



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V463

Manufacturer Name: Daimler Vans USA, LLC

Submission Date: Jul 11, 2025

NHTSA Recall No.: 25V463

Manufacturer Recall No.: VS2GARPIN

Manufacturer Information

Population

Manufacturer Name: Daimler Vans USA, LLC

Address: One Mercedes-Benz Drive
Sandy Springs GA, 30328

Total number of potentially involved: 43,422

Estimated percentage with defect: 100%

Vehicle Information

Vehicle 1: 2020-2023 MERCEDES-BENZ METRIS

Product Category: Buses, Medium & Heavy Vehicles

Product Type:

Fuel / Propulsion: Spark Ignition Fuel

Production Dates: Jun 02, 2020 - Jun 01, 2023

Number of potentially involved: 43,422

Descriptive Information:

The recall population was determined through production records.

Defect / Noncompliance Description

Description of the defect or noncompliance:

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vans, has determined that on certain Metris (447 platform) vehicles, the electrical connection to the infotainment system might not meet current specifications.

FMVSS1: 111 - Rear visibility

FMVSS2:

Description of the safety risk, including crash, fire, death, injury:

In this case, power may be sporadically interrupted to the infotainment system. As a consequence, the rearview camera image might be temporarily unavailable and impair rearward visibility while the vehicle is in Reverse and therefore may not fulfill certain requirements of FMVSS 111. Impaired rearward visibility may increase the risk of a crash.

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25V463**Description of the cause:**

Due to a deviation in the development process at a supplier, the thickness of the electrical pins of the infotainment system might not meet specifications.

Identification of any warning that can occur:

Component Manufacturer

Tier of Supplier:**Supplier Type:** Distributor**Name:** Garmin Würzburg GmbH**Address:** Leightonstraße 7
Würzburg Foreign States, 97074**Country:** Germany

Involved Components

Component Name 1: Contact Socket**Component Description:** Contact Socket**Component Part Number:** A0069821926**Component Name 2:** Contact Socket**Component Description:** Contact Socket**Component Part Number:** A0069821526**Component Name 3:** Contact Socket**Component Description:** Contact Socket**Component Part Number:** A0069821726

Chronology

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In November 2022, as part of its final inspection of vehicles in production, MBAG observed occasional irregularities in audio playback through the speakers.

An investigation was initiated to determine why there might be occasional short-duration audio failures. This investigation identified the wiring harness between the infotainment system and the vehicle to be the source of the audio failures. At this point in time, no other potential implications other than speaker functionality were identified and MBAG was not aware of any complaints from the field indicating otherwise.

In mid 2023, the wiring harness was adjusted in production to ensure the speaker functionality.[RB1]

While conducting further analyses and developing of a potential remedy for customer satisfaction [RB2] purposes regarding speaker functionality for the vehicles in the field, MBAG became aware of additional potential [RB3] effects on the infotainment system on those vehicles. These possible effects were analyzed with the supplier and an additional detailed analysis of the field situation became necessary.

During the first half of 2024, sporadic complaints about short-term failures of the infotainment system were detected that might be connected with the observed issue. The nature of the error mechanism often made the issue difficult to replicate. MBAG did not identify a consistent or universal trend but conducted a detailed analysis with the supplier. MBAG concluded that more extensive evaluation was necessary.

In October 2024, MBAG found that the observed issues might have arisen due to an intermittent [RB4] connection between the infotainment system and the vehicle harness connector.

MBAG decided to conduct more intensive testing to further investigate whether and to what extent such a potential intermittent [RB5] contact might also affect other vehicle functions. This testing was conducted in the first quarter of 2025.

Based on the technical analysis, MBAG was able to determine that, due to varying contact force on the pins (e.g. during strong vibrations), the power supply to the infotainment system might also be affected and the central display might temporarily fail.

MBAG also analyzed whether this phenomenon would only occur early in the vehicle's lifetime. As part of this analysis, in April 2025, MBAG re-evaluated field complaints that had not originally been considered related to the pin force phenomenon.

Based on the additional evaluations, a short-duration impairment of the rearview camera due to the pin phenomenon could not be ruled out. Further analyses that continued through June 2025 showed that the installed Parktronic system and all warning tones remain fully functional.

In parallel the potentially affected vehicle population was verified, and worldwide potential regulatory impacts were analyzed.

On July 4, 2025, MBAG concluded that a potential noncompliance cannot be ruled out and decided to conduct a recall.

Related NHTSA Recall Number:

Description of Remedy

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Remedy Type: Repair, Inspect

Consumer Advisories: ☐ Do Not Drive ☐ Park Outside

Description of remedy program:

As a precautionary measure, an authorized Mercedes-Benz dealer will rework the connection of the infotainment system on the affected vehicles.

How remedy component differs from recalled component:

Identify how/when recall condition was corrected in production:

A change in the development process of MBAG's supplier ensures that this issue can no longer occur from June 2, 2023 onwards.

Reimbursement Plan

Description of reimbursement program:

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.

Period of reimbursement:

Costs to be reimbursed:

Address for reimbursement claims:

Recall Schedule

Description of recall schedule:

Dealers will be notified of the pending voluntary recall campaign on Jul 18, 2025. A copy of all communications will be provided when available.

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Owners will be notified of the voluntary recall campaign before Sep 5, 2025.

Planned Dealer Notification Date:

☐ No Dealers

Planned Interim Owner Notification Date:

☐ No Owners

Planned Remedy Owner Notification Date:

☐ Phased Recall

Date when VIN will be searchable: Jul 18, 2025