

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 Launch Notification Replace Fuel Pump Delivery Module – Wave 4 MY21-24 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms)	DATE: August 6, 2024

IMPORTANT RECALL CAMPAIGN UPDATE

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

This campaign is under a separate NHTSA ID: 23V880 but related to the prior NHTSA ID: 23V445 and Campaign Number 2023070012. As such, each campaign is handled independently.

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 Launch Notification			August 6, 2024
Campaign No. :	NHTSA ID/CA DMV :	Campaign Desc. :	Replace Fuel Pump Delivery Module – Wave 4
2024010011	23V880	23P4790209	
<p>This is to notify you of the Recall Campaign Launch to replace the fuel pump delivery module on 75,928 Model Year (“MY”) 2021-2024 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class vehicles (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms). The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs were flagged in VMI as “OPEN” on February 9, 2024. An additional 16,033 affected VINs were flagged in VMI as “OPEN” on June 14, 2024. An additional 31,609 affected VINs will be flagged in VMI as “OPEN” on July 19, 2024.</p>			
Background			
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2024 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class vehicles (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms), the fuel pump impeller might not meet current specifications in regards to material characteristics. As a consequence, the impeller might deform and contact the fuel pump housing and result in mechanical resistance on the impeller. In some instances, this could cause the fuel pump to stop operating. As a result, the vehicle could lose propulsion, which could increase the risk of crash or injury. Before the fuel pump is switched off, the driver may be made aware of a malfunction by a warning message in the instrument cluster and might notice a roughly running engine.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the fuel pump delivery module on the affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2021-2024		
Vehicle Model	C-Class, E-Class, G-Class, GLC, GLE, GLS, GT, S-Class, and SL		
Vehicle Populations			
Total Recall Population	13,432 (Wave 1) + 14,854 (Wave 2) + 16,033 (Wave 3) + 31,609 (Wave 4)		
Total Vehicles in Dealer Inventory	413 (Wave 1)		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 NetStar VMI and Xentry Portal. Once the repair is complete, the vehicle may be sold or leased.</p> <p>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).</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</p> <p>Notice to California Dealers: As required by 13 CCR 2117, a proof of correction (“POC”) certificate showing that the vehicle has been repaired under this recall must be issued by the dealer, and that such a certificate may be required by California as a condition of vehicle re-registration or operation. Please reference this POC in the attached work instructions. Failure to complete this step may result in fines and penalties and lead to customer dissatisfaction.</p>			
Next Steps/Notes			
Customer Notification Timeline	<p>Wave 1 customer letters were mailed on February 23, 2024.</p> <p>Wave 2 customer letters were mailed on April 19, 2024.</p> <p>Wave 3 customer letters were mailed on June 28, 2024.</p> <p>Wave 4 customer letters will be mailed on August 09, 2024.</p>		



AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.
Rental Fleet Partners	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.
Customer Reimbursement	Customer reimbursement is not being offered for this campaign.
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.	



Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024010011, July 2024

Revision B: 08/12/2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Various Models**
Model Year 2021-2024

Replace Fuel Pump Delivery Module – Wave 4

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2024 C-Class, E-Class, S-Class, SL, GT, GLC, GLE, GLS and G-Class vehicles (205/206, 213/238, 223, 232, 290, 253/254, 167 and 463 platforms), the fuel pump impeller might not meet current specifications in regards to material characteristics. As a consequence, the impeller might deform and contact the fuel pump housing and result in mechanical resistance on the impeller. In some instances, this could cause the fuel pump to stop operating. As a result, the vehicle could lose propulsion, which could increase the risk of crash or injury. Before the fuel pump is switched off, the driver may be made aware of a malfunction by a warning message in the instrument cluster and might notice a roughly running engine. An authorized Mercedes-Benz dealer will replace the fuel pump delivery module on the affected vehicles.

Prior to performing this Campaign:

- VMI must 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 70,400 vehicles are affected.

Order No. P-RC-2024010011

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Recall Campaign Bulletin

Replace Fuel Pump Delivery Module - Wave 4

Modification notes:

- Parts Quantity for Bolt and washer assembly, rear axle carrier to rear frame floor assembly (Model 167) reverted to original quantity.

Work Procedure

- i** The fuel tank may only be filled up to a **maximum of 20%**.
- i** This corresponds to two lines (A) on the fuel display (**Figure 1**).



Figure 1 (shown on model 205)

1. Replace fuel pump.

- i** For basic data, see **AR47.20-P-5710***

* Select WIS document according to the vehicle model.

