

DTSA product recall notifications 2017-2022

2017

JULY

Replacement of Drive Shaft on Actros 934.241 (sales code AX6)

Despite all the diligence in the development and testing of vehicles, it has now come to light that on vehicles of the Actros 93x model equipped with the drive shaft A974 410 1902 and sales code AX6 (ring gear 440), the high combination weights and the large articulation angles dictated by the design may result in increased loads on the drive shaft and consequently may create favourable conditions for sustaining damage to the drive shaft. When the vehicle is driven, the rotation of the drive shaft leads to thermal overstress on the U-joint journals. The tolerances increase with the vehicle mileage, which can lead to the development of noises and vibrations. If the early warning signs are ignored, the bearing bush or the U-joint spider can come unseated, and fragments of the drive shaft may be scattered by the vehicle.

Furthermore, the affected drive shafts are manufactured from modular elements, a process that involves welding the drive shaft tube to the flange yoke. In the case of the affected drive shaft, the welding seam lies in the most highly stressed area of the drive shaft and may potentially tear. This was demonstrated in accelerated testing and computer calculations. If the welding seam completely fails, the drive shaft will break and the drive shaft tube can - like a propeller - damage or destroy the surrounding areas, including air hoses, wiring harnesses etc. Dropping components and thus endangerment of other road users cannot be ruled out.

As our top priority is the safety of our customers, Daimler Truck AG, via its service partners, will replace the drive shaft on the affected vehicles. This will be done free of charge and the expected workshop visit will take approximately two hours.

The campaign has been launched locally and customers are in the process of being contacted to inform them if their vehicles are affected. A total of 1 979 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

AUGUST

Catch Bolts

Daimler Truck AG has determined that on certain Actros 93x, Axor 94x, Econic 956, Actros 963, Antos 963 and Arocs 964 model vehicles the screw/bolt in the range group catch bolts may come loose. This would reduce the distance of the catch bolt, potentially limiting it so far that it is no longer possible to change the range group. Depending on the extent of the damage, this would result in shifting complaints up to failure of the gearshift system.

As a precaution, Daimler Truck AG has decided, through its service partners, to check the range group catch bolts installed in potentially affected vehicles and, if necessary, to replace them with catch bolts with a status prior to the series production change in October 2016.

The campaign has been launched locally and customers are in the process of being contacted to inform them if their vehicles are affected. A total of 1083 vehicles are affected in the South African market. If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

OCTOBER

Rear axle visual inspection

Daimler Truck AG has determined that at the rear axles on certain vehicles of the models Actros 93x, Axor 94x, Axor 95x, Actros 963, Antos 963 and Arocs 964 possibly minor oil leakages up to fracture of axle housings could happen. An axle housing fracture could increase the risk of an accident occurring. As our top priority is the safety of our customers, Daimler Truck AG, asks that customers with affected vehicles perform a visual check and bring the vehicle into the service partner workshops for repair if necessary. The campaign has been launched locally and customers are in the process of being contacted to inform them if their vehicles are affected. A total of 739 vehicles are affected in the South African market. If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Exchange rear axle tandem unit

Daimler Truck AG has determined that on the rear axles of certain Axor vehicles with model designation 94x and Arocs with model designation 964 minor oil leaks up to and including breaking axle housings may occur. As our top priority is the safety of our customers, Daimler Truck AG, via its service partners, will inspect and repair all affected vehicles. This will be done free of charge.

The campaign has been launched locally and customers are in the process of being contacted to inform them if their vehicles are affected. A total of 27 vehicles are affected in the South African market. If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

2018

JUNE

Trunnion stiffener bolt looseness

Recall Campaign Number: 2196501

Daimler Truck AG has determined that on certain Fuso Models FN25-270, FV26-350 with rear tandem-axle and leaf suspensions, the shape of the radius rod brackets mounted to the trunnion crossmember is improper. In this case, the input from the radius rod during driving may deform the crossmember and the bolts securing the crossmember and reinforcement may become loose.

