

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>Check Transmission Wiring Harness Routing</b> <b>MY24 E-Class (2 14)</b>	DATE: May 3, 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>May 3, 2024</b>
<b>Campaign No. :</b>	<b>NHTSA ID CA DMV ID</b>	<b>Campaign Desc. :</b>	<b>Check Transmission Wiring Harness Routing</b>
2024040007	24V224	24P5990004	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to check the routing of the transmission wiring harness on <b>388</b> Model Year (“MY”) 2024 E-Class (214 platform) vehicles. The recall campaign will be visible on the <a href="http://www.NHTSA.gov">www.NHTSA.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on <b>May 3, 2024</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 E-Class (214 platform) vehicles with 4-MATIC, the transmission wiring harness routing might not meet current production specifications. The transmission wiring harness might contact the front drive shaft and chafe over time. This could damage the wiring harness, potentially resulting in a loss of vehicle propulsion without warning, which could increase the risk of a crash.		
<b>What We’re Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the transmission wiring harness routing on the potentially affected vehicles and rework it, if necessary.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2024		
<b>Vehicle Model</b>	E-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	388		
<b>Total Vehicles in Dealer Inventory</b>	99		
<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> <p><b>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.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on May 17, 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>			





Mercedes-Benz

Campaign No. 2024040007, April 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class (214 platform)**  
**Model Year 2024**

**Check Transmission Wiring Harness Routing**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 E-Class (214 platform) vehicles with 4-MATIC, the transmission wiring harness routing might not meet current production specifications. The transmission wiring harness might contact the front drive shaft and chafe over time. This could damage the wiring harness, potentially resulting in a loss of vehicle propulsion without warning, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will check the transmission wiring harness routing on the potentially affected vehicles and rework 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 388 vehicles are affected.

Order No. P-RC-2024040007

## Check Transmission Wiring Harness Routing

### Check/Test Procedure

1. Check routing (**Figure 1**) and distance (**Figure 2**) between electrical wiring harnesses and the transmission tunnel/drive shaft and the transfer case to front axle differential (indicated parts).

**i** It is **not necessary** to remove the rear underfloor paneling to check the routing.

**i** The electrical wiring harnesses **must not** be in contact with the transfer case to front axle differential.

**i** The distance between the electrical wiring harness and the drive shaft **must be** at least **10 mm (Figure 2, A)**.

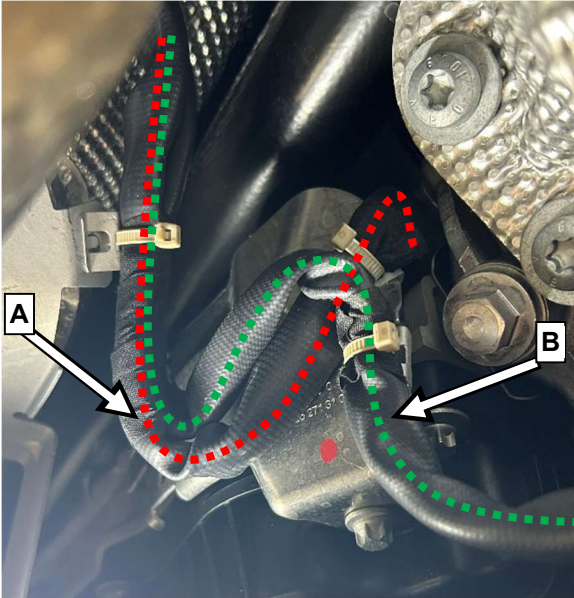


Figure 1 – **Red (A):** Power supply line  
**Green (B):** Signal wires

- a. Electrical wiring harness is in contact with indicated parts but is **not damaged**: Carry out **Work Procedure 1**.
- b. Electrical wiring harness is in contact with indicated parts and **is damaged**: Carry out **Work Procedure 2**:  
**Work Procedure 2a:** Only protective sheathing is damaged.  
**Work Procedure 2b:** Signal lines (Figure 1, B) are damaged.
- c. Electrical **power supply line** (Figure 1, A) (line cross-section **10 mm<sup>2</sup>**) **is damaged**: Carry out **Work Procedure 3**.
- d. Electrical wiring harness is **routed correctly**: **End Measure**.