- w** It **must be** ensured that the fuel lines are sealed with the stop plugs specified in WIS: **WS00.00-P-0255Z**.
The fuel lines **must not run empty!**

- i** Quick test **does not** need to be performed.

i Only model 206, 232: Note on disassembly of suction jet pump drive line quick connector.

The procedure steps 1-3 should only be performed when the quick disconnect is not working (**Figure 2**).

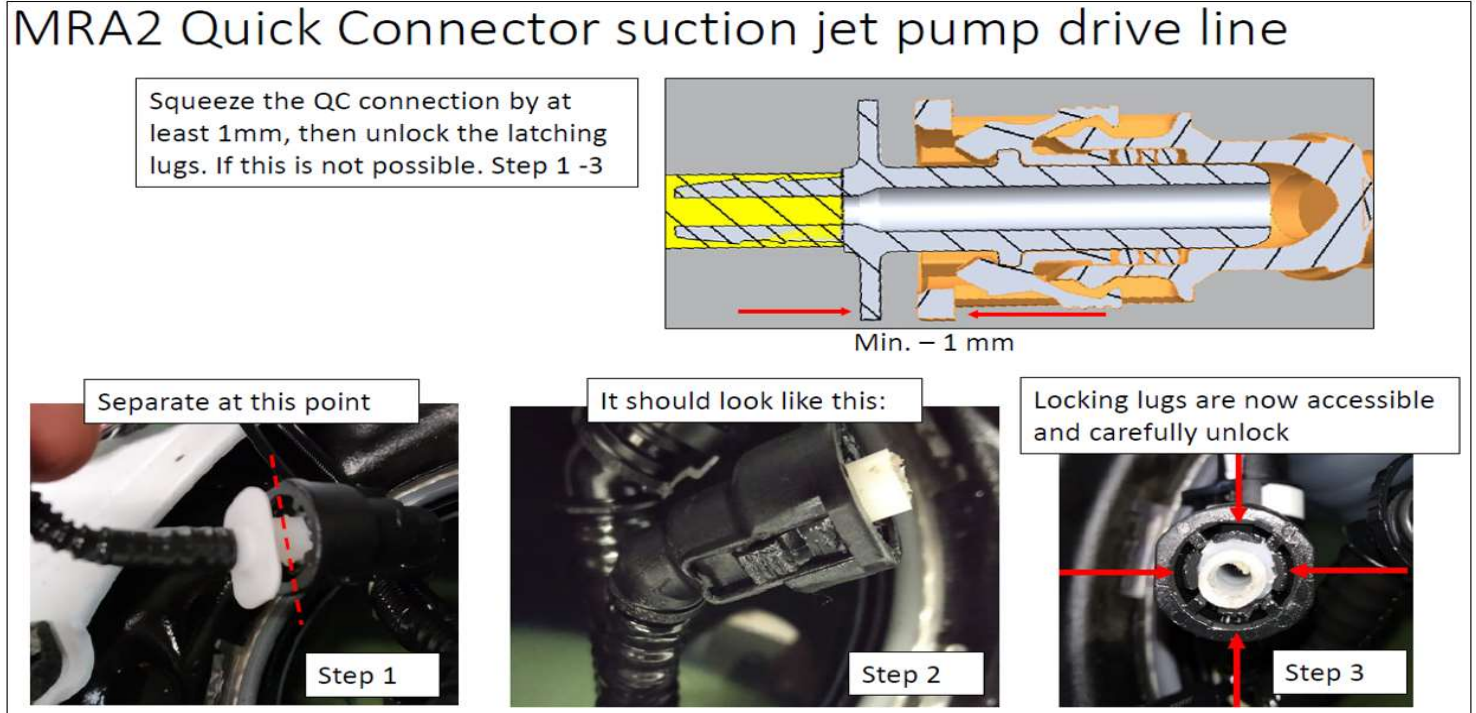


Figure 2

i Only for model 167

Contrary to the WIS document (**AR88.60-P-2001ME - Remove/install tank filler recess**), the tank filler recess must **not** be removed. Disconnecting the hose lines at the activated charcoal canister and the sealing bellows on the inside at the tank filler recess is sufficient.

Installation:

i For **all** vehicles with code 228 stationary heater, the connection for the fuel supply system must be cut off before installing the fuel pump (**Figure 3**).



