

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Senior Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign - Initial Notification – STOP DRIVE Rear Axle Differential Housing MY22-23 AMG G63 4x4 squared (463 platform)	DATE: February 16, 2024

URGENT RECALL CAMPAIGN INFORMATION

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

URGENT STOP DRIVE NOTIFICATION

SUMMARY OF NCU UPDATES

1. Update to FAQ #2
2. Update to FAQ #6

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

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification

February 16, 2024

Campaign No. :

NHTSA ID

Campaign Desc. :

TBA

23V851

23P2197654

Rear Axle Differential Housing

This is to notify you of a new STOP DRIVE **Recall Campaign** regarding the rear axle differential housing on **590** Model Year (“MY”) 2022-2023 AMG G63 4x4 squared (463 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on **December 20, 2023**. An additional two VINs flagged in VMI as "PENDING" on **January 20, 2024**.

Background

Issue
Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2022-2023 AMG G63 (463 platform) special edition 4x4² (squared) vehicles, the rear axle differential housing might not meet the strength requirements. 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.

What We’re Doing
MBUSA will conduct a voluntary recall. The remedy is currently under analysis. As a precautionary measure, towing to an authorized Mercedes-Benz dealer may be necessary until a remedy is completed. **Vehicle owners will be informed by the MBUSA Customer Assistance Center (CAC) to stop driving their vehicles immediately.** The CAC can assist owners to contact their preferred authorized Mercedes-Benz dealer to make arrangements for a loaner vehicle and/or towing, which, if needed, will be provided at no cost.

Parts
Remedy is not available at this time.

Vehicles Affected

Vehicle Model Year(s) 2022-2023

Vehicle Model AMG G63 4x4 squared

Vehicle Populations

Total Recall Population 590

Total Vehicles in Dealer Inventory 62

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY22-23 AMG G63 4x4 squared (463 platform) 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 Xentry. Once the repair is complete, the vehicle may be sold or leased.

Until the inspection/remedy is completed, affected vehicle owners will be instructed by the MBUSA Customer Assistance Center (CAC) to stop driving their vehicles and will assist to make arrangements with their preferred authorized Mercedes-Benz dealer to have the vehicle towed for inspection.

Next Steps/Notes

Customer Notification Timeline
Vehicle owners will be informed by the MBUSA CAC starting as early as December 20th to stop driving their vehicles. Customers will also receive a head unit pop-up message informing them of this STOP DRIVE recall, and to contact their preferred dealer or the CAC for mobility and other options. Customer letters will be mailed on January 19, 2024.

AOMS/SOMS
AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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 1-855-853-9454.



FAQs

1. Can the customer continue to drive their vehicle?

This is a STOP DRIVE recall, and customer safety is our highest priority. MBUSA advises customers to stop driving their vehicle until the remedy is performed. Vehicle owners will be informed by the MBUSA Customer Assistance Center (CAC) starting December 20, 2023, to stop driving their vehicles. Customers will also receive an in-vehicle Head-Unit notification to stop driving their vehicle starting December 29, 2023. The Head-Unit messaging will continue to appear until the vehicle's remedy has been completed. Customers will be notified by first class mail on January 19, 2024, to stop driving their vehicle.

2. Will the Dealer provide a loaner vehicle?

- In efforts to support dealers during this STOP DRIVE Recall, temporary Courtesy Vehicle Program (CVP) slots may be provided on an as-needed basis. Once a customer has contacted the dealer for loaner vehicle support, please contact the CVP team for additional steps.
- **Short-Term Mobility Option - Rental Vehicles, Ride-Share, Personal Transportation and Vehicle Transport to/from the Dealer:** Dealers should submit a claim using damage code 35600 01 and enter the corresponding amount on the sublet line. Rental vehicles are limited to a maximum of 60 days, and up to \$250.00 per day, during which time transactions for repurchase or trade assist - (*Reference "Goodwill considerations for Recall Campaign - Recall Axle Differential Housing"*) are being executed. Supporting documentation for mobility expenses must be attached to the claim. All sublet claims are subject to review by MBUSA.

3. Customers are advised not to drive their vehicle; will towing be offered?

Towing will be offered free of charge and can be arranged by the dealer, or by calling 1-855-853-9454 for assistance.

4. Media articles state customers of the affected vehicles should stop driving their vehicle; what should they do?

A VIN-based recall lookup tool on the MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall. See <https://www.mbusa.com/en/recall> for more details. If the vehicle status is listed as "Pending" or "Open", the vehicle **MUST NOT** be driven until the repair is performed.

5. The customer received a letter but no longer owns the vehicle. How can they update ownership information?

Customers should be directed to the MBUSA recall website at <https://www.mbusa.com/en/recall>, where they can enter their VIN and update their contact information, or by calling 1-855-853-9454 for assistance.



6. How do dealers submit for other limited customer and vehicle mobility solutions to and from the dealer, including ride sharing, public transportation and vehicle transport?

Dealer should submit a claim using damage code **35600 01** and enter the corresponding amount on the sublet line. Supporting documentation for mobility expenses to and from the dealer (ride sharing, public transportation and vehicle transport) must be attached to the claim. All sublet claims are subject to review by MBUSA.

Vehicle onsite storage: * Valid until the recall campaign is marked as "Open". *

- Dealer should submit a claim once every 30 days
- Claim amount is limited to \$250/30 days.

7. The customer wishes to keep driving the vehicle and refuses the repair. How do I handle this situation?

Customer safety is our top priority at Mercedes-Benz. If the customer insists on driving the vehicle despite the warnings associated with a "STOP DRIVE" recall, the following language **MUST** be added to the Repair Order and initialed by the customer:

_____ (Initial Here) **ASSUMPTION OF RISK FOR REMOVAL OF VEHICLE.** I understand that my vehicle is subject to a "STOP DRIVE" recall and that continuing to drive my vehicle involves inherent risks and dangers of accidents, property loss or damage, and serious personal injury to me and others, as well as potential financial losses. I have carefully considered the extent of the risks involved, and I voluntarily and freely choose to assume these risks.

8. The customer wishes to keep driving the vehicle and is refusing to initial the "Assumption of Risk" on the Repair Order. How do I handle this situation?

Please follow the same protocol used at your dealer when a customer refuse services. Make a notation on the RO that "customer refuses to initial the Assumption of Risk." A customer signature must be recorded on the RO.

