



## Mercedes-Benz USA Call Center Script

### Recall for MY22 Mercedes AMG G63 4x4^2

### Check and Replace Rear Axle Differential

### NHTSA ID 22V-937

**This document written for Customer Assistance Center (CAC) at the Mercedes-Benz USA corporate headquarters**

Hello Mr. / Ms.....

This is [CAC agent name] from the Customer Assistance Center at the Mercedes-Benz USA corporate headquarters.

We are reaching out proactively to let you know that your MY 2022 Mercedes AMG 63 4x4<sup>2</sup> is part of a small population of vehicles included in a recent urgent safety recall involving the vehicle's Rear Axle differential housing. Your vehicle is not safe to drive until a repair is performed and we ask that you stop driving your vehicle immediately. I would be happy to assist you to make arrangements with your preferred authorized Mercedes-Benz dealer to set up alternate transportation until the repair is completed.

At this time a remedy is not yet available, but please know that the repair will be free of charge to you.

#### Q&A

- **What the recall is about:**

The vehicle's rear axle differential housing might not meet the strength requirements, and so cracks in the housing might occur during vehicle operation, which could lead to differential fluid leaking onto the roadway. In that case, the risk of a crash for following vehicle traffic could increase.

Further, fracturing of the housing cannot be ruled out which could lead to an interruption of the power transmission on the rear axle. A loss of wheel guidance and a loss of propulsion without warning cannot be ruled out, which could similarly increase the risk of a crash or injury.



- **What will your dealer do:**

When the remedy is available, an authorized Mercedes-Benz dealer will check and, if necessary, replace the rear axle on the affected vehicles. Until the repair is completed, you are urged to stop driving your vehicle immediately. We will assist you in making arrangements with your authorized Mercedes-Benz dealer regarding a loaner vehicle which, if needed, would be provided at no cost to you.

- **How long will the vehicle need to be in the workshop?**

While the repair time is currently under analysis, your authorized Mercedes-Benz dealer will provide you with a better estimate of the overall time for this service visit once the remedy is available.

- **What advance warning does the driver receive?**

The driver will not receive any advanced warning prior to the failure of the Rear Axle differential Housing.

- **Can I continue to drive the car?**

The owner of a vehicle affected by this recall should stop operating the vehicle immediately.

- **How long will I be without my vehicle?**

We are doing all that we can to expedite the remedy for your vehicle. Your authorized Mercedes-Benz dealer will provide you with a better estimate of the overall time for the service visit once the remedy is available.

- **What is Mercedes-Benz going to do for Owners given this inconvenience?**

Once the remedy is available, authorized Mercedes-Benz Dealers will attempt to minimize inconvenience during the repair process. They are available to assist in setting up alternate transportation.

- **Why are you notifying me by phone? Will I also get a letter?**

We are reaching out proactively to let you know that your MY 2022 Mercedes AMG G63 4x4<sup>2</sup> is part of a small population of vehicles included in a recent urgent safety recall involving the Rear Axle Differential housing. Your vehicle is not safe to drive until the remedy is performed and we ask you to stop driving your vehicle immediately. Official owner notifications will be mailed in January. You can also visit the National Highway Traffic Safety Administration site (<https://www.nhtsa.gov/recalls>) to confirm that your vehicle is included.



If you are only able to leave a message:

Same text as above +:

We are reaching out proactively to let you know that your MY 2022 Mercedes AMG 63 4x4<sup>2</sup> is included in an urgent safety recall involving the Rear Axle Differential housing. Your vehicle is not safe to drive until a repair is performed and we ask that you stop driving your vehicle immediately. Please contact your preferred authorized Mercedes-Benz dealer right away and mention you are calling about the MY 2022 Mercedes AMG G63 4x4<sup>2</sup> the Rear Axle Differential Housing recall. Please contact the Mercedes-Benz Customer Assistance Center at 1-855-853-9454 with any additional questions.

Thank you for your attention to this important message.

