

## IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC  
A Mercedes-Benz Group AG Company  
One Mercedes-Benz Drive  
Sandy Springs, GA 30328  
Phone: (800) 367-6372

This notice applies to your vehicle, VIN: [REDACTED]  
Interim Letter: Welding of Electric Drivetrain Front Axle  
NHTSA Recall ID: 24V331

[REDACTED]  
June, 2024

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has decided that certain model year 2022 EQB 4MATIC vehicles fail to conform to Federal Motor Vehicle Safety Standard (“FMVSS”) No. 114, “Theft Protection and Rollaway Prevention.” **Our records indicate that your vehicle is included in the affected population.**

### What is the issue?



The welding on the spur gear within the front axle electric drivetrain may not have been completed properly. An improperly welded spur gear might fail, allowing it to rotate freely from the differential assembly. As a result, the park pawl located in the front drivetrain might not function correctly. In this case, when the parking brake is not engaged, the vehicle might rollaway even if the gear selector is in the “Park” position, thus increasing the risk of crash.

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.

**Unfortunately, the remedy is not yet available.** We are working to obtain the necessary parts to address this important safety recall as quickly as possible. When the remedy becomes available, we will send you another letter informing you to schedule an appointment with an authorized Mercedes-Benz dealer to have your vehicle repaired, **at no cost to you.**

**Should you have any concerns or questions regarding your vehicle before you receive the next letter when the remedy becomes available, please contact 1-(800) FOR-MERCEDES (1-800-367-6372).**

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall immediately.

Sincerely,  
Mercedes-Benz USA



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### What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit [www.mbusa.com/recall](http://www.mbusa.com/recall) (or scan the QR Code to the left), submit your VIN using the VIN recall lookup tool, and complete the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

### Additional Information for Owners:

A VIN-based recall lookup tool is available at [www.mbusa.com/recall](http://www.mbusa.com/recall), which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this recall, please contact an authorized Mercedes-Benz dealer.

Should an authorized Mercedes-Benz dealer be unable to address your concerns, please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, Pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

