

**Australian Government****Department of Infrastructure, Transport,
Regional Development, Communications and the Arts****Supplier contact details**

Legal Entity Name	MERCEDES-BENZ AUSTRALIA/PACIFIC PTY LTD
ABN	23004411410
ACN	004411410
Email	s47F
Phone	

Address Details

Address Type	Registered Office Address
Address Line 1	44 Lexia Place
Town/Suburb	Mulgrave
State/Territory	VIC
Postcode	3170
Country	Australia

Address Type	Postal Address
Address Line 1	44 Lexia Place
Town/Suburb	Mulgrave
State/Territory	VIC
Postcode	3170
Country	Australia

Address Type	Principal Place of Business
Address Line 1	44 Lexia Place
Town/Suburb	Mulgrave

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**Australian Government****Department of Infrastructure, Transport,
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Myself



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Department of Infrastructure, Transport,
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Recall overview

Your role in supplying the road vehicle or approved road vehicle component

Importer

Retailer

Distributor

You are recalling:

A road vehicle

What is your campaign number for this recall?

RC3190



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Road vehicle details

What is the make and model and/or approval number for the road vehicle subject to this recall?

Make: Mercedes-Benz

Model: X Class

Approval number:

Please upload photos of the road vehicle for the published recall notice.

Which variants are subject to this recall?

Variant #1

What is the date range of manufacture for the road vehicle subject to the recall?

Date from: 13/11/2017

Date to: 27/08/2019

Please upload a list of vehicle identification numbers (VINs) for all road vehicles that are subject to this recall.

vins-under-recall-template (13).csv

☒ Provide additional information about this section

RC 3190 AUS WI.2 .pdf



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Recall details

What is the hazard (i.e. explain the consequences of vehicle use in its non-compliant or unsafe state)? Provide detailed comments and/or upload the relevant information.

Oil from the rear axle may enter the parking brake drum via the wheel hub and reduce the braking effect of the parking brake. In an extreme case, the effect of the service brake may potentially also be impaired this could increase the risk of injury or death to vehicle occupants.

What is the defect (e.g. what is wrong)? Provide detailed comments and/or upload the relevant information.

An oil leak may occur due to a potentially faulty insertion process of the rear axle radial shaft sealing ring.

What action should the owners/operators take if they are in possession of the road vehicle or approved road vehicle component? Please note, if you upload branded material it may be published with the recall notice on the public recalls website.

We request that you make arrangements with your authorised Mercedes-Benz dealership to have the work carried out as soon as possible. A full list of authorised dealerships can be found at www.mercedes-benz.com.au

Alternatively, please use the Mercedes-Benz online booking service.

www.mercedes-benz.com.au/servicebooking

Who should owner/operators contact for more information? Please note, if you upload branded material it may be published with the recall notice on the public recalls website.

Contact name:	Customer assistance center
Contact phone number:	1300300896
Contact email:	customerassistancecentre@mercedes-benz.com
Website:	



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Please provide details of any known fatalities, injuries, incidents or vehicles presenting with the defect in Australia and/or other countries.

Has this road vehicle or approved road vehicle component been supplied by you in any other jurisdiction (anywhere else in the world)? If so, please provide the notifications of these recalls (note you are obliged to provide these within 10 business days).



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Non-compliance with standards

To the best of your knowledge, is this recall action being taken on the basis that there is non-compliance with the standards?

No



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Comments

If any additional relevant information or documentation is required to support your responses, please use the comment box and/or upload button below.

Would you like to submit this form for notification now or continue this form to provide further information?

Please note when you leave this page, you cannot change the answers provided.

Provide additional details now

Document 2 has been exempt in full under section 45 and 47 of the Freedom of Information Act 1982 (Cth)



Mercedes-Benz

Date

Our Ref: RC 3190 «Ref»

**URGENT SAFETY RECALL
CONTACT ATTEMPT**

«Company»
«OWNER»
«ADDRESS»
«SUBURB» «State» «PC»

Dear «First_Name»

VIN: «VIN»

Registration No: «Reg»

Vehicle Safety Recall RC 3190

Mercedes-Benz X Class

Manufactured between November 2017 and August 2019.

