

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: <b>Recall Campaign Launch Notification</b> <b>Install 12 Volt Battery Support</b> <b>MY19-22 CLS-Class and E-Class</b> <b>(257 and 213 platform)</b>	DATE: December 21, 2022

## **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



Recall Campaign Launch Notification			December 21, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Install 12 Volt Battery Support</b>
2022100009	22V733	22P5490204	
<p>This is to notify you of a <b>Recall Campaign Launch</b> to install additional battery support on <b>19,698</b> Model Year (“MY”) 2019-2022 CLS-Class and E-Class (257 and 213 platform) 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 <b>December 21, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-22 CLS-Class and E-Class (257 and 213 platform) vehicles, the 12V battery in the trunk may dislodge in the event of a crash and subsequently detach from its electrical connections. This, in-turn, may lead to impairment of post-crash functions such as eCall, electric seat adjustment, hazard warning lights, and automatic door unlocking, which could increase the risk of injury for the vehicle occupants.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will install additional mounting support for the 12V battery on the affected vehicles.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2019-2022		
<b>Vehicle Model</b>	CLS-Class and E-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	19,698		
<b>Total Vehicles in Dealer Inventory</b>	221		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19-22 CLS-Class and E-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo. Once the repair is complete 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 repaired. 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 MY19-22 CLS-Class and E-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Interim letters were mailed on November 22, 2022. Final letters will be mailed on or before January 6, 2022.		
<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. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022100009, December 2022

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model CLS-Class and E-Class (257 and 213 platform)**  
**Model Year 2019-2022**

## **Install 12 Volt Battery Support**

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19-22 CLS-Class and E-Class (257 and 213 platform) vehicles, the 12V battery in the trunk might be dislodged in the event of a crash and subsequently detach from its electrical connections. This, in-turn, may lead to impairment of post-crash functions such as eCall, electric seat adjustment, hazard warning lights, and automatic door unlocking, which could increase the risk of injury for the vehicle occupants. An authorized Mercedes-Benz dealer will install additional mounting support for the 12V battery on the affected vehicles.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 19,698 vehicles are affected.

Order No. P-RC-2022100009

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.

# Recall Campaign Bulletin

Recall Campaign Bulletin

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## Retrofit battery support in spare wheel well

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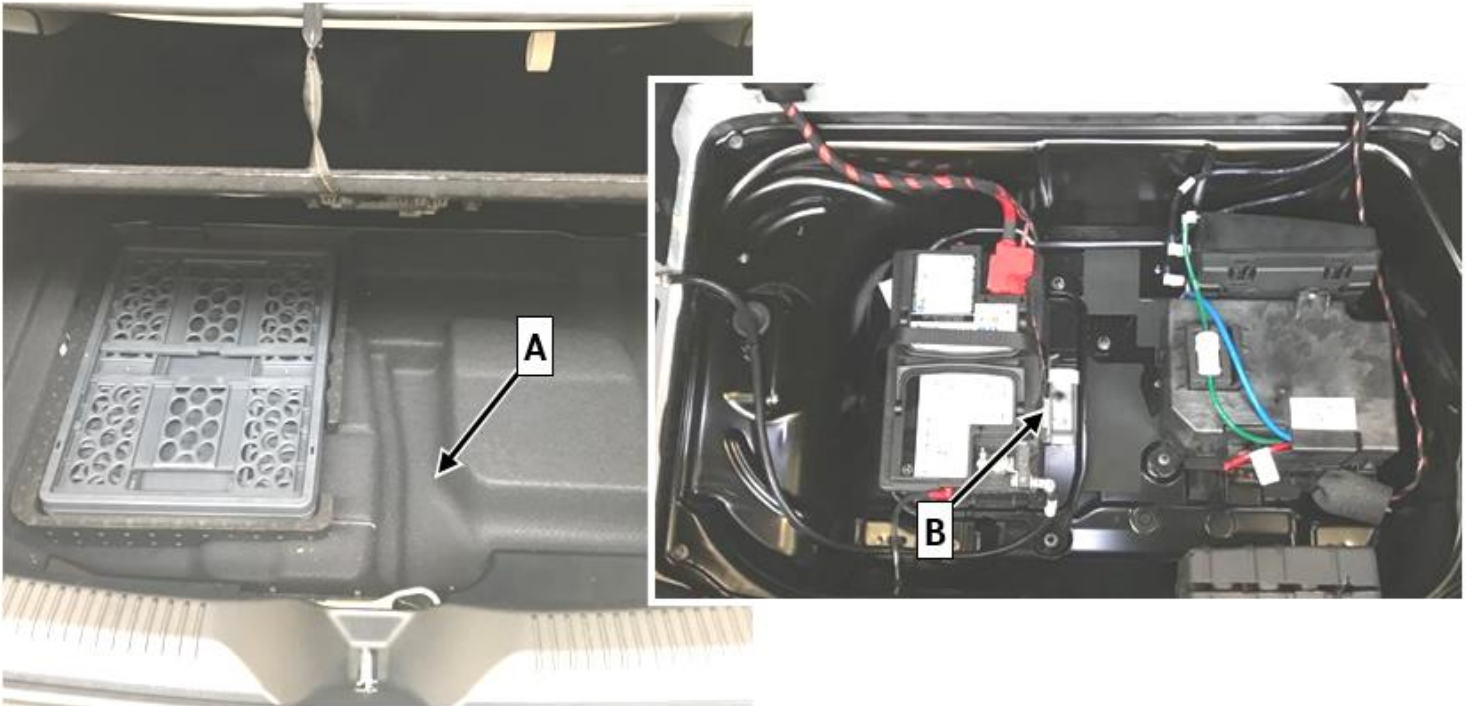
**i** For Model W 213.0, 213.1 and 257, see Work Procedure A.

