

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Replace Fuel Delivery Module

NHTSA Recall #23V881

November, 2024

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Metris Dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Metris Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG, the manufacturer of Metris vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2022-2023 Mercedes-Benz Metris vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**



### What is the issue?

On certain Metris vehicles, the fuel pump impeller might deform and come into contact with the fuel pump housing, leading to a mechanical resistance. This could lead to a shutdown of the fuel pump and a loss of drive power, which could increase the risk of a crash or injury.



### What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Metris dealer will replace the fuel delivery module on the affected vehicles.

**This could take approximately 2 hours.** This service will be provided **free of charge**. You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.



### Steps to take.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Metris dealer at your earliest convenience. To locate the nearest Mercedes-Benz Metris dealer, scan the QR code on the left, visit <https://www.mbvans.com/en/dealers> or call 1-800-FOR-MERCEDES (1-800-367-6372).

Please mention you are scheduling an appointment to replace fuel delivery module under

**Recall Campaign #2024040005 (CA DMV #240405)**



If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz Metris dealer. Please see the following page for more information.

**FOR CALIFORNIA ONLY:** A Proof of Correction certificate shall be issued to you by the dealer showing that the vehicle has been repaired under this Recall Campaign.

This certificate may be required by the CA Department of Motor Vehicles for vehicle registration or operation.

Sincerely,  
Mercedes-Benz USA

**Mercedes-Benz USA, LLC**  
A Mercedes-Benz Group AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (770) 705-0600



If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

VIN: [REDACTED]



## **Reimbursement to Customers for Repairs Performed Prior to Recall**

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

**Original or clear copy of all receipts, invoices and/or repair orders that show:**

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

