

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: <b>Recall Campaign Launch Notification</b> <b>Replace Air-Conditioning Refrigerant</b> <b>MY22-23 G-Class (463)</b>	DATE: March 28, 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



<b>Recall Campaign Launch Notification</b>			<b>March 28, 2024</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace Air-Conditioning Refrigerant</b>
2024030016	24V170	24P8394101	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to Replace the Air-Conditioning Refrigerant on <b>9</b> Model Year (“MY”) 2022-2023 G-Class (463 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 <b>March 28, 2024</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that the air-conditioning system in certain MY 2022-2023 G-Class (463 platform) vehicles might not have been filled with the specified refrigerant. In the event of a refrigerant leak as a consequence of a crash, the risk of fire might be increased.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the air-conditioning refrigerant in the affected vehicles.		
<b>Parts</b>	<b>The remedy is available and can be performed..</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2022-2023		
<b>Vehicle Model</b>	G-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	9		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>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.</b></p> <p><b>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).</b></p> <p><b>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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on April 12, 2024.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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.		
<b>Customer Reimbursement</b>	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. 2024030016, March 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model G-Class (463 platform)**  
**Model Year 2022 – 2023**

## **Replace Air-Conditioning System Refrigerant**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that the air-conditioning system in certain MY 2022-2023 G-Class (463 platform) vehicles might not have been filled with the specified refrigerant. In the event of a refrigerant leak, as a consequence of a crash, the risk of fire might be increased. An authorized Mercedes-Benz dealer will replace the air-conditioning refrigerant and dryer cartridge in 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 9 vehicles are affected.

Order No. P-RC- 2024030016

Recall Campaign Bulletin

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
Recall Campaign Bulletin

Recall Campaign Bulletin

## Replace Air-Conditioning System Refrigerant

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 This procedure can **only** be performed in workshops that are equipped with **air conditioning service units for both 1234yf and R134a**.













 The vehicles are filled **incorrectly with refrigerant (1234yf)**. The connections of the air conditioning system and the air conditioning system information label on the vehicle are designed **correctly** for the refrigerant.

### Check/Test Procedure

1. Confirm that refrigerant **R134a** is specified on the air conditioning system information label, carry out **Work Procedure**.

### Work Procedure

 Vehicle is filled **incorrectly with refrigerant 1234yf** and must be filled with **R134a**.

1. The connection fittings of the air conditioning service unit for refrigerant **(1234yf)** must be modified.
  -  **1234yf service unit** will temporarily need **R134a connection fittings** installed to evacuate **1234yf refrigerant**
  -  The different refrigerants **must not be mixed** in the air conditioning service unit.
2. Drain and evacuate air conditioning system.
  -  Drain and evacuate air conditioning system with air conditioning service unit for refrigerant **1234yf**
  -  **Note the amount of oil suctioned off.**
  -  For basic information, see **AR83.30-P-1760XG**.
3. Replace dryer cartridge.
  -  For basic information, see: **AR83.30-P-6521XGA** (M177 and M176)
4. Re-convert the connection fittings of the air conditioning service unit to the original air conditioning service unit.
5. Refill the air conditioning system and check it for proper operation and leak tightness.
  -  Check the system for leakage, see **AR83.30-P-1761XG**.
  -  Fill the air conditioning system using air conditioning service unit for refrigerant **R134a**.
    -  Filling quantity of refrigerant can be found on the air conditioning system information label.
    -  Fill the air conditioning system with the noted **amount of oil suctioned off + 10 ml**.
  -  Use compressor oil from the air conditioning service unit for refrigerant **R134a**.
  -  For basic information, see **AR83.30-P-1760XG**.

**Primary Parts Information**

Qty.	Part Name	Part Number
1	Filter dryer (dryer cartridge)	A 167 835 32 00*

\* The replacement parts must be determined according to the equipment variant for the vehicle identification number via the parts process in the 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.)
83 941 01	12-2059	Operations: Replace refrigerant and dryer cartridge of air conditioning system <b>Model 463.277 with engine 177</b>	4.9 h
	12-2059	Operations: Replace refrigerant and dryer cartridge of air conditioning system <b>Model 463.261 with engine 176</b>	4.1 h

**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.