**i** For Model S 213.2, see Work Procedure B & C (if applicable).

### **Work Procedure A**

**i** Model W 213.0, 213.1 and model 257

1. Lift trunk cover.
2. Fold felt trim (A, Figure 1) above battery upward.



**Figure 1**

3. Check whether there is an opening with cap (figure 2) behind the battery in the spare wheel well.

- i** If an opening with cap exists, the replacement part must be adapted as described in **work procedure C!**
- i** If **no** opening with cap exists, continue with operation step 4.

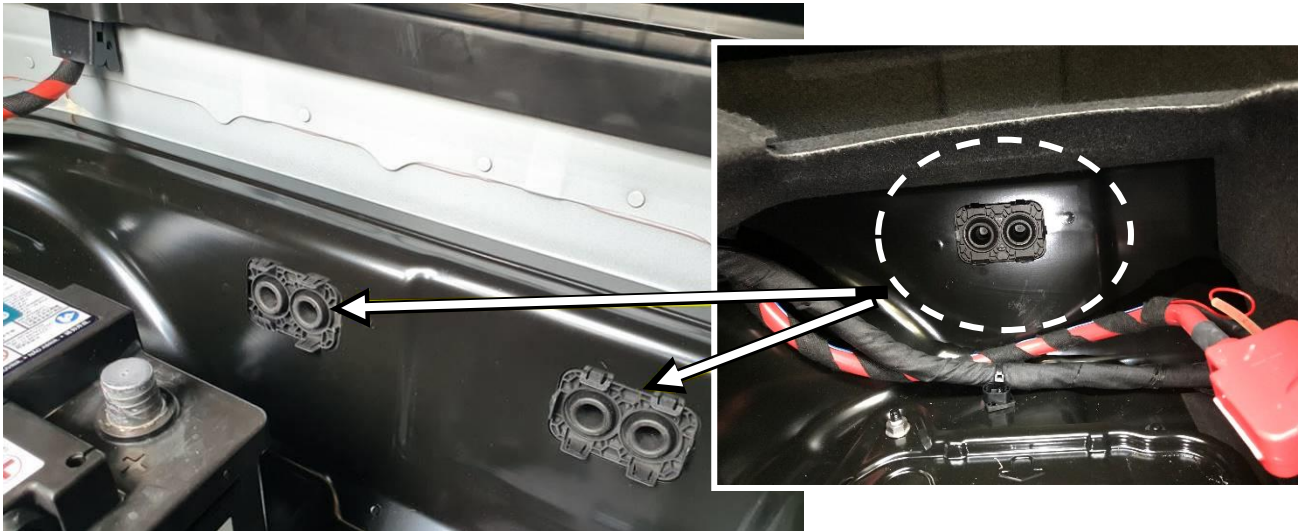


Figure 1

4. Unscrew screw of Battery attachment (B, Figure 1).
5. Tilt battery slightly and insert battery support (C, Figures 3 and 4).

- i** Mount battery such that it is in full contact with support.
- i** Battery is tilted slightly opposite to the direction of travel with lines **connected**.
- Nm** Screw/nut holder/retaining bracket for battery on battery frame **23 Nm**
- i** The edges of the battery support are in contact around the battery and in the battery base.