As a result, if the vehicle continues to be used in this condition, the bolts may break and the crossmember and reinforcement may crack. In the worst case, the fastener for the radius rod may be disengaged from the crossmember, which impairs the driving stability. As part of our recall campaign, the customer is required to take the vehicle to the nearest supporting dealer. As our top priority is the safety of our customers, Daimler Truck AG, via its Mercedes-Benz service partners, the customer should make a booking with any approved Mercedes-Benz dealer and have the campaign carried out.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 84 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

2019

APRIL

Recall Number: 8892063

Front-end flap air deflector loose – Actros 963, Antos 963, Arocs 964

Daimler Truck AG has determined that the outer section of the front-end flap air deflector could detach partially or entirely from the inner section or vehicle. This potentially affects vehicles of the following models: Actros 963, Antos 963 and Arocs 964 in arctic white. In the most unfavourable case, the outer section of the front-end flap air deflector (approx. 750 g) could detach from the vehicle completely and fall off. This would increase the risk of an accident for traffic following behind. As our top priority is the safety of our customers, Daimler Truck AG, via its Mercedes-Benz service partners, we will therefore install a new air deflector on both sides of potentially affected vehicles.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 1165 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

DECEMBER

Recall Campaign Number: 0894001

Rework screw connection at steering bracket on frame – Model Actros (93x platform), Actros (963 platform), Arocs (964 platform) and Atego (967 platform)

Daimler Truck AG has determined that the bolt in the front-axle differential in certain EQC vehicles (model series 293) may not correspond to the specification in terms of service life.

As a result, it cannot be ruled out that the bolt may fracture during the service life of the vehicle. In this case, the power transmission to the front axle would be interrupted. Pieces of the fractured bolt could lead to the differential transmission – and thus the front wheels – blocking. This could impair the ability to control the vehicle and increase the risk of an accident. Furthermore, the transmission housing could become damaged and oil could get onto the roadway. This would increase the risk of accident for the following vehicles.

As our top priority is the safety of our customers, Daimler Truck AG, via its Mercedes-Benz service partners, we will therefore replace the electric drivetrain of the front axle on your vehicle as a precautionary measure. The required work for this will take approx. 8 hours.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 3 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall Campaign Number: 4691067

Actros (93x platform), Actros (963 platform), Arocs (964 platform) and Atego (967 platform)

Daimler Truck AG has determined that on certain vehicles of types Actros (93x platform), Actros (963 platform), Arocs (964 platform) and Atego (967 platform) model series, one or more screw connections at the steering bracket, which connects the steering gear to the front frame end or front frame reinforcement, may not have been correctly tightened. As our top priority is the safety of our customers, Daimler Truck AG, via its Mercedes-Benz service partners, our recall campaign involves loosening the screw connections in all potentially affected vehicles and then correctly applying the required tightening torque. The necessary work will of course be carried out free of charge.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. 1 vehicle was affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

2020

FEBRUARY

Recall Campaign Number: 8091052

FREMDSTART - Model: Actros (963 platform) and Arocs (964 platform)

Daimler Truck AG has determined that on certain vehicles, there is a risk that the ignition of vehicle models Actros 963 and Arocs 964 may automatically switch off during driving if it is not started via the start/stop switch but via a jump-start connection point. To preserve the starter battery, all Actros 963 and Arocs 964 vehicle models of the new generation switch the ignition off under the condition that the engine has not been started via the start/stop switch within 30 minutes after switching on the ignition.

