

To: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	From: Anthony Washington, Senior Manager, Regulations and Certifications
Re: Recall Campaign Launch Notification Model: Metris Model Year: 2020-2023 Rework Infotainment Harness	Date: October 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 Codeword:	NHTSA ID:	Rework Infotainment Harness
2025090006	VS2GARPIN	25V463	
<p>This is to notify you of a Recall Campaign to rework the infotainment harness on approximately 43,432 MY 2020-2023 Metris 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 "OPEN" in VMI</p>			
Background			
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz Metris 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>		
What We're Doing	<p>MBUSA is conducting a voluntary recall. An authorized Mercedes-Benz Metris dealer will rework the connection of the infotainment system on the affected vehicles.</p>		
Parts	<p>Parts are available and can be ordered as necessary.</p>		
Vehicles Affected			
Model Year(s)	2020-2023		
Vehicle Model	Metris		
Vehicle Populations			
Population	43,432		
Dealer Inventory	0		
<p>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.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>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.</p>			
Next Steps/Notes			
Customer Notification Timeline	An owner notification letter to be mailed in November 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.		
<p>While we regret any inconvenience this may cause, we are determined to maintain a high level of vehicle quality and customer satisfaction.</p>			



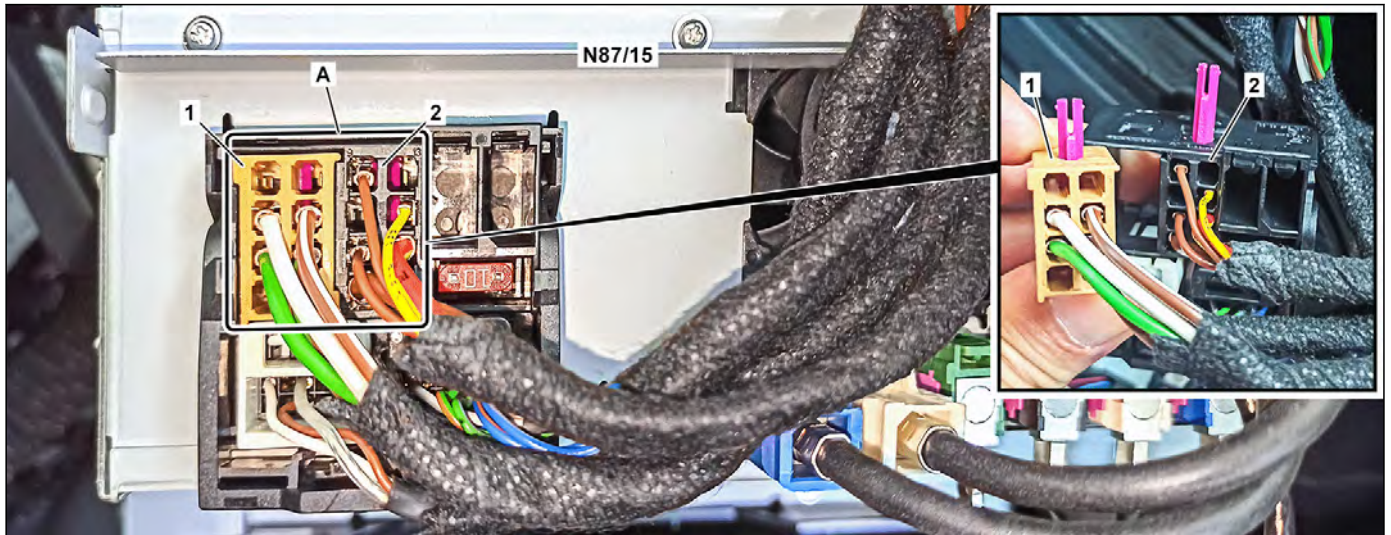
Operation no. of the operation texts or standard texts and flat rates

Category	Op. no.	Operation text	Time	Damage Code	Codeword
P	11 0016	Operations: Replace contact sockets of electrical connector on radio	0.7 hr	54 918 13	VS2GARPIN

N87/15 Radio/radio navigation



S82.60-A060-75
















S82.60-A059-78

N87/15 Radio/radio navigation
1 Ocher yellow housing

2 Black housing
A Electrical connector

Notice	Information on preventing damage to electronic components due to electrostatic discharge		AH54.00-P-0001-01A
Notice	Notes on carrying out repair work in the vehicle interior		AH68.00-D-0001-01KOS
	Check		
1	Check if vehicle is affected by measure.		
	Remove		
2	Remove radio (radio/radio navigation (N87/15)).	Model 447.6/7 The contact sockets on the electrical connectors (electrical connector (A)) of the radio (radio/radio navigation (N87/15)) must be replaced.	AR82.60-S-7502E

	Replace		
3	<p>Replace all contact sockets of ocher yellow housing (1) of electrical connector (A).</p> <p> AR General repair methods for wiring harness</p> <p> AR Removing contacts from plugs and connectors</p> <p> PE Wiring diagram of radio</p>	<p> Always remove electrical connectors individually from ocher yellow housing (1), replace contact sockets and reinstall into ocher yellow housing (1).</p> <p> For all slots on the ocher yellow housing (1), use the contact sockets with replacement part number A 006 982 19 26.</p> <p> The number of electrical connectors on the ocher yellow housing (1) may vary depending on the vehicle equipment involved. At least 4 or maximum 8 contact sockets are required here.</p>	<p>AR00.19-S-0100E</p> <p>AR00.19-S-0120E</p> <p>PE82.60-S-2000VVB</p>
4	<p>Replace all contact sockets of black housing (2) of electrical connector (A).</p> <p> AR General repair methods for wiring harness</p> <p> AR Removing contacts from plugs and connectors</p> <p> PE Wiring diagram of radio</p>	<p>Model 447.6/7</p> <p> Always remove the electrical connectors individually from the black housing (2), replace the contact sockets and install again into the black housing (2).</p> <p> It is essential to have two new contact sockets at slots 9 and 11 with replacement part number A 006 982 17 26, two new contact sockets at slots 12 and 15 with replacement part number A 006 982 19 26, and use a new contact socket on slot 14 with replacement part number A 006 982 15 26.</p>	<p>AR00.19-S-0100E</p> <p>AR00.19-S-0120E</p> <p>PE82.60-S-2000VVB</p>
	Install		
5	Reinstall radio (radio/radio navigation (N87/15)).	Model 447.6/7	AR82.60-S-7502E
	Check		
6	Perform function test of radio (radio/radio navigation (N87/15)) and of all components actuated by it.		

Parts ordering note

Part no.	Designation	Quantity
A 006 982 15 26	Electrical contact socket (for slot 14 on black housing (2))	1
A 006 982 17 26	Electrical contact socket (for slots 9 and 11 on black housing (2))	2
A 006 982 19 26	Electrical contact socket (for slots 12 and 15 on black housing (2))	2
A 006 982 19 26	Electrical contact socket (for all slots of ocher yellow housing (1))	n. B.