



Mercedes-Benz

Campaign No. 2015040002, May 2015

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 451 (smart), Model Year 2014 - 2015**  
**Replace Steering Gear Bolts**

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of smart vehicles, has determined that the bolts that fasten the steering gear to the front cross member might have been manufactured outside specifications. Due to a production deviation at a supplier, a certain batch of bolts might not meet the endurance requirements. These bolts might break during the lifetime of the vehicle if exposed to high loads in combination with vibrations. Should one of the two bolts on the cross member break, drivers would be alerted by perceptible noises while driving, a potentially tilted steering wheel position and potentially the activation of the ESP warning lamp. In the event of a broken bolt, vehicle handling would be impacted, increasing the risk of a crash. To correct this condition an authorized smart dealer will replace the bolts that fasten the steering gear to the front cross member

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 5,058 vehicles are involved.

Order No. SM-RC-2015040002

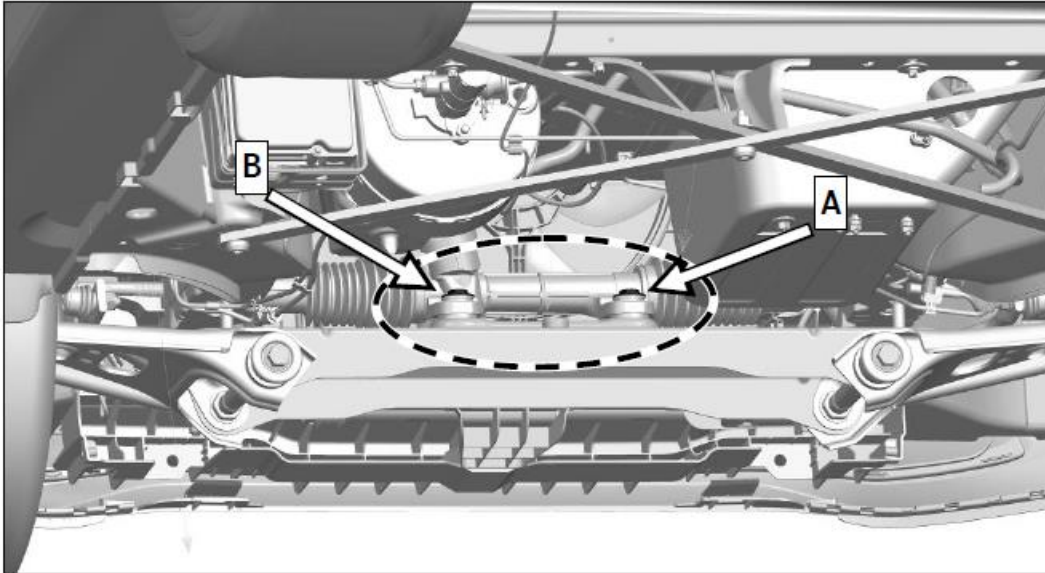
This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

## Procedure

### A. Determine if Vehicle has Either Manual Steering or Electric Power Steering (Option Code V26)

1. For vehicles with manual steering proceed to subject B. For vehicle with electric power steering (option code V26) proceed to subject C.

### B. Replace Steering Gear Mounting Bolts on Vehicles with Manual Steering



**Figure 1**

1. Remove front underbody paneling.
2. Remove 2 nuts then remove panel (partition wall) over steering gear.
3. Replace steering gear mounting bolts (A, B, Figure 1) one at a time.

**i Note:**

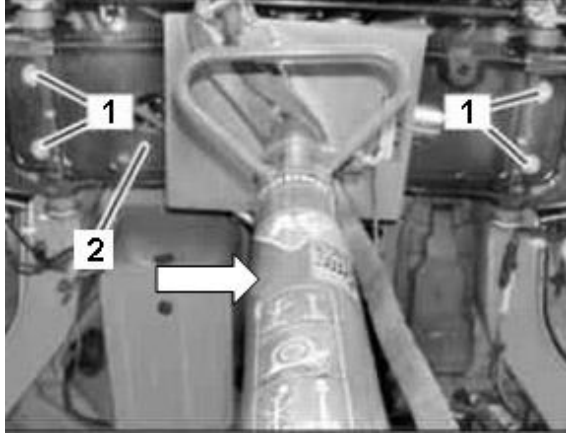
Replacing mounting bolts (A, B) one at a time will eliminate need for front end alignment.

