

ATTENTION: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers & Parts Managers

Safety Recall Launch Notification

April 25, 2025

Campaign #	NHTSA ID	Description	Check Bolting of the Ground Connections
2025040007	25V240	25P5491321	

Campaign Details

Total Recall Population	14	Model(s)/ Platform(s)	E-Class (214 platform)
Vehicles in Dealer Inventory	0		
Model Year(s)	2024		
Issue	Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain subject vehicles, the bolts of certain 12V- and 48V-ground connections might not have been tightened to the specified torque. In this case, certain wiring harnesses might not be secured correctly, 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.		
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the potentially affected ground connections and perform the respective repairs, if necessary.		
Remedy	The remedy part is available and can be ordered at this time.		
Launch Date	Affected VINs will be flagged in VMI as "OPEN" on Friday, April 25, 2025. The campaign will be visible on the www.NHTSA.gov website and may generate questions from customers.		
Approximate Customer Notification Date	Friday, May 9, 2025 Final customer letter can be found at MBUSA.com/recall or NHTSA.gov at the time of mailing.		
Warranty Claim Notice	Please note the campaign will close after the warranty claim has been submitted. This change can take at least one-day to reflect in NetStar VMI.		

Given this notice, it is a violation of federal law for a dealer to sell or lease any new vehicle in dealer inventory covered by this notification until the vehicle has been repaired. Violations of federal law may result in civil penalties.

- Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.
- Once the remedy is available, vehicles will be flagged as "OPEN" and Work Instructions will be available.
- As a matter of normal service process, please check for other repair measures that might be applicable to the vehicle(s).

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. Violations of federal law may result in civil penalties.

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.



Recall Campaign Bulletin



Mercedes-Benz

April 2025

TO: ALL MERCEDES-BENZ CENTERS

CAMPAIGN NO.	2025040007
CAMPAIGN DESC.	25P5491321
NHTSA ID	25V240
SUBJECT	Check Bolting of the Ground Connections
MODEL(S)	E-Class (214 platform)
MODEL YEAR(S)	2024
CAMPAIGN POPULATION	14

Campaign Technical Instructions

Prior to performing this Campaign:

Check the Vehicle Master Inquiry (VMI) to verify this campaign applies to the specific vehicle.

Always check for other open campaigns and perform them accordingly!

Review the entire campaign bulletin first, and perform the procedures exactly as described.

Order No. P-RC-2025040007

Recall Campaign Bulletin

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

Primary Parts Information

Qty.	Part Name	Part Number
As required (2)	Nut M8	N 000000 008271

Additional Repair Information

Operation Step	Document Number
Step 1	AR61.20-P-1105WT
Step 4 	Ground point torques: BA00.19-P-10*

Work Procedure

- Remove rear engine compartment lining.
 For basic information on model 214 see **AR61.20-P-1105WT**.
- Unscrew nuts on ground points (**Figure 1, W11/3 & 2**).
 The number of ground points can vary depending on the engine involved.
 - Ground point for combustion engine, left (**Figure 1, W11/3**)
 - Ground point for circuit 31, with code B01 (48 V technology) (**Figure 1, 2**)

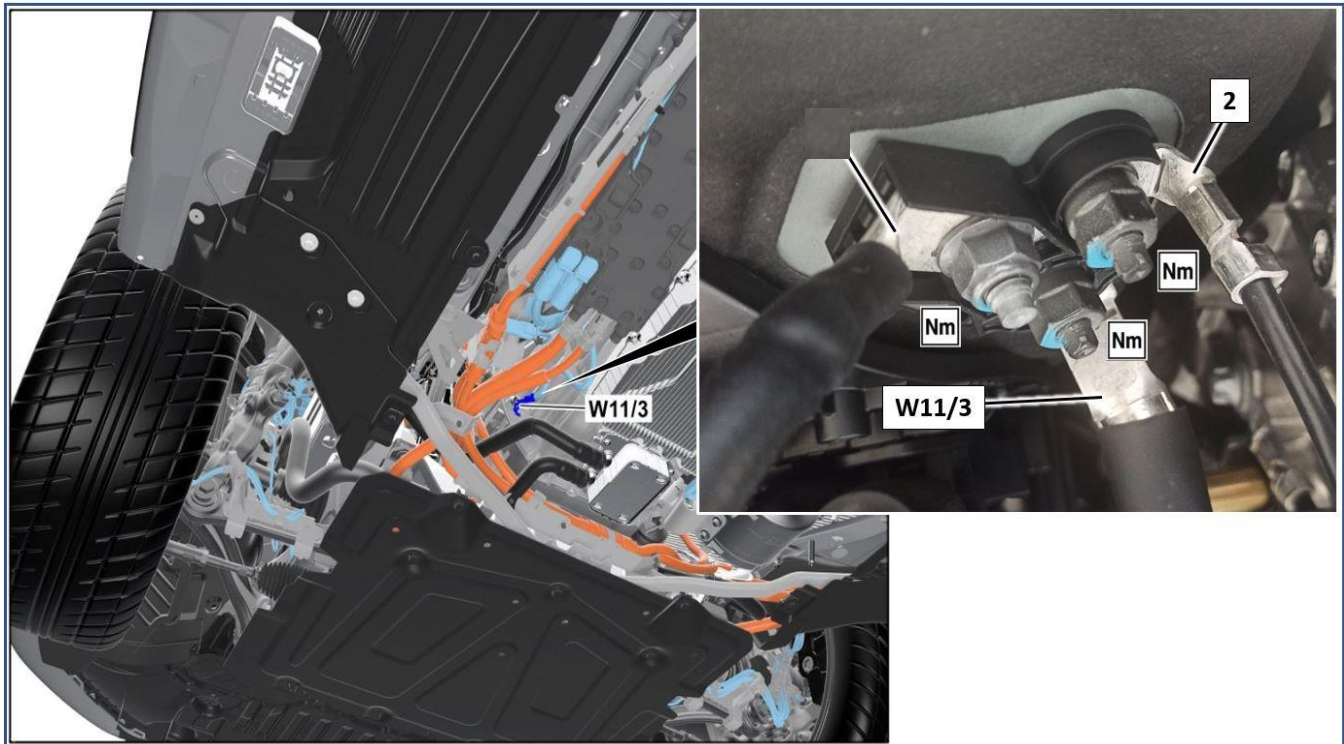


Figure 1

3. Perform a visual check on all detached electrical lines, the associated contact surfaces and the weld stud on the ground point:
 - a. If electrical lines, contact surfaces and/or weld studs **are damaged (such as signs of arching, welding, etc.):** Take descriptive pictures and clarify further repair procedure by opening a TIPS case and referencing code **25P5491321**.
 - b. If electrical lines, contact surfaces and weld studs are **not damaged: Continue with Work Procedure Step 4.**
4. **Replace** nuts on ground points (**Figure 1, W11/3 or 2**) and tighten to specified torque.
 - Left combustion engine ground point (**Figure 1, W11/3**): **20 Nm**
 - Ground point for circuit 31, with code B01 (48 V technology) (**Figure 1, 2**): **20 Nm**
5. Assemble in reverse order.

Warranty Information

i **Note:** The following allowable labor operation should be used when submitting a warranty claim for this repair:

Damage Code	Operation Number	Description	Labor Time (hrs.)
54 913 21	12-2381	Check screw connection for ground point to underbody Includes: Removal of rear engine compartment lining, visual check of electrical lines, contact surfaces and weld studs, replace nuts on ground points	0.6
	02-2186	If damage to electrical lines, contact surfaces and/or weld studs are found: Create TIPS case	0.2

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.