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| To: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers  | From: Anthony Washington, Senior Manager, Regulations and Certifications |
| <b>Re: Pending Recall Campaign Notification</b><br><b>Model: Metris</b><br><b>Model Years: 2020-2023</b><br><b>Rework Infotainment Harness</b> | Date: July 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.



|   |   |                  |                                    |
|---|---|------------------|------------------------------------|
| <b>Campaign No.:</b>  | <b>Campaign Desc.:</b>  | <b>NHTSA ID:</b> | <b>Rework Infotainment Harness</b> |
| <b>2025070006</b>   | <b>PDGGARPIN</b>  | <b>25V463</b>    |                                    |
| <p>This is to notify you of a Recall Campaign to rework the infotainment harness on approximately <b>43,432</b> MY 2020-2023 Metris Vans. The recall campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "<b>PENDING</b>" in VMI and cannot be sold until remedied</p>   |   |                  |                                    |
| <b>Background</b>   |   |                  |                                    |
| <b>Issue</b>  | <p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Metris (447 platform) vehicles, the electrical connection to the infotainment system might not meet current specifications. 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.</p> |                  |                                    |
| <b>What We're Doing</b>   | <p>MBUSA is conducting a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz dealer will rework the electrical connection of the infotainment system on the affected vehicles.</p>  |                  |                                    |
| <b>Parts</b>  | <p>Parts are not yet available.</p>   |                  |                                    |
| <b>Vehicles Affected</b>  |   |                  |                                    |
| <b>Model Year(s)</b>  | 2020-2023   |                  |                                    |
| <b>Vehicle Model</b>  | Metris  |                  |                                    |
| <b>Vehicle Populations</b>  |   |                  |                                    |
| <b>Population</b>   | <b>43,432</b>   |                  |                                    |
| <b>Dealer Inventory</b>   | <b>11</b>   |                  |                                    |
| <p><b>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.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p> <p><b>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.</b></p> |   |                  |                                    |
| <b>Next Steps/Notes</b>   |   |                  |                                    |
| <b>Customer Notification Timeline</b>   | An owner notification letter to be mailed in late August 2025.  |                  |                                    |
| <b>ASBDM/SBDM</b>   | This recall may generate questions from your dealers.   |                  |                                    |
| <b>Rental Fleet Partners</b>  | 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.   |                  |                                    |
| <p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>   |   |                  |                                    |

