

# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2024060007, July 2024

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model EQB (243 platform)**  
**Model Year 2022**

## **Replace Front Axle Electric Drivetrain**

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. An authorized Mercedes-Benz dealer will replace the front axle electric drivetrain on the potentially 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 283 vehicles are affected.

Order No. P-RC-2024060007

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## Replace Front Axle Electric Drivetrain

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**!** **WARNING** – High Voltage training required / HV power down must be performed by a certified technician.

### Work Procedure

1. Replace front axle electric drive module (Figure 1, 1).

**i** For basic information, see AR08.10-P-0006EQA.

**i** Fill coolant and bleed cooling system (for basic information, see AR20.00-P-1151EQA).  
**NOTE:** The cooling system must be filled using the vacuum method!

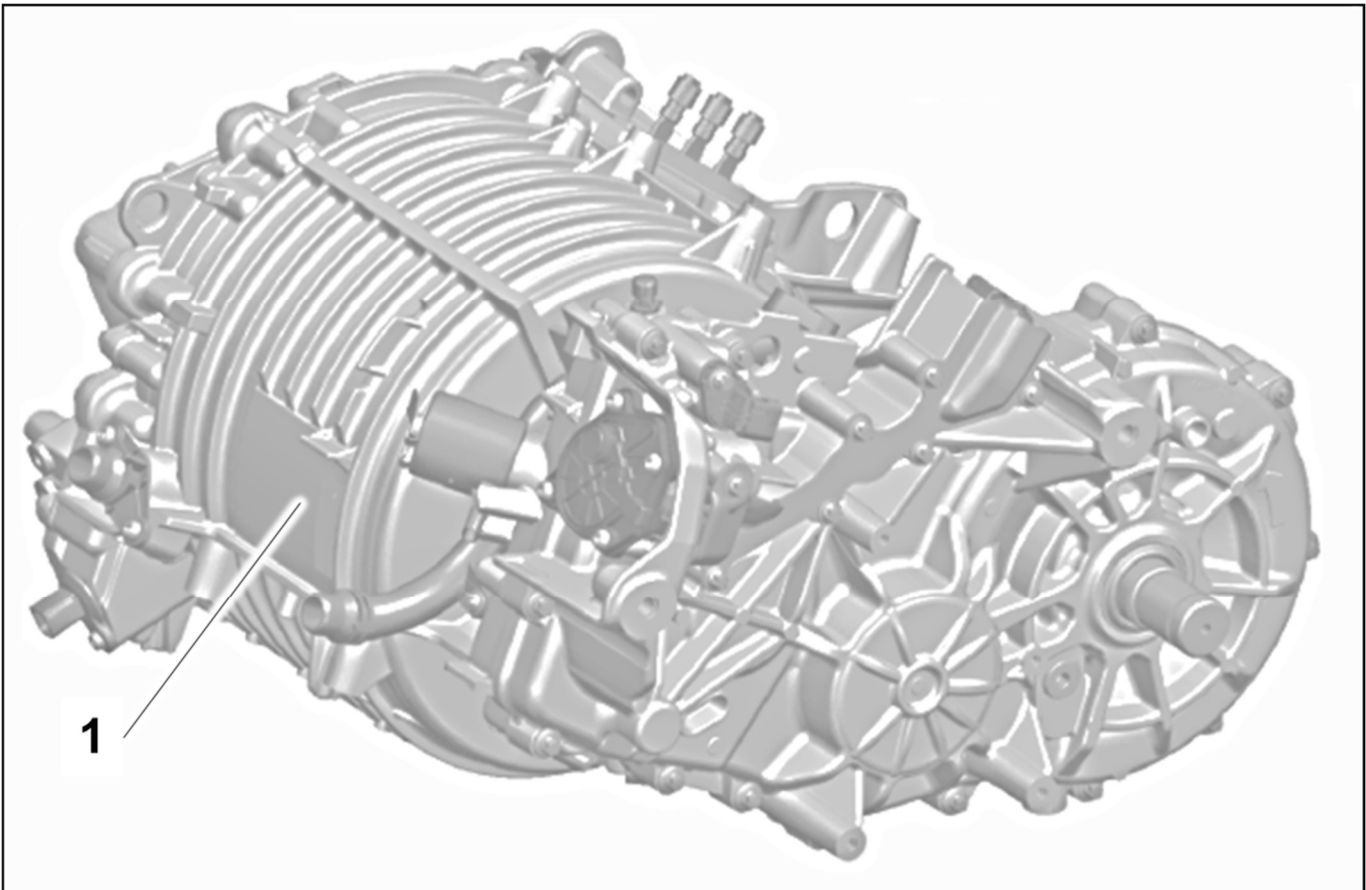


Figure 1

**Primary Parts Information**

Qty.	Part Name	Part Number
1*	Front Axle Electric Drive	A 243 340 89 02

**\* The required replacement parts for the equipment variant must be determined according to the vehicle identification number (VIN) via the XENTRY Parts Information system.**

**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.)
08 900 11	12-2130	Operations: Replace front axle electric drive module. <b>Includes:</b> Drain & fill low-temperature circuit coolant of high-voltage battery cooling system; bleed system; remove/install lower engine compartment lining; remove/install front center underfloor paneling; remove/install front axle shafts; carry out high-voltage on-board electrical system power disconnect and carry out high-voltage on-board electrical system commissioning.	7.5

**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.