



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

**1200 New Jersey Avenue SE
Washington, DC 20590**

July 16, 2025

25V463

Anthony Washington
Daimler Vans USA, LLC
8490 Palmetto Commerce Pkwy
Ladson, SC 29456

Subject: Rearview Camera Image May Not Display/FMVSS 111

Dear Anthony 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/2020-2023

Mfr's Report Date: July 11, 2025

NHTSA Campaign Number: 25V463

Components:

BACK OVER PREVENTION: SENSING SYSTEM: CAMERA
EQUIPMENT:ELECTRICAL:INFOTAINMENT:VIDEO (TOUCH)SCREEN/MONITOR/UNIT

Potential Number of Units Affected: 43,422

Problem Description:

Daimler Vans USA, LLC (DVUSA) is recalling certain 2020-2023 Mercedes-Benz Metris vehicles. The electrical connections for the infotainment system may not be properly secured, which can cause the rearview camera image not to display. As such, these vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 111, "Rear Visibility."

Consequence:

A rearview image that does not display reduces the driver's view of what is behind the vehicle, increasing the risk of a crash.

Remedy:



Dealers will inspect and repair the infotainment system connection, as necessary, free of charge. Owner notification letters are expected to be mailed September 5, 2025. Owners may contact DVUSA customer service at 1-877-762-8267. DVUSA's number for this recall is VS2GARPIN.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-888-275-9171), or go to www.nhtsa.gov.

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).

Under 49 U.S.C. § 30112(a), it is illegal for anyone, including a manufacturer, distributor, dealer, or retailer to sell an item of equipment or vehicle that fails to comply with all applicable Federal motor vehicle safety standards.

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 Smith who may be reached by email at emily.c.smith@dot.gov. We look forward to working with you.

Sincerely,

Alex Ansley

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