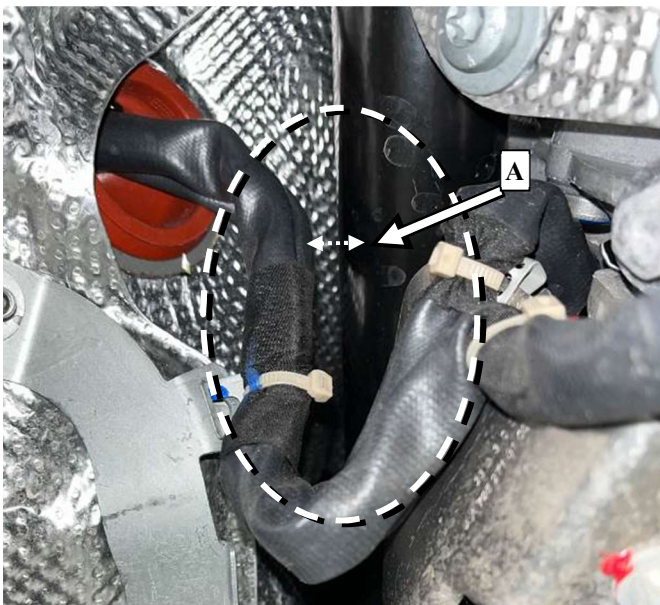
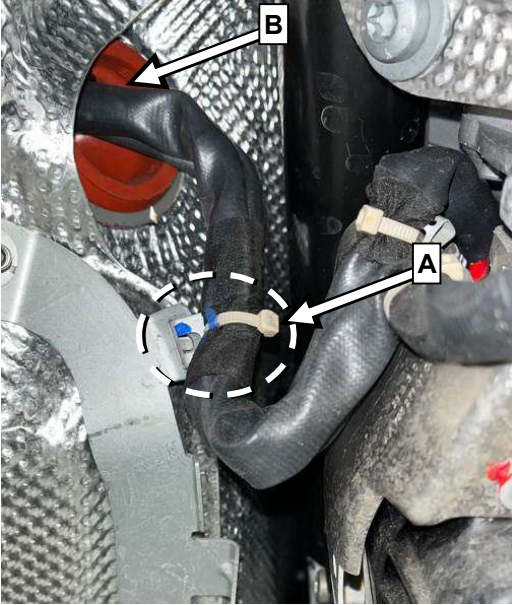


Figure 2

## Work Procedure 1

**i** Electrical wiring harness is in contact with indicated parts but is **not damaged**.

1. Cut cable tie at first clip (**Figure 3, A**).



**Figure 3**

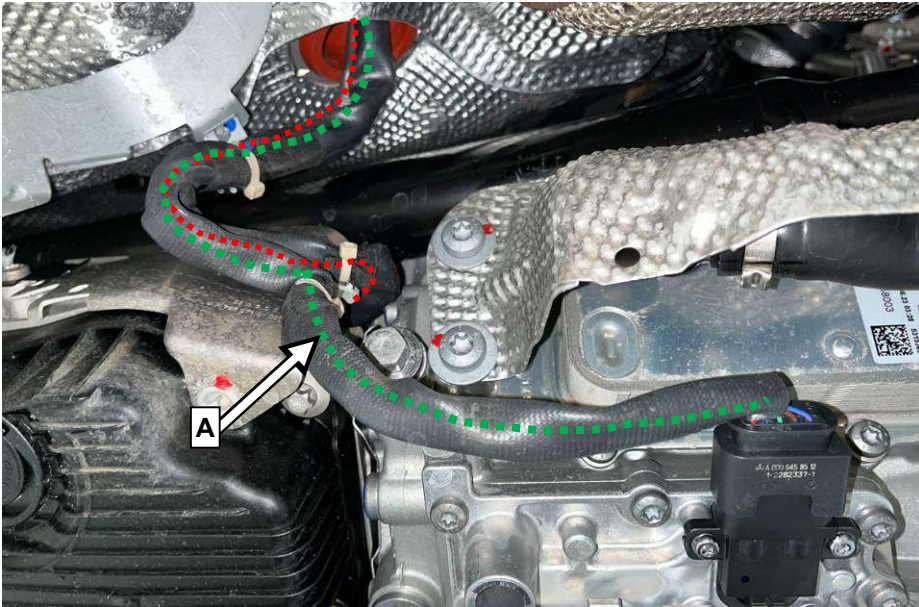
2. Adjust length of electrical wiring harnesses between red grommet (**Figure 3, B**) and first clip (**Figure 3, A**) as shown.
  - i** The length must be between **90 mm and max 100 mm** from the first clip (**Figure 3, A**) to the red grommet.
  - i** The electrical wiring harnesses **must not be** in contact with indicated parts.
3. Fasten both electrical wiring harnesses to first clip (**Figure 3, A**) with a new cable tie.
  - i** The electrical wiring harness **must not be** in contact with indicated parts in **any location**.