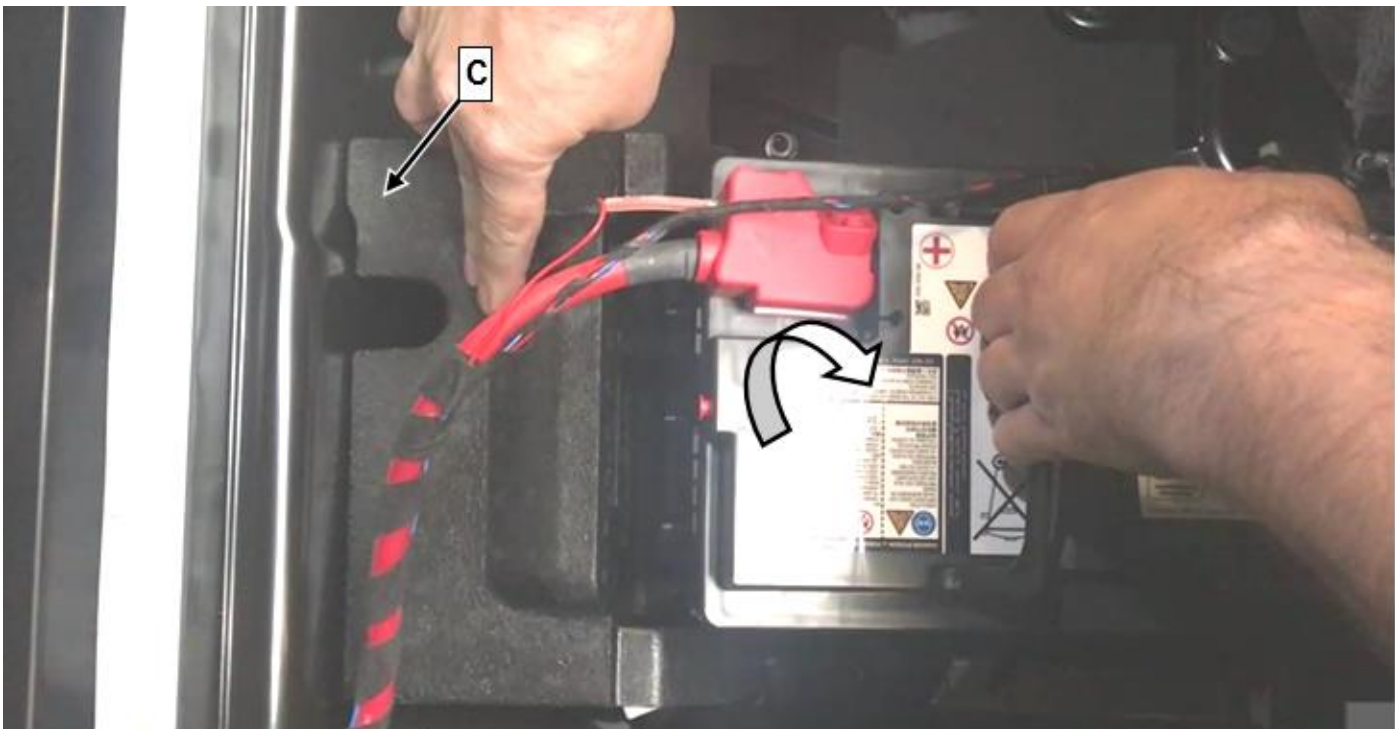


Figure 3



Figure 4

6. Assemble in reverse order.

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**Work Procedure B****i** Model S 213.2

1. Lift cover in trunk.
2. Open cover over battery and remove battery.  
**i** For basic data, see (0AR54.10-P-0005LW).



Figure 2

3. Check whether there is an opening with cap behind the battery in the spare wheel well.  
**i** If an opening with cap exists (figure 6), the replacement part must be adapted as described in **work procedure C before the installation!**  
**i** If **no** opening with cap exists, continue with operation step 4.

