

Part 573 Safety Recall Report

23V-851

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : SEP 06, 2024

NHTSA Recall No. : 23V-851

Manufacturer Recall No. : 2024040012/050005



Manufacturer Information :

Manufacturer Name : Mercedes-Benz USA, LLC

Address : 13470 International Parkway

Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 590

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2022-2023 Mercedes-Benz AMG G 63 4x4² (squared)

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : Mercedes-Benz 2022-2023 AMG G63 special edition 4x4² (squared) Vehicles
The recall population was determined through production records.
Vehicles outside of the recall have the rear axle differential housing that meet the strength requirements.

Production Dates : MAR 05, 2021 - DEC 01, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022-2023 AMG G63 (463 platform) special edition 4x4² (squared) vehicles, the rear axle differential housing might not meet the strength requirements.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Cracks in the rear axle differential housing might occur during vehicle operation, which may lead to differential oil leaking onto the roadway. In this case a risk of a crash for following vehicle traffic may be increased. Further, fracturing of the housing cannot be ruled out and could lead to an interruption of the power transmission on the rear axle, in which a loss of wheel guidance and a loss of propulsion without warning cannot be ruled out. In this case, the risk of a crash or injury could be increased

Description of the Cause : The strength requirements might not be met, which is currently still in analysis.

Identification of Any Warning that can Occur : The driver will not receive a warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 : Rear axle

Component Description : Rear Axle

Component Part Number : A4633509301

Component Name 2 : Rear axle

Component Description : Rear axle

Component Part Number : A4633509401

Component Name 3 : Rear axle

Component Description : Rear axle

Component Part Number : A4633509601

Supplier Identification :

Component Manufacturer

Name : Oberaigner Powertrain GmbH

Address : Daimlerstraße 1,
4155 Nebelberg Foreign States

Country : Austria

Chronology :

In November 2023, MBAG launched initial investigations based on an internal test showing traces of fracturing on the housing of the rear axle transmission. Immediately, detailed analyses of the failure mechanism and root cause were started together with the supplier. Those analyses are still ongoing. Subsequently, a plant campaign was initiated in order to address all vehicles still accessible by MBAG. In parallel an additional customer complaint from the field (Outside USA) which might be related to the issue was identified. No third-party

damages or personal injuries were reported in this relation.

In addition, possible consequences for the vehicles in the field were analyzed along with the determination of the potentially affected vehicles in the field.

On December 08, 2023, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBUSA contacted the agency on December 15, 2023 to inform NHTSA of the safety recall, stop drive instructions, and that communications with owners would start as soon as possible.

On January 18, 2024, MBAG identified two vehicles that appeared to be accessible to MBAG at the time the recall population was determined, but were actually already in the logistics process. Due to a delay in the change of the vehicles' location status, the vehicles left the area accessible for plant rework. On January 20, 2024, MBAG amended the recall population for recall 23V-851 to add those two vehicles.

MBAG is aware of one customer complaint from the field in the USA. MBAG is not aware of any cases of third-party damages, injuries or fatalities in this relation in the USA.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will replace the rear axle of the affected vehicles.

As a precautionary measure, a towing to an authorized Mercedes-Benz dealer will probably be necessary.

Until the remedy is completed, customers will be instructed by the MBUSA Customer Assistance Center (CAC) not to drive their vehicle and will assist to make arrangements with their authorized Mercedes-Benz dealer to have the vehicle towed. Towing and loaner vehicles, where available, will be offered at no cost to the customer.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : The rear axle differential housing meets the strength requirements.

Identify How/When Recall Condition was Corrected in Production : A delivery stop of the affected vehicles ensures that this issue can no longer occur from December 04, 2023 onwards.

Recall Schedule :

Description of Recall Schedule : MBUSA will issue a stop-drive warning notice for the vehicles affected by

this recall on December 20, 2023. A copy of all communications will be provided when available.

Customers will be instructed by the MBUSA Customer Assistance Center (CAC) not to drive their vehicle and the CAC will assist to make arrangements with their authorized Mercedes-Benz dealer to have the vehicle towed for inspection. Towing and loaner vehicles or alternate transportation, where available, will be offered at no cost to the customer.

Owners notified of the voluntary recall campaign by an Interim letter on January 19, 2024. An additional mailing will be sent out for the additional vehicles on January 26, 2024. Owners are expected to start receiving Wave 1 and 2 final customer letters on approximately June 28, 2024.

Owners are expected to start receiving Wave 3 final customer letters on approximately August 9, 2024. Owners are expected to start receiving Wave 4 final customer letters on approximately August 23, 2024. Owners are expected to start receiving Wave 5 final customer letters on approximately September 20, 2024. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 20, 2023 - NR

Planned Owner Notification Date : JAN 19, 2024 - NR

* NR - Not Reported