Part 573 Safety Recall Report 24V-862

Manufacturer Name : Mercedes-Benz USA, LLC
Submission Date : NOV 15, 2024
NHTSA Recall No. : 24V-862
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 : 3
Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2024-2024 Mercedes-Benz GLC 300 4MATIC
Vehicle Type : LIGHT VEHICLES
Body Style : SUV
Power Train : GAS
Descriptive Information : 2 Mercedes-Benz MY24 GLC300 4MATIC are affected. The recall population was determined through production records.

Vehicles outside of the recall population have rear axle differential bolted to the rear axle carrier that meet current production specifications.

Production Dates : NOV 16, 2023 - JAN 25, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 2 : 2024-2024 Mercedes-Benz S 580 4MATIC
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS
Descriptive Information : 1 Mercedes Benz MY24 S580 4MATIC is affected. The recall population was determined through production records.

Vehicles outside of the recall population have rear axle differential bolted to the rear axle carrier that meet current production specifications.

Production Dates : NOV 16, 2023 - JAN 25, 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 S-Class (223 platform) and GLC (254 platform) vehicles, the rear axle differential might not be bolted to the rear axle carrier according to current production specifications.
FMVSS 1 :	NR
FMVSS 2 :	NR
Description of the Safety Risk :	In this case, the bolt connection to the rear axle carrier might loosen over time, potentially causing the rear axle differential to distort. This might lead to increased stress on the drive shaft connection, and potential separation of the drive shaft from the rear axle differential. Should this occur, a loss of propulsion cannot be ruled out, which could increase the risk of a crash.
Description of the Cause :	Due to a production deviation, the bolting of the rear axle differential to the rear axle carrier might not meet current production specifications on certain vehicles.
Identification of Any Warning that can Occur :	The driver will not receive a warning due to the nature of the failure mechanism.

Involved Components :

Component Name 1 :	HEXAGON HEAD SCREW
Component Description :	HEXAGON HEAD SCREW
Component Part Number :	A0009905527

Component Name 2 :	HEXAGON HEAD SCREW
Component Description :	HEXAGON HEAD SCREW
Component Part Number :	A0009908337

Supplier Identification :

Component Manufacturer

Name :	MBAG
Address :	NR
	NR
Country :	NR

Chronology :

In January 2024, MBAG launched initial investigations based on a single field report from outside the US describing an instance in which a customer allegedly experienced a loss of vehicle propulsion during driving. The analysis of the subject case rendered that a bolt connection between the rear-axle differential and the rear-axle carrier had loosened during driving. Accordingly, bolting process parameters and related documentation for the subject vehicle were reviewed.
In February 2024, production documentation was analyzed in order to identify any potential bolting anomalies which might affect additional vehicles. Furthermore, potential impacts of the identified bolting anomalies were analyzed.
Between March and April 2024, potential consequences to vehicle operation were evaluated and potentially affected vehicles were identified.
In May 2024, it was determined that the available information on potential consequences was inconclusive, and that an evaluation by a driving test would be necessary. This driving test was conducted in the end of July 2024, and its results were analyzed afterwards until October 2024.
On November 8, 2024, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

MBAG can confirm there are no warranty claims, field or service reports, injury, crash or fire were reported related to this defect in the USA.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealership, will correct the bolting connection of the rear axle differential on the affected vehicles. 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 :	Correct bolting of the rear-axle differential to the rear-axle carrier. Remedy Part No: HEXAGON HEAD SCREW A0009905527 HEXAGON HEAD SCREW A0009908337 END COVER A2063510400 END COVER A2063510300 END COVER A2063510200 END COVER A2233510500 END COVER A2233510600 END COVER A2233512100 TRANSMISSION OIL A000989730411PDNW
Identify How/When Recall Condition was Corrected in Production :	Changes in the bolting process ensure that this issue can no longer occur from January 26, 2024 onwards

Recall Schedule :

Description of Recall Schedule :	Dealers will be notified of the pending voluntary recall campaign on November 22, 2024. Owners will be notified of the voluntary recall campaign before December 28, 2024. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	NOV 22, 2024 - NR
Planned Owner Notification Date :	DEC 28, 2024 - NR

* NR - Not Reported