



MERCEDES-BENZ USA, LLC
 303 Perimeter Center North, Suite 202
 Atlanta, GA, 30346
 Phone: (770) 705-0600
 Fax: (770) 705-0117
 MBUSA.com



Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2016030004 – Model 253 (GLC-Class), Model Year 2016 Rework Electrical Wiring Harness at Steering Column	DATE: April 15, 2016

IMPORTANT RECALL LAUNCH INFORMATION

This Recall Campaign is being launched today and the 888 affected vehicles are flagged in VMI.

Parts: Dealers may order parts as required. Replacement rate is 100%.

Owner Notification: Owner notifications will be mailed on April 22, 2016.

What Should Customers Do: Customers may continue to drive their vehicles until the recall is completed.

What's the Issue:

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2016 GLC-Class vehicles, the wiring harness to the steering column switch module might have been incorrectly routed at the supplier. As a result, the wiring harness could become jammed in the steering column adjustment mechanism, and chafe. Chafing of this wiring harness on the steering column adjustment spindle could potentially lead to a failure of the turn signal, gear selector, Electronic Stability Program (ESP) or Electronic Power Steering (EPS). Moreover, in rare isolated cases, it is possible that the vehicle may experience an engine stall, an airbag malfunction or an inadvertent airbag deployment.

To remedy this, an authorized Mercedes-Benz dealer will check the wiring harness on the affected vehicles. The harness will be re-routed, and repaired if necessary.

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new Model Year 2016 GLC-Class covered by this notification in dealer inventory until the vehicle has been repaired.

Dealers are advised to check new vehicle inventory for recall campaign applicability via VMI, and repair immediately. Once the repair is complete, the vehicle may be sold or leased.

To enhance Customer Experience, Dealers are encouraged to utilize MBSelect for customers affected by this recall.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program. 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 (1-800-367-6372).





Mercedes-Benz

Campaign No. 2016030004, April 2016

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 253, Model Year 2016**
Rework Electrical Wiring Harness at Steering Column

This Recall Campaign has been initiated because Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2016 GLC-Class vehicles, the wiring harness to the steering column switch module might have been incorrectly routed at the supplier. As a result, the wiring harness could become jammed in the steering column adjustment mechanism, and chafe. Chafing of this wiring harness on the steering column adjustment spindle could potentially lead to a failure of the turn signal, gear selector, Electronic Stability Program (ESP) or Electronic Power Steering (EPS). Moreover, in rare isolated cases, it is possible that the vehicle may experience an engine stall, an airbag malfunction or an inadvertent airbag deployment. To remedy this, an authorized Mercedes-Benz dealer will check the wiring harness on the affected vehicles. The harness will be re-routed, and repaired if necessary.

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 888 vehicles are involved.

Order No. P-RC- 2016030004

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

1. Adjust steering wheel to highest position and extend completely.
2.  Remove steering wheel, refer to WIS: AR46.10-P-0100LW.
3.  Remove steering column cover (A, Figure 1), then  check electrical wiring harness (1, Figure 2) for damage.

Note:

Repair damaged wiring harness (if required): refer to WIS: AR00.19-P-0100A (follow instructions for model 205, model 253 will be included in a future WIS release).

**Figure 1**

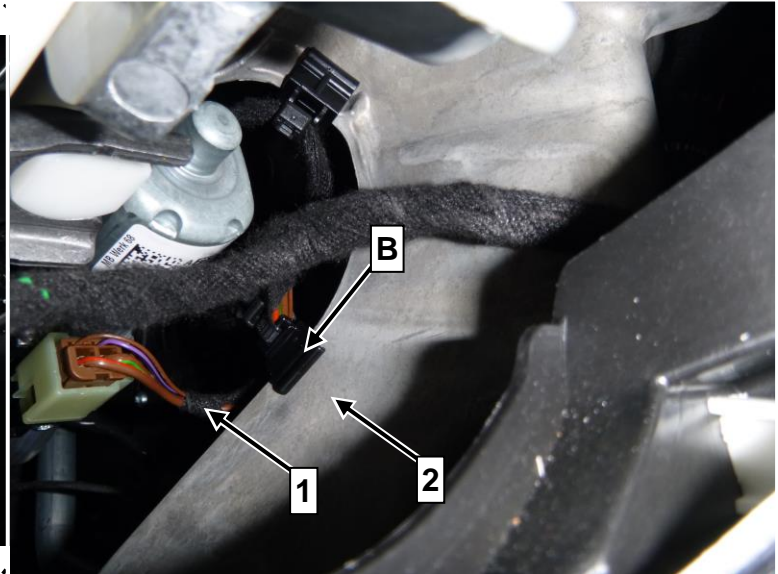
- Attach cable tie mounting clip (B, Figure 2) to dash board support (2) then secure adjustment motor wiring harness (1) to mounting clip (B) using cable tie (Figure 2).

i Note:

The wiring harness (1) must not make contact with the adjusting spindle of the steering column.



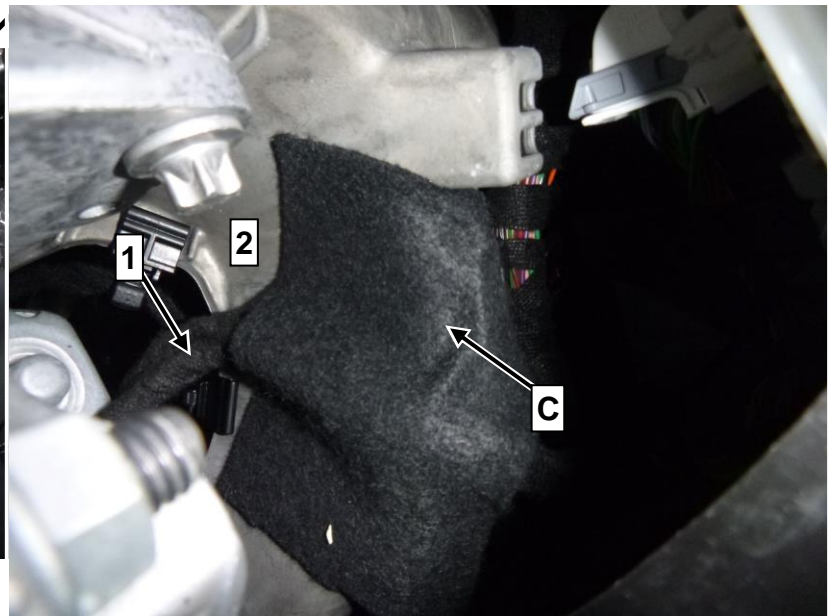
Figure 2




- Secure (remaining) wiring harness (1, Figure 3) to dash board support (2) with felt strip (C).



Figure 3



-  Reassemble in reverse order.

i Note

- Ensure **new** steering wheel mounting bolt is installed.
- **Nm** Torque steering wheel mounting bolt to: **80 Nm. The current torque specification in WIS: AR46.10-P-0100LW is incorrect.** The correct torque specification of 80 Nm for model 253 will be included in a future WIS release.
- Ensure new locking clip is installed inside steering column cover.

W Special Tools

Refer to WIS: AR00.19-P-0100A for special tool list.

i Note:

Special tool: Welding bead catcher 129 589 01 98 00 is not available, use locally procured equivalent.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Cable strap (with clamp)	A 001 995 19 90	100%
1	Felt strip (70x50 mm)	A 001 983 80 10	
1	Lock	A 000 823 02 45	
1	Steering Wheel Mounting bolt	A 126 990 03 12	
As required*	Fabric tape	A 009 989 97 85	As Required
As required	0.35 mm ² terminal block	A 002 546 13 41	
As required	0.5 to 0.75 mm ² terminal block	A 002 546 14 41	
As required	1 to 1.5 mm ² terminal block	A 002 546 15 41	
As required	0.5 mm ² pigtail MQS (female contact with unconnected cable end).	A 000 540 23 05	

*Fabric Tape - sufficient for 25 vehicles, submit as Local Purchase - AFT00157. Qty. 1, handling is included.

i Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information**Repair 1**

Operation: Rework electrical wiring harness at steering column (02-9325).

Damage Code	Operation Number	Labor Time (hrs.)
51 900 45 7	02-9325	0.9

Repair 2

Operation: Rework electrical wiring harness at steering column (02-9325).

Extra work for: Rework electrical wiring harness at steering column tube:
Electrical wiring harness damaged (02-9326).

Damage Code	Operation Number	Labor Time (hrs.)
51 900 45 7	02-9325	0.9
	02-9326	ZM

**Note**

Operation Number labor times are subject to change.