

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Repair Infotainment Harness

NHTSA Recall #25V463

November, 2025



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

Dear Mercedes-Benz Metris 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 Metris vans, has decided that certain Model Year 2020-2023 Mercedes-Benz Metris vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 111 "Rearward Visibility". Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?



The electrical connection to the infotainment system may fail to power the infotainment system, causing the rearview camera image to be temporarily unavailable, which can decrease visibility and increase the risk of a crash.



What will your Mercedes-Benz Dealer do?

An authorized Mercedes-Benz Metris dealer will repair the connection of the infotainment system on the affected vehicles. This could take approximately **1 hour**. This service will be provided free of charge.



Steps to take.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz Metris dealer at your earliest convenience. To locate the nearest Mercedes-Benz Metris 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 Repair Infotainment Harness Under Recall Campaign # 2025090006. 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.

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 Metris 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
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600



Additional Information for Owners:

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAILBOX. If possible, provide the name and address of the present owner so that we may contact them.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- OTHER _____

- NEW OWNER INFORMATION
OR
- MY NEW NAME OR ADDRESS IS:

[Grid for Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

Date

Signature

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (770) 705-0600



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.

