

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign - Initial Notification – STOP DRIVE Check and Replace Rear Axle Carrier MY22 S-Class (223 platform)	DATE: March 28, 2022

URGENT RECALL CAMPAIGN INFORMATION

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

STOP DRIVE NOTIFICATION

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Initial Notification

March 28, 2022

Campaign No. :

NHTSA ID

Campaign Desc. :

TBA

22V194

22P2197496

Check and Replace Rear Axle Carrier

This is to notify you of a new STOP DRIVE **Recall Campaign** to check and replace the rear axle carrier on **11** Model Year ("MY") 2022 S-Class (223 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on **March 28, 2022**.

Background

Issue

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022 S-Class and Maybach (223 platform) vehicles, the sub frame welds for the thrust arm on the rear axle carrier might not meet current production specifications. In this case, the welds could fail suddenly and without prior warning and may cause the thrust arm to detach from the rear axle carrier. As a result, the vehicle might sway due to roadway influenced excitation. In addition, the vehicle could pull to one side in the event of emergency braking. Should this be the case, the controllability of the vehicle would be impaired, increasing the risk of a crash.

What We're Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the sub frame weld on the rear axle carrier on the affected vehicles and replace the rear axle carrier, if necessary. Until the inspection/remedy is completed, affected **customers will be instructed by the MBUSA Customer Assistance Center (CAC) to stop driving their vehicles** and will assist to make arrangements with their preferred authorized Mercedes-Benz dealer to have the vehicle towed for inspection. Towing and loaner vehicles, where available, will be offered at no cost to the customer.

Parts

Remedy is not available at this time.

Vehicles Affected

Vehicle Model Year(s)

2022

Vehicle Model

S-Class

Vehicle Populations

Total Recall Population

11

Total Vehicles in Dealer Inventory

1

Given this notice, it is **a violation of Federal law** for a dealer to sell or lease any **new MY22 S-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Xentry. Once the repair is complete, the vehicle may be sold or leased.**

Until the inspection/remedy is completed, affected customers will be instructed by the MBUSA Customer Assistance Center (CAC) to stop driving their vehicles and will assist to make arrangements with their preferred authorized Mercedes-Benz dealer to have the vehicle towed for inspection.

Next Steps/Notes

Customer Notification Timeline

Affected customers will be instructed by the MBUSA Customer Assistance Center (CAC) starting as early as March 28th to stop driving their vehicles. Formal customer notification letters will subsequently be sent as soon as they are available. Official owner notifications will be sent following NHTSA approval of the customer notification letter before May 24, 2022.

AOMS/SOMS

AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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 Assistance Center at 1-800-FOR-MERCEDES.