## **Work Procedure 2a**

- i** Electrical wiring harness is in contact with indicated parts and ***is damaged*** (chafing, melting, tears/scoring).  
**i** **If only the protective sheathing is damaged, and the electrical harness wiring has no signs of damage:**

1. Wrap affected area with fabric tape.
2. Route electrical wiring harness (**Figure 4, A**) correctly as shown  
**i** The electrical wiring harness (**Figure 4, A**) must not be in contact with indicated parts ***in any location***.



**Figure 4**

3. Assemble in reverse order.

## **Work procedure 2b**

- i** One or more of the electrical signal lines (**line cross section 0.35 mm<sup>2</sup> to 0.75 mm<sup>2</sup>**) in the electrical wiring harness (**Figure 4, A**) shows signs of damage.

- i** **If wire insulation shows signs of damage (chafing, melting, tears/scoring):**

1. Remove rear section of underfloor paneling.  
**i** For basic information, see **AR61.30-P-1001WT**.
2. Repair the respective affected electrical signal line (**line cross section 0.35 mm<sup>2</sup> to 0.75 mm<sup>2</sup>**) in the electrical wiring harness (**Figure 4, A**) using a line connector.  
**i** For basic information, see **AR00.19-P-0100A**.  
**i** To do this, cut the protective sheathing, repair wire harness using a line connector, and reinstall the protective sheathing using fabric tape to connect the cut sides.
3. Route electrical wiring harness (**Figure 4, A**) correctly as shown.  
**i** The electrical wiring harness (**Figure 4, A**) ***must not be*** in contact with indicated parts ***in any location***.
4. Assemble in reverse order.

### Work Procedure 3

**i** If the electrical power supply line (Figure 5, A) (line cross section 10 mm<sup>2</sup>) is damaged, replace electrical power supply line (Figure 5, A):