We therefore ask that you schedule an appointment with your Mercedes-Benz workshop without delay if your vehicle has a jump-start connection point installed. Your service advisor is waiting to take your call. We sincerely apologize for the inconvenience and ask for your understanding in this matter. The work required as part of the recall will of course be carried out free of charge.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 240 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall Number: 3291094

Wishbone control arm

Daimler Truck AG has discovered that on certain vehicles, a wishbone control arm from the supplier BOGE Rubber & Plastics/ Zhuzhou Co., Ltd., may be installed in your vehicle. This wishbone control arm can crack due to the pressure of the pipe on the joint. For this reason, we will check whether a wishbone control arm from the supplier BOGE Rubber & Plastics/ Zhuzhou Co., Ltd., is installed in your vehicle. If a wishbone control arm of this kind is installed, we will replace it with a wishbone control arm from the supplier ZF.

A cracked wishbone control arm changes the handling characteristics of the vehicle. Because the axle is no longer sufficiently guided, component parts in the surroundings (such as pneumatic lines for supplying the air bellows, travel sensors for level control, etc.) may be damaged.

As our top priority is the safety of our customers, Daimler Truck AG, via its Mercedes-Benz service partners, the customer should make a booking with any approved Mercedes-Benz dealer and have the campaign carried out.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 3 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall number: 0392057

Replacement of connecting rods

Daimler Truck AG has determined that on certain vehicles, a possible non-conformity with connecting rods installed in the engines of these potentially affected vehicles, due to deviations in the manufacturing process.

This irregularity may cause the early break of connecting rods, resulting in engine locking, detachment of part fragments on roads and causing the vehicle to slow down and stop. Under extreme situations, there may be oil leakage on the road. These conditions would increase the risk of accidents and severe injuries, or fatalities, to vehicle occupants and/or third parties.

As our top priority is the safety of our customers, Daimler Truck AG, via its Mercedes-Benz service partners, the

customer should make a booking with any approved Mercedes-Benz dealer and have the campaign carried out.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 1 vehicle are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

APRIL

Recall number: 8896062

Front-End Flap Air Deflector

Daimler Truck AG has determined that the outer section of the front-end flap air deflector could detach partially or entirely from the inner section or vehicle. This potentially affects vehicles of the following models: Actros 963, Antos 963 and Arocs 964 in arctic white. In the most unfavorable case, the outer section (approx. 750 g) could detach from the vehicle completely and fall off. This could increase the risk of an accident. As part of our planned recall campaign, we intend to install a new air deflector on both sides of potentially affected vehicles as a precautionary measure. Unfortunately, the required replacement parts are not yet available. We therefore ask that you have a little patience.

To minimize the risk of losing an air deflector, we kindly ask that you perform a visual inspection before driving off. For the visual inspection, please use the enclosed instructions including the photographs and artwork provided as examples. If the outer section of the front-end flap is loose or broken, please remove it and take your vehicle without delay to the nearest workshop.

As soon as the measure begins, you will receive unsolicited further information about the actual process from us. The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 13 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

2021

JANUARY

Recall 9193168

TAKA-SIDI recall

Our supplier TK Holdings, Inc. ("Takata") has informed us that certain climatic conditions may over time lead to a chemical change in the propellant in airbags with ammonium nitrate gas generators without drying agent of the company.

Should a gas generator burst, the airbag would have no restraint function and separating gas generator parts could enter into the vehicle interior. This would increase the risk of injury for the occupants.

Takata. Takata has informed us that in the case of an accident with airbag deployment, this change could cause the gas generators to burst.

We ask that you make an appointment for your vehicle as soon as possible with an authorized Mercedes-Benz workshop.

The campaign has been launched locally and affected customers are in the process of being contacted to inform them about the campaign. A total of 25 vehicles are affected in the South African market.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

2022

JANUARY

Recall 3291073

Drive Shaft

Daimler Truck AG has determined that on some Actros 934.241 models in combination with propeller shaft A974 410 1902 and sales code AX6 (ring gear 440), high combination weights and large articulation angles dictated by the design may result in increased loads on the drive shaft and consequently may create favourable conditions for sustaining damage to the drive shaft.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 3592552

Rear Axles

Daimler Truck AG has determined that on the rear axles of certain Axor vehicles with model designation 94x and Arocs with model designation 964 minor oil leaks up to and including breaking axle housings may occur.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 4290293

Brake Hoses

Daimler Truck AG has determined that on your vehicle the crimp connection joining the brake hose to the connection fitting of the service brake or the additionally installed parking brake cylinder on the front axle (vehicles with special equipment) could come loose when pressure builds up in the brake hose to the steered axles. This could affect the brake hoses at steered front axles and steered leading/trailing axles in the area of the rear axle. As a precaution, we will replace the affected brake hoses on your vehicle with properly manufactured brake hoses.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 3592557

Rear Axles

Daimler Truck AG has determined that at the rear axles on certain vehicles of the models Actros 93x, Axor 94x, Axor 95x, Actros 963, Antos 963 and Arocs 964 possibly minor oil leakages up to fracture of axle housings could happen. An axle housing fracture could increase the risk of an accident occurring.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 3592555

Rear Axles

Daimler Truck AG has determined that at the rear axles on certain vehicles of the models Actros 93x, Axor 94x, Axor 95x, Actros 963, Antos 963 and Arocs 964 possibly minor oil leakages up to fracture of axle housings could happen. An axle housing fracture could increase the risk of an accident occurring.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 4290299

Rear Axles

Daimler Truck AG has determined that at the rear axles on certain vehicles of the models Actros 93x, Axor 94x, Axor 95x, Actros 963, Antos 963 and Arocs 964 possibly minor oil leakages up to fracture of axle housings could happen. An axle housing fracture could increase the risk of an accident occurring.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 8892063

Wind Deflector

With the initial notice of 08.10.2018, we informed you of the planned recall for the wind deflector and the accounting number 8896060. Due to the need to create a new accounting number, you will today receive with this further initial notice a new code WIND-LT-2 with the new accounting number WIND-LT-2. This new code and the new accounting number are valid upon the receipt of this notice and the publication of the recall. At the same time, the previous accounting number 8896060 and GI88.40-N-068245_Ver_8 with the damage code 62041 38 become void with the publication of this recall and can no longer be used for invoicing.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 5591879

Electrical Frame Wiring

Despite all the care exercised in vehicle development and testing as well as the coordination of supplier components, it has now been determined that damage may occur in the electrical frame wiring harness along the right longitudinal frame member in Mercedes-Benz UNIMOG vehicles. As a result, a partial failure of the following components cannot be ruled out during vehicle operation: Rear lamp unit (incl. trailer), electrical supply line of the cab and engine control unit (MCM), as well as the anti-lock braking system (ABS) of the rear axle.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 4691067

Steering Bracket and Steering Gear

In the context of our continuous product monitoring, we have noticed that in vehicles of the types Actros 93x, Actros 963, Arocs 964 and Atego 967 one or more screw connections at the steering bracket, which connects the steering gear to the front frame end or front frame reinforcement, may not have been correctly tightened. This may lead to the screw connections coming loose. As a result, the steering bracket and steering gear slacken. To the driver, this may become noticeable in the form of increasing steering play while driving. As the screw connections become more loose,

this would increase steering play and affect steering ability. In addition, the loose screw connections and in turn the movement of the slack steering bracket and steering gear as described above may cause damage to frame-mounted hydraulic steering oil lines and therefore a leakage of hydraulic fluid. Among other things, this would be apparent by a gradual power steering failure. An ignition of the fluid on the surrounding component parts has been excluded. If all five screw connections come loose, this would also loosen the steering bracket and steering gear, the vehicle's steering ability is no longer guaranteed. This could increase the risk of an accident. Depending on the type of damage, the driver's attention may be drawn to the problem by the increased steering play at the steering wheel, a sluggish steering or noise development. If the power steering fluid line is damaged, the driver may also notice an oil puddle beneath the vehicle before departure. In both known cases, the vehicles were brought to the workshop due to changed steering behavior.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 8091052

