News Channel Update | Vans Customer Service and Parts

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Launch Recall Campaign Notification Model: Metris (447) Model Years: 2022-2023 Replace Fuel Delivery Module	DATE: April, 2024



IMPORTANT RECALL CAMPAIGN INFORMATION

Please see the attached documents related to the campaign listed above.

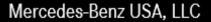


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Campaign No. :	Campaign Desc. :	Develope Final Delinem Mediale/dealers
2024040005	VS2KRAPUM2	Replace Fuel Delivery Module(dealer inventory only)
This is to notify you	u of a Recall Campaign La	nunch to replace the fuel delivery module on approximately 80 MY 2022-2023 Mercedes-
Benz Metris vans. T	he recall campaign will b	be visible on the <u>www.safercar.gov</u> website and may generate questions from customers.
All affected VINs will be flagged "OPEN" in VMI and cannot be sold until the recall has been remedied.		
Background		
Mercedes-Benz AG, the manufacturer of Metris vans, has determined that on certain Metris (447 platform)		
	vehicles, the fuel pump impeller might not meet specifications in regards to material characteristics. As a	
Issue	consequence, the impeller might deform and come into contact with the fuel pump housing, leading to a	
	mechanical resistance. In some instances, this could lead to a shutdown of the fuel pump. As a result, the vehicle	
	could lose propulsion, which could increase the risk of a crash or injury.	
What We're	MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz dealer will check the fuel delivery module	
Doing	on the affected vehicles and replace it, if necessary.	
Parts	Parts are available a	nd can be ordered as necessary.
		Vehicles Affected
Vehicle Model 2022-2023		
Year(s)		
Vehicle Model	Metris	
		Vehicle Populations
Population	ppulation 80 (vehicles in dealer inventory only)	
Dealer Inventory	ry <mark>80</mark>	
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new vehicles in dealer inventory covered by this		
notification until the vehicle has been repaired.		
Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.		
Edunct and demonstrator venicles may continue to be unven, but must not be retailed until repaired.		
Additionally, given this notice, it is a violation of Federal Law for rental companies to rent vehicles covered by this notification until		
the vehicle has been repaired.		
Next Steps/Notes		
Customer Notifi	Customer Notification Timeline Vehicles in dealer inventory only.	
AOMS/SOMS		OMs – This recall may generate questions from your dealers. Please forward this notice to
ACIVIS/ 3CIVIS	yo	our dealers ASAP.
		his week was affect we higher in your fleet. Disease contest your generative MADUSA fleet

This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet

representative for further information and next steps. For repairs, please contact your



Rental Fleet Partners



preferred MBUSA dealer.

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