Figure 3

i Delivery modules that are delivered **without float-and-lever sensor** must be modified. (**Figure 4-7**)

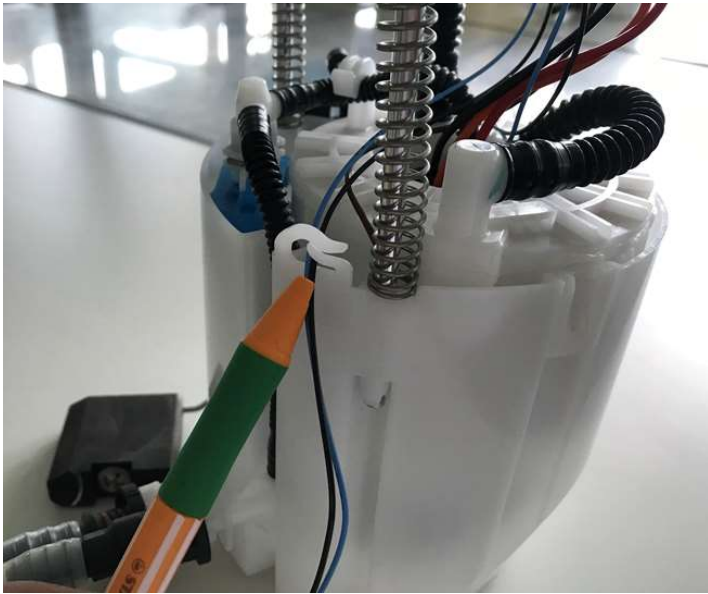


Figure 4 (remove electric lines from routing clip)

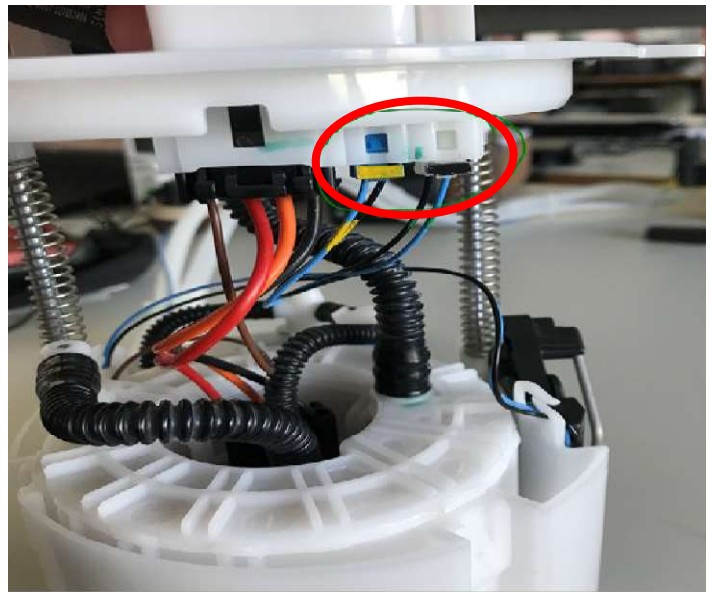


Figure 5 (release corresponding connector and disconnect the contacts)

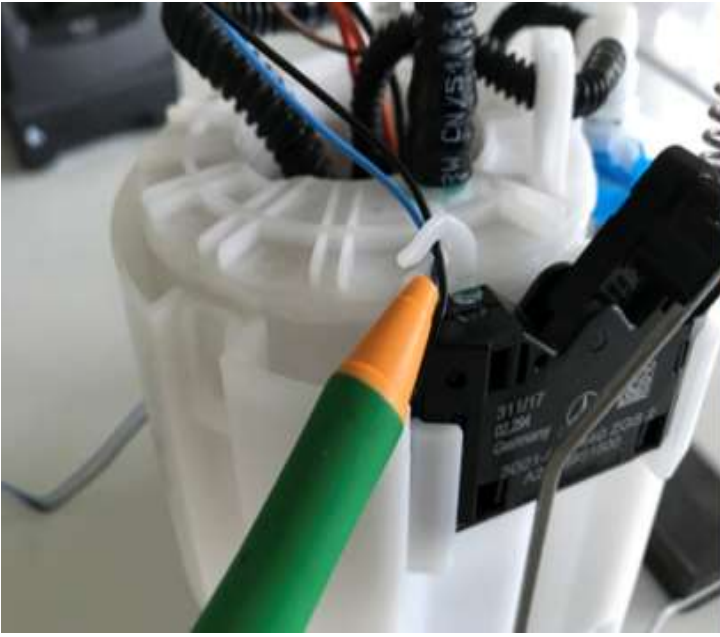


Figure 6 (remove lines from routing clip)



Figure 7 (using a screwdriver, carefully push float-and-lever sensor housing away from module housing and at the same time push float-and-lever sensor housing upwards.)

