

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 Correct Bolting of Rear Axle Carrier MY24 GLC and S-Class (254 and 223)	DATE: November 22, 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 Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification			November 22, 2024		
Campaign No. :	NHTSA ID	Campaign Desc.:	Correct Bolting of Rear Axle Differential		
2024110004	24V862	24P2195436			
<p>This is to notify you of the new Recall Campaign to correct the bolting of the Rear Axle Differential on 3 Model Year (“MY”) 2024 GLC and S-Class (254 and 223 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 November 22, 2024.</p>					
Background					
Issue		<p>Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2024 GLC (254 platform) and S-Class (223 platform) vehicles, the rear axle differential might not be bolted to the rear axle carrier according to current production specifications. In this case, the bolt connection might loosen over time, potentially causing the rear axle differential to distort. This might lead to increased stress on the drive shaft connection, and potential separation of the drive shaft from the rear axle differential. Should this occur, a loss of propulsion cannot be ruled out, which could increase the risk of a crash.</p>			
What We’re Doing		<p>An authorized Mercedes-Benz dealership will correct the bolting connection of the rear axle differential on the affected vehicles.</p>			
Parts		<p>Remedy is not available at this time.</p>			
Vehicles Affected					
Vehicle Model Year(s)		2024			
Vehicle Model		GLC and S-Class			
Vehicle Populations					
Total Recall Population		3			
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		Customer letters will be mailed on or before January 17, 2025.			
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 Care Center at 1-800-FOR-MERCEDES.</p>					