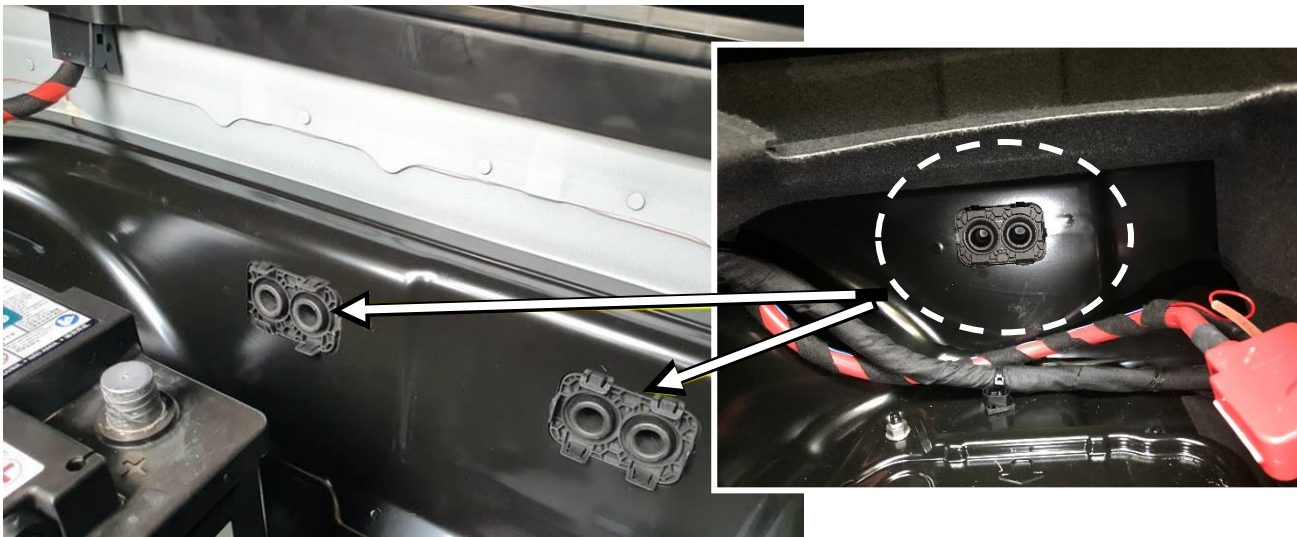


Figure 3

4. Insert **new** battery support and reinstall battery.

**Nm** Screw/nut, holder/retaining bracket for battery on battery frame **23 Nm**

**Nm** Nut, electric line to negative terminal/positive terminal of on-board electrical system battery **6 Nm**

**i** Mount battery such that it is in full contact with support.



Figure 4

5. Assemble in reverse order.

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**Work Procedure C**

**i** Adaptation of battery support due to spare wheel well with opening and cap.

1. Cut out battery support as shown.

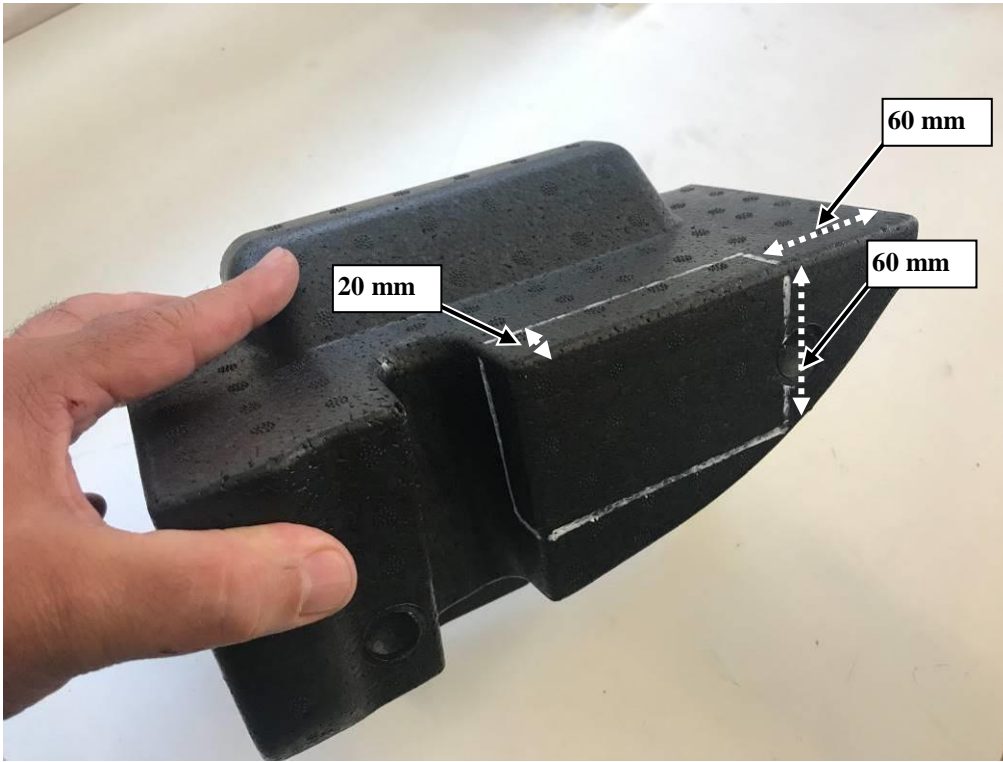


Figure 5



Figure 6

**Primary Parts Information**

Qty.	Part Name	Part Number
1	Battery support	A 213 680 94 09

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealant, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting.

**i** **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair:*

**Warranty Information**

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 902 04	02-0189	Retrofit battery support in spare wheel well Model 213.0, 213.1 and model 257 (Work Procedure A)	0.2
	12-1527	Retrofit battery support in spare wheel well Model 213.2 (Work procedure B)	0.4
	12-1526	Rework battery support after check (Work procedure C)	0.1

**i** **Note:** *Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*