

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 Replace Front Axle Electric Drivetrain MY22 EQB (243 platform)	DATE: May 17, 2024

IMPORTANT RECALL CAMPAIGN INFORMATION

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 Initial Notification			May 17, 2024
Campaign No. :	NHTSA ID :	Campaign Desc. :	Replace Front Axle Electric Drivetrain
TBA	24V331	24P2195412	
<p>This is to notify you of the new Recall Campaign to replace the front axle electric drivetrain on 283 Model Year (“MY”) 2022 EQB (243 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 “PENDING” on May 17, 2024.</p>			
Background			
Issue	<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2022 EQB (243 platform) 4MATIC vehicles, the welded spur gear within the front axle electric drivetrain might not meet current production specifications. In this case, the weld might fail, allowing the spur gear to rotate freely from the differential assembly. As a result, the park pawl located in the front axle electric drivetrain might not function as specified. If the parking brake is engaged, the vehicle will remain stationary even if the park pawl malfunctions. The parking brake is automatically activated by switching off the vehicle or opening the driver-side door. In the event of a weld failure, when the parking brake or service brake are not engaged, the vehicle might not be secured against rollaway even if the gear selector is in the "Park" position, thus increasing the risk of a crash. When the issue occurs, the driver might notice loud and clearly perceptible rattling noises during driving or while changing gears.</p>		
What We're Doing	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the front axle electric drivetrain on the potentially affected vehicles.</p>		
Parts	<p>Remedy is not available at this time.</p>		
Vehicles Affected			
Vehicle Model Year(s)	2022		
Vehicle Model	EQB		
Vehicle Populations			
Total Recall Population	283		
Total Vehicles in Dealer Inventory	0		
<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>			
Next Steps/Notes			
Customer Notification Timeline	<p>Customer letters will be mailed on or before July 9, 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.	

