

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Replace the eSprinter Drive Motor

NHTSA Recall #25V090

May, 2025



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

Dear Mercedes-Benz eSprinter Owner:

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

Mercedes-Benz AG, the manufacturer of Mercedes-Benz eSprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2024 Mercedes-Benz eSprinter vehicles. **Our records indicate that your vehicle is included in the affected population of vehicles.**

What is the issue?



On certain eSprinter vehicles, the welds on a helical gear within the rear axle drivetrain may fail, causing a loss of drive power, which could increase the risk of a crash. Additionally, the parking lock might not function as intended and result in a vehicle rollaway, increasing the risk of a crash or injury. Safe parking of the vehicle is ensured by the electric parking brake.



What will your Mercedes-Benz Sprinter dealer do?

An authorized Mercedes-Benz Sprinter dealer will inspect the drive motor on the affected vehicles and replace if necessary. **This could take approximately 9 hours.** This service will be provided **at no cost to you.** 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 Sprinter dealer at your earliest convenience. To locate the nearest Mercedes-Benz Sprinter 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 eSprinter Drive Motor** Under Recall Campaign #2025020010.

A VIN-based recall lookup tool on our website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.mbvans.com/en/recall-information. Should you have any questions, please contact your authorized Mercedes-Benz Sprinter dealer. We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,
Mercedes-Benz USA

Mercedes-Benz USA, LLC
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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.

