

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>Correct Bolting of Rear Axle Differential</b> <b>MY24 GLC and S-Class (254 and 223)</b>	DATE: January 3, 2025

## 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 Care Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Senior Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			January 3, 2025
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Correct Bolting of Rear Axle Differential</b>
2024120005	24V862	24P3594806	
<p>This is to notify you of the <b>Recall Campaign Launch</b> to correct the bolting of the Rear Axle Differential on <b>3</b> 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 “OPEN” on <b>January 3, 2025</b>.</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><b>The remedy is available and can be performed..</b></p>		
Vehicles Affected			
Vehicle Model Year(s)	2024		
Vehicle Model	GLC, S-Class		
Vehicle Populations			
Total Recall Population	3		
Total Vehicles in Dealer Inventory	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>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on or before January 10, 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>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024120005, January 2025

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC and S-Class (254 and 223 platform)**  
**Model Year 2024**

## **Correct Bolting of Rear Axle Differential**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2024 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. An authorized Mercedes-Benz dealership will correct the bolting connection of the rear axle differential on 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 3 vehicles are affected.

Order No. P-RC-2024120005

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## Correct Bolting of Rear Axle Differential

Models: 254 & 223

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### Work Procedure

1. Replace rear axle differential end cover (**Figure 1, 1**).

**i** For basic information, see:  
AR35.31-P-0555S (model 223)  
AR35.31-P-0555WT (model 254).

**i** The rear axle differential **screw** to the rear cross brace (**Figure 1, 2**) must always be **replaced**.

**Nm** Observe the specified tightening torque, see:  
BA35.10-P-1005-01U (model 254)  
BA35.10-P-1011-01R (model 223).

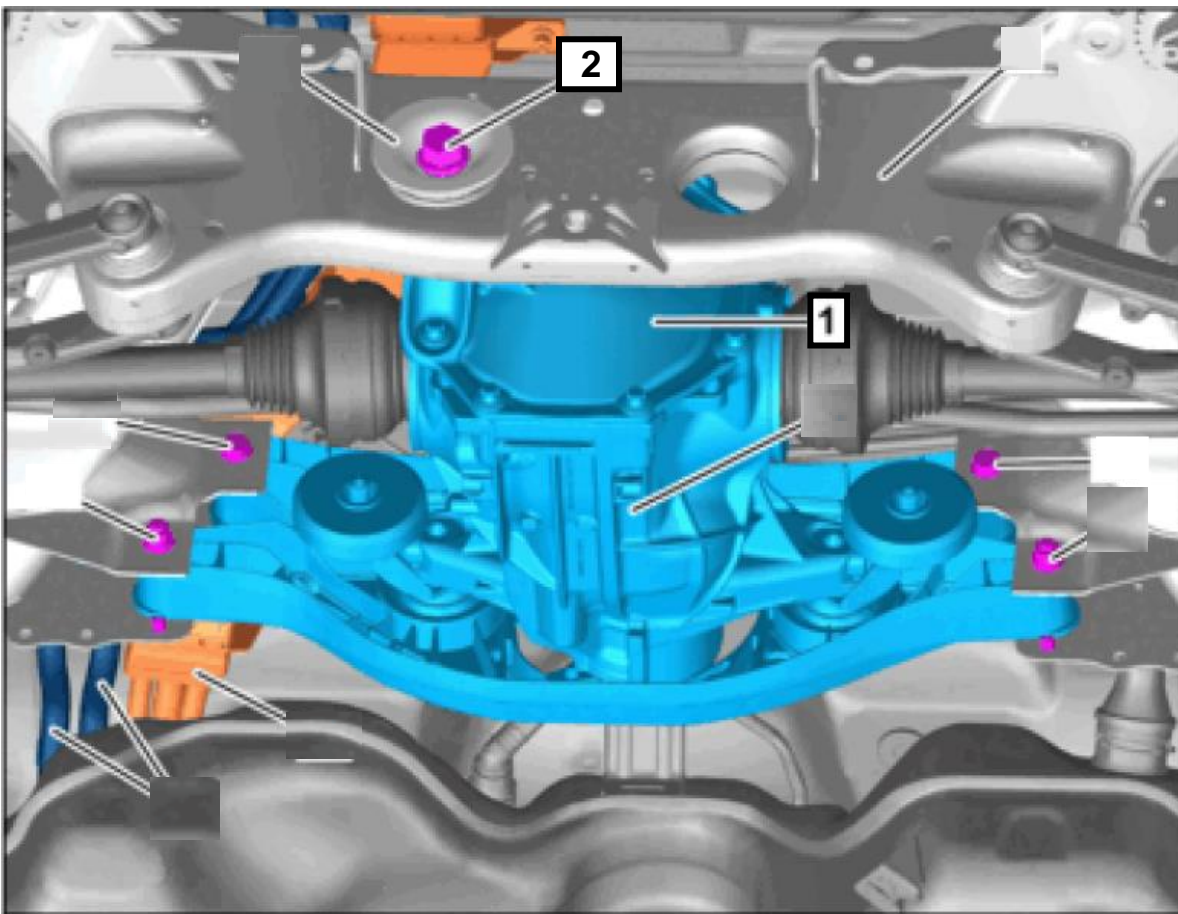


Figure 1

**Primary Parts Information**

Qty.	Part Name	Part Number
1	Rear axle differential screw to rear cross brace	A 000 990 83 37
1	Rear axle differential end cover	-*
As required	Hypoid gear oil SAE 75W-85 MB 239.71	-*

\* **The replacement parts must be determined according to the equipment variant for the VIN via the parts job in 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.)
35 948 06	12-2137	Operations: Replace rear axle differential end cover <b>Includes:</b> Remove/install 2 wheel and tire assemblies with wheel lift dolly, remove/install trim pieces on underbody, wheel alignment check	**
		<b>Model:</b> 223.176	5.5
		<b>Model:</b> 254.647/.651	6.1

\*\* Labor times vary for each affected model.

**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.