. The first of three consecutive annual status reports will be due on, or before, 1 year after the eighth quarterly report was submitted.

Daimler Vans USA, LLC's contact for this recall will be Emily C. Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement