



May, 2022

IMPORTANT SAFETY RECALL 2022030028
This notice applies to your vehicle, VIN: [REDACTED]
Check and Replace Rear Axle Carrier
NHTSA Recall #22V194

Mercedes-Benz USA, LLC

2022030028



Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2022 Mercedes S500V and S580V and Mercedes-Maybach S580Z vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

In certain MY 2022 Mercedes S500 and S580V and Mercedes-Maybach S580Z vehicles, the sub frame welds for the thrust arm on the vehicle's rear axle carrier might not meet current production specifications. In this case, the welds could fail suddenly and without prior warning and may cause the thrust arm to detach from the rear axle carrier. As a result, the vehicle might sway due to roadway influences. In addition, the vehicle could pull to one side in the event of emergency braking. In that case, the controllability of the vehicle would be impaired, increasing the risk of a crash.

Your vehicle is not safe to drive until this inspection is complete.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will inspect the sub frame weld on the rear axle carrier on the affected vehicles and replace the rear axle carrier, if necessary. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the repair time may be between 1-12 hours depending on model, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are scheduling an appointment to inspect rear axle carrier under Recall Campaign # 2022030028.** 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.

Your vehicle is not safe to drive until the inspection is performed and we ask you to stop driving your car immediately. The vehicle will be towed, free of charge to an authorized Mercedes-Benz dealer and loaner vehicle can be provided if available.

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 or contact our Customer Assistance Center

Information for Owners

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.

A VIN-based recall lookup tool on our MBUSA.com 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. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz 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).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- **STOP DRIVE - vehicle will be towed to an authorized dealer and loaner car provided, when available.**
- This repair will be provided free of charge.

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER OWN THIS VEHICLE OR have a CHANGE OF ADDRESS, please COMPLETE THE SECTION BELOW, place in the ENCLOSED ENVELOPE, and DROP IN ANY MAIL BOX. If possible, provide the name and address of the present owner so that we may contact them.

- ☐ EXPORTED
☐ LEASE, VEHICLE RETURNED
☐ SCRAPPED

- ☐ SOLD
- ☐ STOLEN
- ☐ OTHER

- ## NEW OWNER INFORMATION

- ☐ MY NEW NAME OR ADDRESS IS:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date

Signature

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****

DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE