

To: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	From: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Initial Recall Campaign Notification Model: eSprinter Model Years: 2024 Replace eSprinter Drive Motor	Date: February 2025



Mercedes-Benz

IMPORTANT RECALL CAMPAIGN INFORMATION

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

Please refer all customer inquiries to the Customer Care Center at 1-800-FOR-MERCEDES.



Campaign No.:	Campaign Desc.:	NHTSA ID:	Replace eSprinter Drive Motor
2025020004	PDGSCHWEI	25V090	
This is to notify you of an initial recall campaign to replace the drive motor on approximately 689 MY 2024 eSprinter Vans. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI and cannot be sold until remedied.			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain eSprinter vehicles, the welds on a helical gear within the rear axle drivetrain might not meet current production specifications. In this case, the drive load transmission within the rear axle drive train might no longer be ensured. As a result, the vehicle might lose propulsion which could increase the risk of a crash. Additionally, the parking lock might not function as intended. Safe parking of the vehicle would still be ensured by the electric parking brake.		
What We're Doing	MBUSA is conducting a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz Sprinter dealer will replace the drive motor on the affected vehicles.		
Parts	Parts are not yet available		
Vehicles Affected			
Model Year(s)	2024		
Vehicle Model	eSprinter		
Vehicle Populations			
Population	689		
Dealer Inventory	469		
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.			
Additionally, given this notice, it is a violation of Federal Law for rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.			
Next Steps/Notes			
Customer Notification Timeline	An owner notification letter to be mailed in late March 2025.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers.		
Rental Fleet Partners	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 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.			