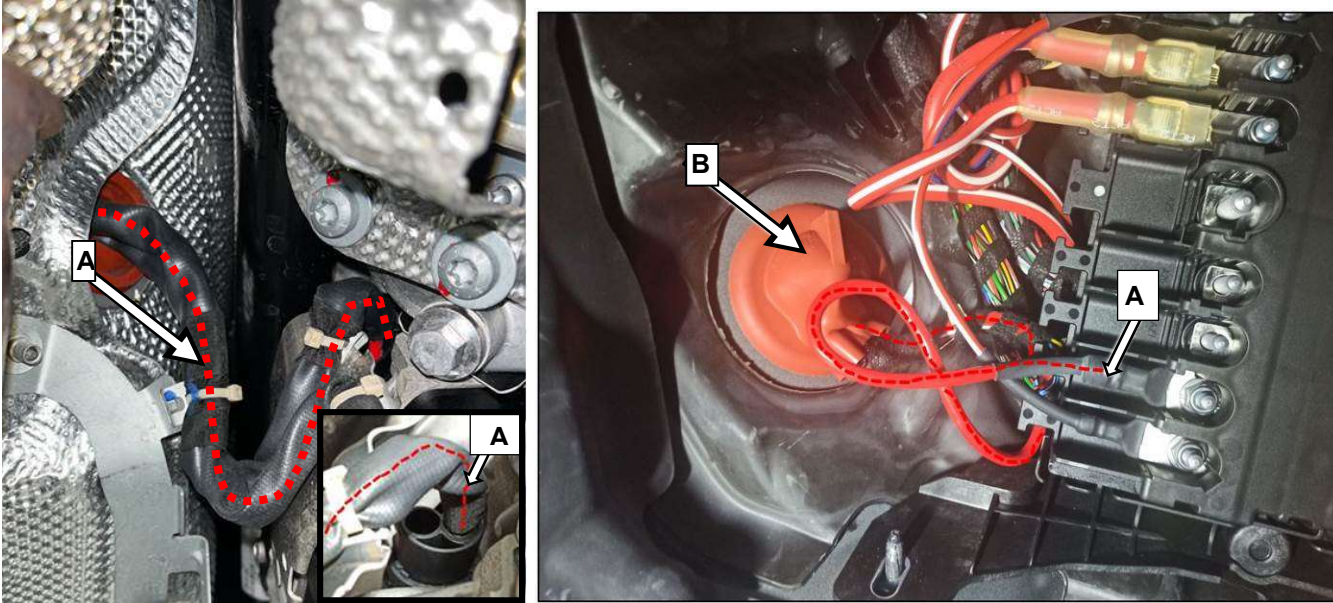


Figure 5

1. Disconnect ground line of 12 V on-board electrical system battery.  
**i** For basic information, see **AR54.10-P-0051WT**.
2. Remove rear section of underfloor paneling.  
**i** For basic information, see **AR61.30-P-1001WT**.
3. Remove protective metal sheet (Figure 6, A).
4. Disconnect electrical power supply line (Figure 5, A) from electrical connector at transmission.
5. Remove front floor covering at front passenger side.  
**i** For basic information, see **AR68.80-P-0008WT**.
6. Remove electrical power supply line (Figure 5, A) with grommet (Figure 5, B).
7. Replace electrical power supply line (Figure 5, A).  
**i** The electrical wiring harness **must not** be in contact with indicated parts at **any location**.
8. Assemble in reverse order.

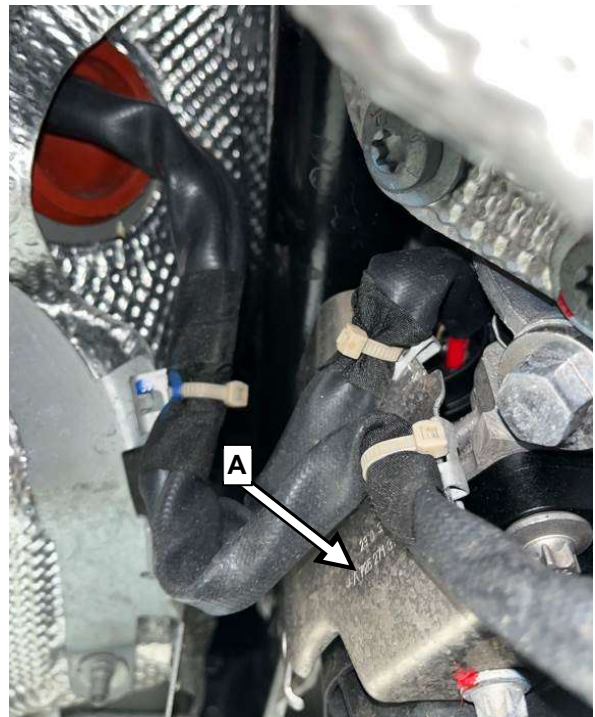


Figure 6

**Primary Parts Information**

Qty.	Part Name	Part Number
As required (1)***	Fabric tape, 25 m roll	A 007 989 07 85 08
As required	Line connector	**
As required	Cable tie	A 000 995 25 94
As required (1)	Model 214 transmission wiring harness	*

\* The required transmission wiring harness can be found in the XENTRY Parts Information under the main group **54 ELECTRICAL EQUIPMENT AND INSTRUMENTS** in **picture chart 545 – picture number 900**.

\*\* The required line connector can be found in the XENTRY Parts Information under the main group **54 ELECTRICAL EQUIPMENT AND INSTRUMENTS** in **picture chart 019**, contacting parts.

\*\*\* One roll of fabric tape (25 m) is sufficient for at least 10 vehicles.

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealants, 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.)
<b>59 900 04</b>	12-2100	Check electrical wiring harness in area of drive shaft or transfer case	0.1
	12-2101	Fasten electrical wiring harness with a cable tie (after check) <b>Work Procedure 1</b>	0.1
	12-2102	Wrap affected electrical wiring harness with fabric tape and route correctly (after check) <b>Work Procedure 2a</b> <b>As required - Addition to Work Procedure 1</b>	0.1
	12- 2103	Repair affected signal lines using a line connector (after check) <b>Work Procedure 2b</b> <b>As required - Addition to Work Procedure 1</b> <b>Includes:</b> Remove/install underfloor paneling	ZM
	12- 2104	Replace affected electrical power supply line (after check) <b>Work Procedure 3</b> <b>As required - Addition to Work Procedure 1 or 2</b> <b>Includes:</b> Remove/install ground line at 12 V battery, remove/install floor covering on front passenger side	1.0

**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 No.**” for the California Proof of Correction is unique and must be entered as such (24V224), 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 (24V224).

**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