2. Assemble in reverse order.

Primary Parts Information

i If one of the following delivery modules in **Column 1** was determined by the Vehicle Identification Number (VIN) in the XENTRY parts process, the delivery module in **Column 2** should be ordered and installed!

i If the determined delivery module from **Column 2** is not available for order due to parts constraints, the delivery module from **Column 1** can be ordered.

The delivery module in **Column 1** is supplied **with** float-and-lever sensor, and the delivery module in **Column 2** is supplied **without** float-and-lever sensor.

If the delivery module from **Column 2** is ordered and installed, proceed as per the operation item "12-1973".

i If the required delivery module, as determined in the XENTRY parts process is **not listed in Column 1**, please order the required delivery module according to the XENTRY parts process.

Column 1	Column 2
Delivery module as determined by VIN in the XENTRY parts process: i * If the part number has 12 digits, the last two digits can be ignored and the part from column 2 must be ordered!	Order and install delivery module without float-and-lever sensor:
A 167 470 03 94 /*	A 167 470 07 06
A 167 470 45 00 /*	A 167 470 06 06
A 167 470 69 00 /*	A 167 470 05 06
A 205 470 27 02 /*	A 205 470 52 03
A 205 470 49 00 /*	A 205 470 51 03
A 205 470 85 01 /*	A 205 470 50 03

i The fuel pump locking ring is not required to be replaced and will not be covered under warranty.

Qty.	Part Name	Part Number
1	Delivery unit in right fuel tank	*
1	O-RING between delivery unit and fuel tank	*
6	Cap bolt, propeller shaft to transfer case (Model 167)	*
As required	Cap bolt, propeller shaft to rear axle (Model 167)	*
As required	Cap bolt, flex disk to rear propeller shaft (Model 167)	*
1	Bolt and washer assembly, rear axle carrier to rear frame floor assembly. (Model 167)	*
3	MOUNTING PLATE PARTS KIT propeller shaft to transmission (Model 463)	*
3	MOUNTING PLATE PARTS KIT propeller shaft to rear axle (Model 463)	*

* The replacement parts must be determined according to the equipment variant for the vehicle identification number via parts process in XENTRY Portal.

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.)
47 902 09	12-1972	Replace fuel delivery module. Models 205, 206, 213, 232, 238, 253, 254, 290	0.7
	12-1972	Replace fuel delivery module. Model 223	0.8
	12-1972	Replace fuel delivery module. Model 167 Includes: Remove fuel tank	5.6
	12-1974	Extra work for: Remove fuel tank for vehicles with code M036 (ONLY 167 model)	1.3
	12-1972	Replace fuel pump (after check) Model 463 Includes: Remove fuel tank	4.0
	12-1973	Modify float-and-lever sensor at fuel delivery module (after check) i Only if fuel delivery module from Column 2 is installed: A 167 470 07 06, A 167 470 06 06, A 167 470 05 06, A 205 470 52 03, A 205 470 51 03, A 205 470 50 03.	0.1
	02-9736*	Operations: Empty, fill fuel tank	ZM
	02-0725*	Operations: Put fuel tank and fuel in storage; observe accident prevention regulations	ZM
	02-0727	Operations: Extract fuel vapors (when working on the fuel system)	0.1

* **The operation items may only be invoiced if the fill level of the fuel tank is above 20%.**

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

The following step applies to California dealers only.

Apply Proof of Correction Label (A 000 584 54 13) to area identified in **Figure 1**. Fill in the blank areas of the label. The “**Campaign No.**” for the California Proof of Correction is unique and must be entered as such (23V880), your “**Dealer Code**”, and the “**Date**” of the repair, using a black permanent marker.

i Note: Clean bonding surface prior to affixing label.



Figure 1

i The following step applies to California dealers only.

Provide the owner with the completed and signed Proof of Correction Certificate (A 000 584 42 14) (Figure 2), after you scan a completed form and attach to the RO. The recall number for the California Proof of Correction Certificate is unique and must be entered as such (23V880).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Proof of Correction Certificate (CA Dealers Only)	A 000 584 42 14
1	Proof of Correction Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit claim on a separate line of the same RO as the campaign)

Damage Code	Operation Number	Description	Labor Time (hrs.)
212CA 00	02-0001	Apply Proof of Correction Label and completed Proof of Correction Certificate	0.1