

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services

RE: **Recall Campaign Launch Notification**  
**Mounting of Rear Axle Carrier Left Side**  
**MY19 231(SL-Class)**

Date: November 08, 2019

## **IMPORTANT RECALL CAMPAIGN UPDATE**

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Mounting of Rear Axle Carrier Left Side</b>
2019100018	19V768	19P6190101	
<p>This is to notify you of the <b>Recall Campaign launch</b> regarding the mounting of the rear axle carrier on <b>36</b> Model Year (“MY”)19 231 (SL-Class) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on November 08, 2019.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2019 SL-Class vehicles (231 platform), the mounting point of the left side beam on the rear axle carrier might not meet current production specification. Due to a deviation in the production process at the supplier, occlusions might have been introduced during the casting process in the area of the front left mounting point. Depending on the position and size of the occlusion in the front left mounting point, the load capacity of this bolt connection might be impaired. Over time, this might lead to a failure of this bolt connection, which would result in significant knocking noise emanating from the rear axle. If the customer were to ignore these pre-warning noises over a longer period of time, it is possible that the remaining three bolt connections could also fail, thereby affecting vehicle handling, and increasing the risk of a crash.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the front left bolt connection of the rear axle carrier on the affected vehicles. If the bolt connection is impaired, the defect would be irreparable. In that event, a repurchase of the customer’s vehicle will be considered.</p>		
<b>Parts</b>	<p><b>An inspection procedure is available and may be performed.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019		
<b>Vehicle Model</b>	SL-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	36		
<b>Total Vehicles in Dealer Inventory</b>	6		
<p><b>-Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 SL-Class vehicles in dealer inventory covered by this notification . Once the campaign is launched, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo Once the campaign is completed, the vehicle may be sold or leased.</b></p> <p><b>-Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until the campaign is completed. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)</b></p> <p><b>-Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 SL-Class vehicles covered by this notification until the campaign is completed on the vehicle.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed approximately one week after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction.</p> <p style="text-align: center;">Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>			





Mercedes-Benz

Campaign No. 2009100018, November 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model SL-class vehicles (231 platform)**  
**Model Year 2019**  
**Mounting of Rear Axle Carrier**

Mercedes-Benz AG ("MBAG"), manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2019 SL-class vehicles (231 platform), the mounting point of the left side beam on the rear axle carrier might not meet current production specification. Due to a deviation in the production process at the supplier, occlusions might have been introduced during the casting process in the area of the front left mounting point. Depending on the position and size of the occlusion in the front left mounting point, the load capacity of this bolt connection might be impaired. Over time, this might lead to a failure of this bolt connection, which would result in significant knocking noise emanating from the rear axle. If the customer were to ignore these pre-warning noises over a longer period of time, it is possible that the remaining three bolt connections could also fail, thereby affecting vehicle handling, and increasing the risk of a crash. An authorized Mercedes-Benz dealer will check the front left bolt connection of the rear axle carrier on the affected vehicles. If the bolt connection is impaired, the defect would be irreparable. In that event, a repurchase of the customer's vehicle will be considered.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired. Always Check VMI for any open campaigns, and perform accordingly.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 36 vehicles are involved.

Order No. P-RC-2009100018

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

### Check/test procedure

1. Lift vehicle with vehicle lift.
2. Unscrew the M12 screw on the front left rear axle carrier.  
 Secure the rear axle with the transmission jack.
3. Check thread with endoscope over the entire thread length.



Figure 1

- a. Thread Axle mounting (A) damaged: **Perform** work procedure.
- b. Thread Axle mounting (A) **not** damaged: **Replace bolt\*** and **End action**

\*for bolt installation see **BA35.10-p-1001-01N**

### Work procedure

1. If the threads are damaged, create detailed pictures of the damaged threads and clarify further repair procedure using **PTSS-case**.  
 Submit PTSS-case via. Xentry portal

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	bolt	A 002 990 15 03	10%

**i** Small parts such as screws, stop nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts (per WIS) are taken into account in the budgeting and can be claimed.

**Warranty Information****With check**

**Operation:** Check thread at front rear axle mounting on left side and replace bolt

Damage Code	Operation Number	Labor Time (hrs.)
61 901 01 7	02-1371	0.7

**With check work procedure**

**Operation:** Check thread at front rear axle mounting on left side  
Create detailed pictures and clarify further repair procedure using **PTSS-case**.

Damage Code	Operation Number	Labor Time (hrs.)
61 901 01 7	02-1371	0.7
	02-2186	0.2

**i Note**

Operation Number labor times are subject to change.