

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 Check 48V Ground Connection MY21-23 E-Class, CLS, and AMG GT 4-door (213, 257, and 290)	DATE: March 8, 2024

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

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			March 8, 2024
Campaign No. :	NHTSA ID CA DMV ID	Campaign Desc. :	Check 48V Ground Connection
2024030001	24V100	23P5491318	
<p>This is to notify you of the Recall Campaign Launch to check the 48V ground connection on 12,176 Model Year (“MY”) 2021-2023 E-Class, CLS, and AMG GT 4-Door (213, 257, and 290 platform) vehicles. The recall campaign will be visible on the www.NHTSA.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on March 8, 2024.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2023 E-Class (213 platform), CLS (257 platform) and AMG GT 4-door (290 platform) vehicles, the 48V ground connection located in the engine compartment might not be tightened to the specified torque. In this case, the ground cable might not be correctly secured. Subsequently, the electric resistance at the connection might increase. In combination with the high electrical currents potentially flowing through this connection, the temperature in this area might increase. As a consequence, a risk of fire cannot be ruled out completely.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the bolt torque at the 48V ground connection on the affected vehicles and correct it, if necessary.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2021-2023		
Vehicle Model	E-Class, CLS, and AMG GT 4-door		
Vehicle Populations			
Total Recall Population	12,176		
Total Vehicles in Dealer Inventory	118		
<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. 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). 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. 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 authorized Mercedes-Benz 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	Customer letters will be mailed on March 22, 2024.		
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.		
<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. 2024030001, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class, CLS, and AMG GT 4-Door (213, 257, and 290 platform)
Model Year 2021-2023**

Check 48V Ground Connection

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2021-2023 E-Class (213 platform), CLS (257 platform) and AMG GT 4-door (290 platform) vehicles, the 48V ground connection located in the engine compartment might not be tightened to the specified torque. In this case, the ground cable might not be correctly secured. Subsequently, the electric resistance at the connection might increase. In combination with the high electrical currents potentially flowing through this connection, the temperature in this area might increase. As a consequence, a risk of fire cannot be ruled out completely. MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the bolt torque at the 48V ground connection on the affected vehicles and correct it, if necessary.

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 12,176 vehicles are affected.

Order No. P-RC-2024030001

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Check 48V Ground Connection

i Vehicle option code B01 corresponds to 48 V technology.

Check/test Procedure

1. Disconnect ground line of 12 V battery.
2. Remove dust filter with air duct segment above 48 V battery.

i For basic data, see **AP83.00-P-8381C**.

3. Perform visual check of ground point of 48 V battery (**A, Figure 1**) for thermal damage. If no damage is visible, disconnect the ground point.

i Do **NOT** pull on the ground line. If the line was pulled, the ground connection must always be retightened, even if there is no damage.

i The nut of the ground screw connection can be accessed with an extension and swivel socket. (**Figure 2**).

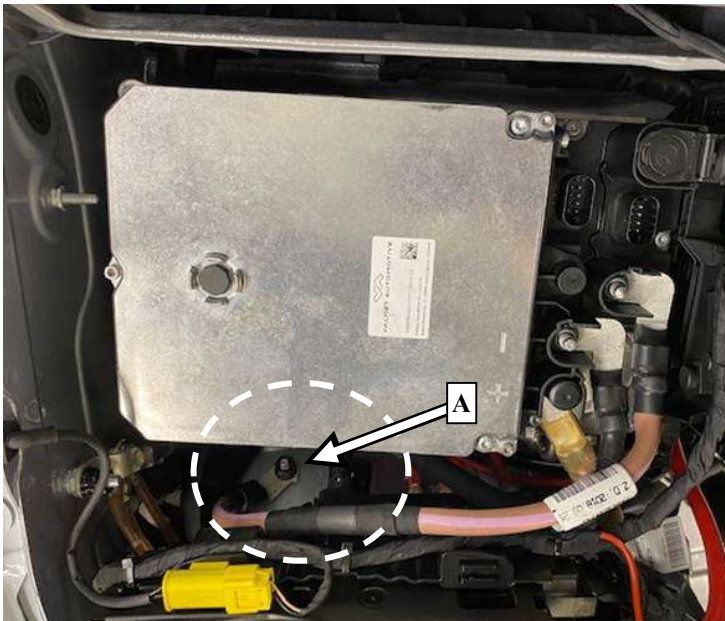


Figure 1, Top view with removed air duct segment



Figure 2, Accessibility of ground screw connection of 48 V battery (W106/3)

4. Check the contact surfaces of the bolts, cable lug, and nut for damage. **(Figure 3)**

- a. Thermal damage found in area of 48 V battery ground point (traces on contact surface of nut/cable lug/bolt): Carry out **Work Procedure**.
- b. No damage present. Assemble in reverse order: **End Measure**.

Nm Torque ground line to ground bolt **16 Nm**.



Figure 3, examples of thermal damage (e.g. evidence of arcing, scorch marks, welding of the nut/cable lug/bolt), **not OK** pictures

Work Procedure

1. Replace 48 V battery ground line and replace M8 nut; install new bolt if necessary; remove 48 V battery if necessary.

i See **AR60.00-P-0100A** "Attach ground point to body" (please take the bolt part number from this).

i Remove/install 48 V battery. For basic data, see **AR54.10-P-0022LWO** (model 213)

i Remove/install 48 V battery. For basic data, see **AR54.10-P-0022FR** (models 257, 290)

i Ensure routing without chafe marks (**use Figure 1 for orientation**).

i Subsequently pulling on the line is strictly prohibited and may result in consequential damage.

Primary Parts Information

Qty.	Part Name	Part Number
As required (1)	48 V battery ground line	A 213 540 28 70
As required (1)	M8 nut	N 000000 008271
As required (1)	Ground bolt	A 000 991 29 03

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.)
54 913 18	12-2035	Check ground point of 48-volt battery. Includes: Connect/disconnect 12 V battery, remove/install air duct segment, disconnect/connect ground point of 48-volt battery incl. check	0.5
	12-2036	Replace ground line of 48-volt battery (after check) .	0.2
	12-2037	Replace ground point of 48-volt battery (after check) . Includes: Remove/install 48-volt battery and replace ground bolt	ZM

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.

i 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 number for the California Proof of Correction is unique and must be entered as such (24V100), 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 is unique and must be entered as such (24V100).

Figure 2

California Proof of Correction Parts Information

Qty.	Part Name	Part Number
1	Sheet (CA Dealers Only)	A 000 584 42 14
1	Label (CA Dealers Only)	A 000 584 54 13

Warranty Information (California dealers please submit under a separate claim)

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