

DTBSA product recall notifications 2017-2020

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 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 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 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 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 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 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 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 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 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.

OCTOBER

Replace Air Deflectors

Recall Campaign Number: 8896060

Daimler AG has determined that on certain Models: Actros 963, Antos 963 and Arocs 964 in arctic white, the outer section of the front-end flap air deflector could detach partially or entirely from the inner section or vehicle. It is possible that the clips could slowly detach, in part due to the wind loads that arise during operation. Production faults at the supplier (process fluctuations when extruding, insufficient clipping of the outer section to the inner section) and additional stresses arising during operation (vibrations, wind gusts, driving through tunnels) may additionally affect the component part unfavourably.

As a result, the breakage of the clips with the metal fastener along with clips that have not yet detached. In the most unfavourable case, the outer section (approx. 750 g) could detach from the vehicle completely and fall off.

This can increase the risk of an accident. As our top priority is the safety of our customers, Daimler 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 1203 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 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 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 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 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 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 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 Number: 8091052

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

Daimler 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 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 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 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 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 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.