

Part 573 Safety Recall Report

25V-240

Manufacturer Name : Mercedes-Benz USA, LLC**Submission Date :** MAY 07, 2025**NHTSA Recall No. :** 25V-240**Manufacturer Recall No. :** NR**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC

Address : 13470 International Parkway

Jacksonville FL 32218

Company phone : 1-877-496-3691

Population :

Number of potentially involved : 14

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mercedes-Benz E 350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY24 E 350 4MATIC 11 vehicles. The recall population was determined through production records. Vehicles outside the recall population have 12V- and 48V-ground connections that have been tightened to the specified torque.

Production Dates : FEB 05, 2024 - MAY 27, 2024

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2024-2024 Mercedes-Benz E 450 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes-Benz MY24 E 450 4MATIC 2 vehicles. The recall population was determined through production records. Vehicles outside the recall population have 12V- and 48V-ground connections that have been tightened to the specified torque.

Production Dates : FEB 05, 2024 - MAY 27, 2024

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2024-2024 Mercedes-Benz E 450 4MATIC All-Terrain

Vehicle Type : LIGHT VEHICLES

Body Style : STATIONWAGON

Power Train : GAS

Descriptive Information : Mercedes-Benz MY24 E 450 4MATIC All-Terrain 1 vehicle. The recall population was determined through production records. Vehicles outside the recall population have 12V- and 48V-ground connections that have been tightened to the specified torque.

Production Dates : FEB 05, 2024 - MAY 27, 2024

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2024 E-Class (214 platform) vehicles, the bolts of certain 12V and 48V ground connections might not have been tightened to the specified torque.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the wiring harnesses might not be secured correctly to the ground studs which could result in an increase in electrical resistance at the ground connections. Consequently, the temperature in the area of the ground connections might increase, and a risk of fire cannot be ruled out completely.

Description of the Cause : Due to a deviation in the production process, certain 12V- and 48V-ground connections might not be tightened to current production specifications.

Identification of Any Warning that can Occur : Before the issue occurs, the driver will not receive a warning due to the nature of the failure mechanism. When the issue occurs, the driver might notice various warning messages in the instrument cluster.

Involved Components :

Component Name 1 : NUT

Component Description : NUT

Component Part Number : N000000008271

Supplier Identification :

Component Manufacturer

Name : MBAG
Address : NR
NR
Country : NR

Chronology :

In October 2024, MBAG initiated an investigation based on two individual field reports outside the US alleging a loose ground connection that resulted in warning messages in the instrument cluster. Out of an abundance of caution, MBAG initiated a review of the production process and implemented an additional check of the ground connection bolting. In parallel, a plant action was launched to check all vehicles that were still accessible to MBAG.

In December 2024, the review of the production process identified a deviation in a rework process which might have caused the above-mentioned issue. This deviation was found to be attributed to two workers within the re-work process.

Accordingly, from December 2024 to February 2025, MBAG evaluated potential consequences associated with a loose 12V and/or 48V ground connection. This evaluation included a review of all reported field complaints involving insufficient application of torque to the ground bolts.

Through March 2025, detailed analyses of the documented bolting data were performed to finally determine the scope of affected vehicles. On April 4, 2025, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG is not aware of any cases in the US. MBAG has not received any reports of crashes, injuries, or property damage associated with this issue worldwide.

Description of Remedy :

Description of Remedy Program : As a precautionary measure, an authorized Mercedes-Benz dealer will check the ground connections and perform respective repairs, if necessary.

Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since none of the involved vehicles would have been previously subject to the condition described and all remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Vehicles outside the recall population have 12V- and 48V-ground connections that have been tightened to the specified torque.

Remedy Part No:
NUT N000000008271

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure ensures that this issue can no longer occur from June 6, 2024 onwards.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on April 18, 2025. Owners will be notified of the voluntary recall campaign before May 7, 2025. A copy of all communications will be provided when available.

Planned Dealer Notification Date : APR 18, 2025 - NR

Planned Owner Notification Date : MAY 07, 2025 - NR

* NR - Not Reported