

IMPORTANT SAFETY RECALL

This notice applies to your vehicle

VIN: [REDACTED]

Replace eSprinter Drive Motor

NHTSA Recall #25V090

March, 2025



- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

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 ("MBAG"), the manufacturer of 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 Concern?

On certain eSprinter vehicles, the welds on a helical gear within the rear axle drivetrain might fail, which could cause a loss of propulsion, increasing the risk of a crash. In addition, drivetrain failure can result in a vehicle rollaway if the parking brake is not applied, increasing the risk of a crash or injury.

Owners are advised to use the electric parking brake to ensure safe parking until the remedy is performed.

Unfortunately, the parts to remedy this are not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz Sprinter dealer to have the recall completed free of charge.

A vehicle identification number (VIN)-based recall lookup tool on our website offers a search function 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 or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz Sprinter dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. 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.

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

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