

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

### Inspect Longitudinal Frame Member Reinforcement

NHTSA Recall #25V609

December, 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 Sprinter 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 Sprinter vans, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2024 Mercedes-Benz Sprinter vehicles.

**Our records indicate that your vehicle is included in the affected population of vehicles.**



#### What is the issue?

The longitudinal frame members of the Body in White might not be reinforced properly. As a result, the vehicle's performance in a crash might be impaired, which could increase the risk of injury for the occupants.



#### What will your Mercedes-Benz Dealer do?

Authorized Mercedes-Benz Sprinter dealers will inspect and repair the longitudinal frame members, as necessary, free of charge.



#### 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 nearest Mercedes-Benz Sprinter dealer visit [www.mbvans.com](http://www.mbvans.com) or call 1-800 FOR-MERCEDES (1-800-367-6372).



Please mention you are scheduling an appointment to inspect reinforcement of longitudinal frame member under Recall Campaign # **2025090008**.

**This could take approximately 1 hour.** This service will be provided free of charge. 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](http://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**

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