4. Torque new bolts (A, B, Figure 1) to 70 **Nm**.
5. Reassemble in reverse order.

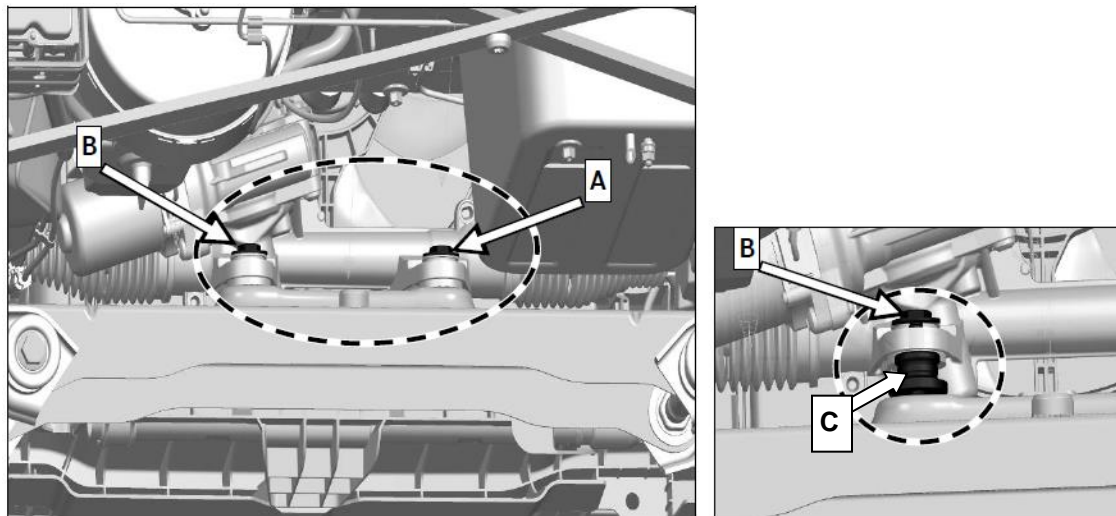
### C. Replace Steering Gear Mounting Bolts on Vehicles with Electric Power Steering (Option Code V26)

1. Remove front underbody paneling.
2. Remove 2 nuts then remove panel (partition wall) over steering gear.

3. Lower front axle support (2, Figure 2), to allow access to left steering gear mounting bolt (B, Figure 3):
  - Support front axle support (2) with transmission jack (arrow) or under hoist jack stand.
  - Remove front axle support mounting bolts (1).
  - Lower transmission jack (arrow) to allow access to right power steering gear mounting bolt (B, Figure 3).



**Figure 2**



**Figure 3**

4. Remove steering gear mounting bolts (A, B, Figure 3) from steering gear:
  - Remove bolt (A) then loosen bolt (B).
  - Carefully press the mounting bushing (C) downwards out of steering gear with a pry bar then remove bolt (B) out from top of steering gear.

**i** **Note:** The mounting bolt (B) installed in area of electric drive of steering gear can be only removed after removing bushing (C).

5. Install new mounting bolts (A, B, Figure 3):

- Insert bolt (B) into steering gear from top.
- Apply lubricating paste part number: A 000 989 01 60 10 (shop supply) to bushing (C) and manually press into steering gear.

**i** **Note:** Mounting bolt (B) in area of electric drive of steering gear can only be installed together with bushing (C).

- Install mounting bolt (A) then torque both bolts to (A, B) to 70 **Nm**.

6. Reassemble in reverse order. **Nm** Torque axle support bolts (1, Figure 2), refer to WIS: BA33.10-P-1000-01D.
7. Perform wheel alignment.

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
2	Bolt	A 001 990 90 00	100%

### Warranty Information

#### Repair 1

**Operation:** Replace steering gear mounting bolts for mechanical steering (02-8952)

Damage Code	Operation Number	Labor Time (hrs.)
46 910 32 7	02-8952	.5

#### Repair 2

**Operation:** Replace steering gear mounting bolts for electrical power steering (02-8953). Includes: Perform wheel alignment.

Damage Code	Operation Number	Labor Time (hrs.)
46 910 32 7	02-8953	1.5



#### Note

Operation Number labor times are subject to change.