Replace radial shaft sealing rings in the rear axle.

Condition:

Mercedes-Benz AG have advised an oil leak may occur due to a potentially faulty insertion process of the rear axle radial shaft sealing ring.

Hazard:

Oil from the rear axle may enter the parking brake drum via the wheel hub and reduce the braking effect of the parking brake. In an extreme case, the effect of the service brake may potentially also be impaired this could increase the risk of injury or death to vehicle occupants.

Rectification:

As part of a recall, we will therefore replace the left and right radial shaft sealing rings in the rear axle tube of your vehicle. This will be free of charge.

We request that you make arrangements with your authorised Mercedes-Benz dealership to have the work carried out as soon as possible. A full list of authorised dealerships can be found at www.mercedes-benz.com.au



[Alternatively, please use the Mercedes-Benz online booking service.](http://www.mercedes-benz.com.au/servicebooking)

www.mercedes-benz.com.au/servicebooking

We sincerely regret any inconvenience this may cause and thank you in advance for your active participation in finalising the matter.

Should this recall have already been completed please disregard this letter.

Note: If you have sold the vehicle, please contact us via email: campaigns@mercedes-benz.com in order for us to contact the new owner.

Yours sincerely

Customer Advocacy Group
Mercedes-Benz Australia/Pacific Pty Ltd



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Campaign number RC3190

Additional recall details

Please provide your recall strategy. Use the comment box or upload button below.

1. NEVDIS search, owners notified by mail.
2. After 3 months if the VIN remains outstanding a second contact letter will be sent.
3. After a further 3 months if the VIN remains outstanding a further NEVDIS search will be carried out and a registered letter sent

Do you know of any related recall action being undertaken in other countries?

No

Proposed communication and engagement strategy

Please upload your recall communication strategy detailing what you will communicate to owner/operators and how, and provide any comments as required.

RC 3190 AUS owner letter UPDATE.pdf

Branding use consent

Do you give permission for your branding material to be used by the department in various communication channels to support this specific recall action?

No

Please provide any guidance for the department to use your branding material. Please use the comment box or upload button below.

Do you consent to the publication of this recall notice on the department's website?

Yes



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Recall notice

Recall number	REC-005754
Campaign Number	RC3190
First published	To be confirmed
Last updated	To be confirmed
Make	Mercedes-Benz
Model	X Class
Year range	
From: 2017	To: 2019
Affected units	6117

Photos of vehicle/component

What are the defects?

Due to a manufacturing defect, the rear axle radial shaft ring may not be sealed adequately. This could cause an oil leak resulting in an unexpected reduction of braking performance.

What are the hazards?

An unexpected reduction in braking performance could increase the risk of an accident causing injury or death to vehicle occupants and/or other road users.

What should consumers do?

Owners should contact their authorised Mercedes-Benz dealership to have the work carried out as soon as possible, free of charge.

A full list of authorised dealerships can be found at www.mercedes-benz.com.au

Alternatively, please use the Mercedes-Benz online booking service.
www.mercedes-benz.com.au/servicebooking

Supplier details	MERCEDES-BENZ AUSTRALIA/PACIFIC PTY LTD
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Who should owners/operators contact for more information?

Contact name	Customer Assistance Centre
Contact phone	1300 300 896
Contact email	customerassistancecentre@mercedes-benz.com



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Responsible regulator	DITRDC
Product type	Road Vehicle

Rover Document Associated View

FOI 24-060

Filter by keyword Document 6

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	RC 3190 AUS WI....	Road vehicle deta...	PDF			9/08/2023 2:2...	WebResources/rvr_
	Recalled VINs Dat...	List of VINs file	CSV			9/08/2023 2:2...	WebResources/rvr_
	Recall notification...	Recall notification...	PDF			9/08/2023 2:2...	WebResources/rvr_