Start/Stop Switch

As part of our continuous product monitoring, we have found that, in Actros 963 and Arocs 964 model vehicles where the engine is not started via the start/stop switch but via a jump-start facility, there is a risk that the ignition may be switched off automatically while driving.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 3291094

Start/Stop Switch

As part of our continuous product monitoring, we have found that, in Actros 963 and Arocs 964 model vehicles where the engine is not started via the start/stop switch but via a jump-start facility, there is a risk that the ignition may be switched off automatically while driving.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 8896062

Wishbone control arms

We have found that the wishbone control arms provided by the supplier BOGE Rubber & Plastics Zhuzhou Co. Ltd may tear at the compression of the pipe to the joint. If a wishbone control arm is torn, the longitudinal and lateral forces of the vehicle at the rear axle may no longer be transmitted sufficiently, which would change the handling characteristics of the vehicle.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 9193168

Propellant in airbags

Our supplier TK Holdings, Inc. ("Takata") has informed us that certain climatic conditions may over time lead to a chemical change in the propellant in airbags with ammonium nitrate gas generators without drying agent of the company.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 4691068

Tightening torque

It is necessary to replace the screws and apply the appropriate tightening torque to the steering gear fastening screws.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 9193169

Gas generator

Our supplier TK Holdings, Inc. ("Takata") has informed us that certain climatic conditions may over time lead to a chemical change in the propellant in airbags with ammonium nitrate gas generators without the drying agent from Takata. Takata has informed us that in the case of an accident with airbag deployment, this change could cause the gas generators to burst. Should a gas generator burst, the airbag would have no restraint function and separating gas generator parts could enter into the vehicle interior. This would increase the risk of injury for the occupants.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 8691069

Lock nut

Via a self-disclosure of our supplier GLORIA GmbH, Daimler Truck AG was notified that the lock nut at the strike button may possibly not always have been mounted in the portable fire extinguishers PSE6GA / PSE6G produced by GLORIA GmbH. If the fire extinguisher is activated and no lock nut is present, the strike button assembly (with integrated piercer) is, according to the information from GLORIA GmbH, ejected under pressure from the fire extinguisher. At the same time, propellant and powder can leak out due to the exposed piercer opening. According to the information from GLORIA GmbH, these scenarios can, in addition to the inoperability of the fire extinguisher, also result in injuries to persons.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 6090154

Stabiliser

As part of the internal production processes we noticed that on vehicles of the Actros 963 and Arocs 964 models the screw connections between the stabiliser and stabiliser link, which serve to ensure the guide function of the cab suspension in direction X and Y, could not be tightened with the necessary torque equivalent of at least 850 Nm. This means that the minimum preload force might not be reached. This could result in movements during operation and also in fracture of the screws. In this case the guide function of the cab suspension in both directions would no longer be ensured. In the worst case, if the cab moves in the X direction, blocking of the steering shaft cannot be ruled out. This would restrict steerability. This may increase the risk of accidents

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.

Recall 4692253

Forgings

Based on a voluntary declaration by our supplier Willi Elbe Gelenkwellen GmbH & Co. KG, Daimler Truck AG was notified that the forgings cracked during processing of the adapters for steering shafts for the Mercedes-Benz Actros 963, Arocs 964, and eActros 983 models manufactured by Willi Elbe Gelenkwellen GmbH & Co. KG. Analyses have revealed that the crack causing this fault must have already been present when the forging was delivered. Following further analyses and a current assessment of the issue, it cannot be ruled out completely that cracks may spread in the affected component part under dynamic strain throughout the vehicle's service life and ultimately lead to breakage. If the adapter were to break, this would lead to an immediate loss of steering torque. This may increase the risk of an accident, depending on the traffic situation.

If there are any questions or queries with regards to this matter, please call the customer assistance centre on 0800 133 355 for assistance.