

# Part 573 Safety Recall Report

# 22V-467

**Manufacturer Name :** Mercedes-Benz USA, LLC**Submission Date :** JUL 01, 2022**NHTSA Recall No. :** 22V-467**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC

Number of potentially involved : 2,526

Address : 13470 International Parkway

Estimated percentage with defect : 100 %

Jacksonville FL 32218

Company phone : 1-877-496-3691

**Vehicle Information :**

Vehicle 1 : 2022-2022 Mercedes-Benz EQS580

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 EQS580 587 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have tow points according to current production specifications.

Production Dates : FEB 24, 2021 - FEB 21, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 2 : 2022-2022 Mercedes-Benz EQS450

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 EQS450 1925 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have tow points according to current production specifications.

Production Dates : FEB 24, 2021 - FEB 21, 2022

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 3 : 2022-2022 Mercedes-Benz AMG EQS53

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : NR

Descriptive Information : Mercedes-Benz MY2022 AMG EQS53 14 vehicles. The recall population was determined through production records. Vehicles outside of the recall population have tow points according to current production specifications.

Production Dates : FEB 24, 2021 - FEB 21, 2022

VIN Range 1 : Begin :

NR

End : NR

Not sequential

## Description of Defect :

Description of the Defect : Mercedes-Benz AG ("MBAG"), the manufacture of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2020 EQS-Class (297 platform) vehicles, the towing eye thread point in the front and/or rear bumper might not meet current production specifications

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In this case, the required thread depth for the tow eye in the bumper might not be sufficient. As a result, it cannot be ruled out that the connection to the tow eye may loosen when installed, increasing the risk of an accident or injury during vehicle loading and transport.

Description of the Cause : Due to a deviation in the production process at a supplier or in the vehicle logistics process, the thread for the tow point 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 : Front crossmember

Component Description : Front crossmember

Component Part Number : A2976106000

Component Name 2 : A2976202500

Component Description : Rear crossmember

Component Part Number : Rear crossmember

## Supplier Identification :

### Component Manufacturer

Name : Mubea Tailor Rolled Blanks GmbH  
Address : P.O. Box 472  
Foreign States 57428  
Country : Germany

## Chronology :

In December 2021, MBAG launched initial investigations based on an internal finding regarding the tow point. This finding indicated the usage of an incorrect tow eye in the logistics process of vehicles. Usage of the correct version was immediately ensured at every point of the logistics process. In January 2022, further analyses were performed to identify potentially affected vehicles and a plant action was initiated to check and rework all vehicles still within the possession of MBAG. In parallel, possibly affected parts were requested to determine the possible consequences on the vehicles in the field.

In the course of these analyses, a further deviation affecting the tow point was detected. Analyses indicated that this additional deviation might have been caused by the coating process of the tow point at the supplier. In the end of February 2022, an additional cleaning of the tow point was implemented at the supplier. Detailed analyses of the possible consequences of the two deviations were analyzed in combination with each other and found the consequences to be identical in the end. MBAG can confirm there are no warranty claims, field or service reports, and other information (such as deaths or injuries) related to this defect.

On June 24, 2022, MBAG determined that a potential safety risk cannot be ruled out and decided to conduct a recall.

## Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the thread of the tow points on the affected vehicles and replace, if necessary.

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 : Crossmember tow threads according to current production specifications. Remedy Parts: A2976106000 and A2976202500

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of our supplier ensures that this issue can no longer occur from March 02, 2022 onwards.

**Recall Schedule :**

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign on July 08, 2022. Owners will be notified of the voluntary recall campaign before August 30, 2022.

Planned Dealer Notification Date : JUL 08, 2022 - NR

Planned Owner Notification Date : AUG 30, 2022 - NR

\* NR - Not Reported

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: <b>Recall Campaign Initial Notification</b> <b>Check Threads at Front/Rear Tow Points</b> <b>MY22 EQS-Class (297 platform)</b>	DATE: July 8, 2022

## **IMPORTANT NEW RECALL CAMPAIGN**

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

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 Launch Notification			July 8, 2022
Campaign No. :	NHTSA ID	Campaign Desc. :	<b>Check Thread Tow Points</b>
TBA	22V467	22P2197532 and 22P2197534	
<p>This is to notify you of a new <b>Recall Campaign</b> regarding the threaded tow points on <b>2,528</b> Model Year ("MY") 2022 EQS-Class (297 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on <b>July 08, 2022</b>.</p>			
<b>Background</b>			
<b>Issue</b>	Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year ("MY") 2022 EQS-Class (297 platform) vehicles, the threaded towing point in the front and/or rear bumper might not meet current production specifications. In this case, the required thread depth for the tow eye might not be sufficient. As a result, it cannot be ruled out that the connection to the tow eye may loosen when installed, which could increase the risk of an accident or injury during vehicle loading and transport.		
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the thread of the tow points on the affected vehicles and replace, if necessary.		
<b>Parts</b>	<b>Remedy is not available at this time.</b>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2022		
<b>Vehicle Model</b>	EQS-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	2,526		
<b>Total Vehicles in Dealer Inventory</b>	87		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY22 EQS-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 Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s).</b></p> <p><b>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY22 EQS-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed after the remedy becomes available.		
<b>AOMS/SOMS</b>	AOMs - This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<p>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.</p>			

