

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 Rear Axle Carrier</b> <b>MY25 E-Class (2 14 platform)</b>	DATE: December 20, 2024

## **URGENT RECALL CAMPAIGN INFORMATION**

Please see the attached documents related to the campaign listed above.

## **URGENT STOP DRIVE NOTIFICATION**

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			December 20, 2024
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Replace Rear Axle Carrier</b>
2024120015	24V941	<b>24P3594808</b>	
<p>This is to notify you of a <b>STOP DRIVE Recall Campaign Launch</b> regarding the rear axle carrier on <b>17</b> Model Year (“MY”) 2025 E-Class (214 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>December 20, 2024</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY2025 E-Class (214 platform) vehicles, the welds for the camber strut brackets to the rear axle carrier might not meet current production specifications. If the welds are affected, they might not withstand the forces while driving and the bracket might detach from the rear axle carrier without warning. As a result, wheel guidance and driving stability might be impaired, 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 replace the rear axle carrier on the affected vehicles.		
<b>Parts</b>	<b>The remedy is available and can be performed.</b>		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2025		
Vehicle Model	E-Class		
<b>Vehicle Populations</b>			
Total Recall Population	17		
Total Vehicles in Dealer Inventory	<b>6</b>		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any <u>new</u> vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Until the remedy is completed, affected vehicle owners are instructed by the MBUSA Customer Care Center (CCC) to stop driving their vehicles. The MBUSA CCC can assist customers to make arrangements with their preferred authorized Mercedes-Benz dealer to have the vehicle towed for repair. Once the repair is complete, the vehicle may be sold or leased.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed before February 16, 2025.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<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 1-855-853-9454.</p>			



Q&A**Q: What is this recall about?**

A: The vehicle's rear axle carrier might not meet current production specifications. A certain weld might not withstand the forces while driving and the corresponding bracket might detach from the rear axle carrier without warning. As a result, wheel guidance and driving stability might be impaired, which could increase the risk of a crash.

**Q: Is the remedy available?**

A: Yes. Parts are available for dealer ordering starting 12/20/24.

**Q: Can the customer continue to drive the vehicle?**

A: This is a STOP DRIVE recall, and customer safety is our highest priority. MBUSA advises customers to stop driving their vehicle until the remedy is performed. If they need assistance with alternate transportation until the repair is completed, the customer may reach out to their preferred authorized Mercedes-Benz dealer to arrange alternate transportation.

**Q: Will the dealer provide a loaner vehicle?**

A: Yes, the dealer can provide a loaner vehicle and can follow standard CVP protocol.

**Q: Is there any advanced warning of the failure?**

A: The driver will not receive a warning due to the nature of the failure mechanism.

**Q: How can the customer verify that their vehicle is included in this recall?**

A: A VIN-based recall lookup tool on the MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall. See <https://www.mbusa.com/en/recall> or <https://www.nhtsa.gov/recalls> to confirm that the customer vehicle is included in this recall.



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024120015, December 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class (214 platform)**  
**Model Year 2025**

## **Replace Rear Axle Carrier**

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY 2025 E-Class (214 platform) vehicles, the welds for the camber strut brackets to the rear axle carrier might not meet current production specifications. If the welds are affected, they might not withstand the forces while driving and the bracket might detach from the rear axle carrier without warning. As a result, wheel guidance and driving stability might be impaired, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the rear axle carrier 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 17 vehicles are affected.

Order No. P-RC-2024120015

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## Replace Rear Axle Carrier

Model: 214

### Work Procedure

1. Remove rear axle completely.  
 For basic information on **model 214** see AR35.10-P-0010WEE
2. Replace rear axle carrier.  
 Transfer all component parts from old removed rear axle carrier to the new rear axle carrier assembly.  
 Reference VIN specific XENTRY WIS documentation for determining torque data specifications.  
 Always replace self-locking screw connections in accordance with relevant WIS documentation!  
**NOTE:** Onetime use fasteners must be determined at the time of repair and ordered as needed.
3. Assemble in reverse order.
4. Perform wheel alignment measurement  
 For basic information on **model 214** see AR40.20-P-0200WE

### Primary Parts Information

Qty.	Part Name	Part Number
1	Rear axle carrier	A 206 350 97 07
1	Cavity preservation	A 000 986 72 70 10

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.

**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 08	12- 2341	Replace Rear Axle Carrier <b>Includes:</b> Removal/Installation of rear axle assembly; Removal/Mounting of 2 wheel and tire assemblies using wheel lift dolly; Performing brake test stand run; Removal/Installation of required underbody trim elements; Refitting of all component parts from old to new rear axle carrier; Performing any necessary extra work on air suspension	ZM
	12- 1601	Perform wheel alignment measurement	0.9

**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.