

Part 573 Safety Recall Report

24V-941

Manufacturer Name : Mercedes-Benz USA, LLC

Submission Date : DEC 18, 2024

NHTSA Recall No. : 24V-941

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 : 17

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2025-2025 Mercedes-Benz E 350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2025 E 350 1 Vehicle. The recall population was determined through production records. Vehicles outside of the recall population have rear axle carriers that meet current production specifications.

Production Dates : AUG 12, 2024 - SEP 06, 2024

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2025-2025 Mercedes-Benz E 350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2025 E 350 4MATIC 8 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear axle carriers that meet current production specifications.

Production Dates : AUG 12, 2024 - SEP 06, 2024

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 3 : 2025-2025 Mercedes-Benz E 450 4MATIC
Vehicle Type : LIGHT VEHICLES
Body Style : 4-DOOR
Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2025 E 450 4MATIC 4 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear axle carriers that meet current production specifications.

Production Dates : AUG 12, 2024 - SEP 06, 2024
VIN Range 1 : Begin : NR End : NR ☐ Not sequential

Vehicle 4 : 2025-2025 Mercedes-Benz E 450 4MATIC Station Wagon
Vehicle Type : LIGHT VEHICLES
Body Style : STATIONWAGON
Power Train : GAS

Descriptive Information : Mercedes Benz Model Year 2025 E 450 4MATIC Station Wagon 4 Vehicles. The recall population was determined through production records. Vehicles outside of the recall population have rear axle carriers that meet current production specifications.

Production Dates : AUG 12, 2024 - SEP 06, 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”) 2025 E-Class (214 platform) vehicles, the welds for the camber strut brackets to the rear axle carrier might not meet current production specifications.

FMVSS 1 : NR
FMVSS 2 : NR

Description of the Safety Risk : If the welds for the camber strut brackets to the rear axle carrier are affected, the weld might not withstand the forces while driving and the bracket might detach from the rear axle carrier without warning. As a result, wheel guidance and driving stability might be impaired, which could increase the risk of a crash.

Description of the Cause : Due to a deviation in the production process, the welds of certain rear axle carrier camber strut brackets might not meet current production specifications.

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 : Rear Axle Carrier

Component Description : Rear Axle Carrier

Component Part Number : A2063509707

Supplier Identification :

Component Manufacturer

Name : MBAG

Address : NR

NR

Country : NR

Chronology :

On December 9, 2024, MBAG launched initial investigations based on an internal report from one of its assembly plants. This report indicated an incorrectly executed weld of a camber strut bracket to the rear axle carrier. These investigations determined a deviation in the production process of a certain batch of rear axle carriers, which were produced outside of the vehicle production plant, in July and August 2024. Subsequently, potential consequences on the vehicles in the field were analyzed and the potentially affected vehicles were identified.

On December 13, 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, and other information related to this defect worldwide.

Description of Remedy :

Description of Remedy Program :	An authorized Mercedes-Benz dealer will replace the rear axle carrier of the affected vehicles. Until the remedy is completed, customers will be instructed by the MBUSA Customer Care Center (CCC) not to drive their vehicle and will assist to make arrangements with their preferred Mercedes-Benz dealer to have the vehicle towed for repair. Towing and loaner vehicles, where available, will be offered at no cost to the customer. 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 of the recall population have rear axle carrier camber strut brackets that are welded to the proper production specifications. Remedy Part No: Rear Axle Carrier A2063509707
Identify How/When Recall Condition was Corrected in Production :	A change in the production procedure ensures that this issue can no longer occur from December 3, 2024 onwards.

Recall Schedule :

Description of Recall Schedule :	MBUSA will issue a stop-drive warning notice for the vehicles affected by this recall on December 19, 2024. A copy of all communications will be provided when available. Customers will be instructed by the MBUSA Customer Care Center (CCC) not to drive their vehicle and the CCC will assist to make arrangements with their preferred Mercedes-Benz dealer to have the vehicle towed for repair. Towing and loaner vehicles or alternate transportation, where available, will be offered at no cost to the customer. Official owner notifications will be sent following NHTSA approval of the customer notification letter on or before February 16, 2025. A copy of all communications will be provided when available.
Planned Dealer Notification Date :	DEC 19, 2024 - NR
Planned Owner Notification Date :	FEB 16, 2025 - NR

* NR - Not Reported