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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign 2016 120005 Launch Notification MY13-16 207, 212, 222, 231 (E-Class, E-Class Coupe, S-Class, SL-Class) Electric Power Steering Control Unit	DATE: October 6, 2017

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION UPDATE





RECALL LAUNCH CAMPAIGN NOTIFICATION

REMEDY PARTS AVAILABLE

October 6, 2017

Campaign No. :	Campaign Desc. :	Electric Power Steering Control Unit
2016120005	1612P46D22	
<p>This is to notify you of the Recall Campaign LAUNCH for certain MY13-16 E-Class, E-Class Coupe, S-Class, and SL-Class (207, 212, 222, 231 platform) vehicles. Please review the recall information below. The recall campaign is visible on the www.safercar.gov website and may generate questions from customers. All affected VIN will be flagged as "OPEN" in VMI on October 6, 2017.</p>		
Background		
Issue	<p>Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class Coupe (207 platform), E-Class (212 platform), S-Class (222 platform) and SL (231 platform) vehicles, electric power steering control units might have been equipped with improperly soldered contacts. If the pins lose complete contact, the vehicle's electric power steering may deactivate, increasing the risk of a crash. In addition, the complete loss of electrical connection could lead to a short circuit within the control unit, increasing the risk of a fire.</p>	
What We're Doing	<p>MBUSA will conduct a voluntary recall campaign to electric power steering rack on the affected vehicles. Work instructions are available in StarTek Info</p>	
Parts	<p>Parts are available and can be ordered as necessary</p>	
Vehicles Affected		
Vehicle Model Year(s)	2013-2016	
Vehicle Model	E-Class, E-Class Coupe, S-Class, and SL-Class	
Vehicle Populations		
Total Recall Population	70	
Total Vehicles in Dealer Inventory	All Vehicles in dealer inventory will be flagged as "OPEN"	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY13-16 E-Class, E-Class Coupe, S-Class, and SL-Class in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "OPEN". Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent any MY13-16 E-Class, E-Class Coupe, S-Class, and SL-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	<p>Customer interim notification letters were mailed May 2017. Final customer notification letters will be mailed starting October 2017.</p>	
AOMS/SOMS	<p>AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.</p>	
Rental Fleet Partners	<p>This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.</p>	
<p>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.</p>		



Mercedes-Benz

Campaign No. 2016120005, September 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 207, 212, 222, and 231; Model Years 2013 - 2016**
Replace Electric Power Steering Rack

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class Coupe (207 platform), E-Class (212 platform), S-Class (222 platform) and SL (231 platform) vehicles, electric power steering control modules might have been equipped with improperly soldered contacts. If the pins lose complete contact, the vehicle's electric power steering may deactivate, increasing the risk of a crash. In addition, the complete loss of electrical connection could lead to a short circuit within the control module, increasing the risk of a fire.

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 70 vehicles are involved.

Order No. P-RC-2016120005

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.  Replace electric power steering rack for model:
 - 207, 212; refer to WIS: **AR46.20-P-0600EL**
 - 222, refer to WIS: **AR46.20-P-0600LF**
 - 231, refer to WIS: **AR46.20-P-0600RK**

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Power steering rack	Determine part number via EPC	100%

Models 207, 212

2	Nut (tie rod to knuckle)	N 00000 0008261
2	Nut (steering to support)	N 913023 012002
2	Nut (steering to support)	N 000000 003905
1	Nut (coupling to rack)	A 140 990 09 58

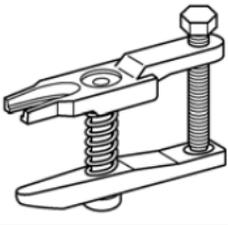
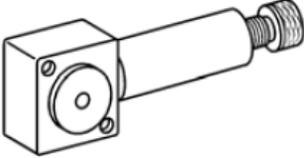
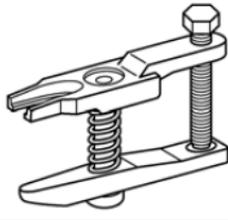
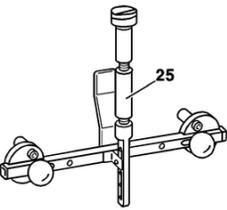
Model 222

2	Nut (tie rod to knuckle)	A 002 990 45 54
1	Nut (coupling to rack)	A 140 990 09 58
1	Threaded plate (fastening, steering gear)	A 222 628 05 00

Model 231

2	Nut (tie rod to knuckle)	A 002 990 45 54
1	Nut (coupling to rack)	A 140 990 09 58
1	Threaded plate (fastening, steering gear)	A 231 628 00 00

 **Special Tools**

 <p>221 589 05 33 00</p>	 <p>163 589 03 43 00</p>	 <p>221 589 00 33 00</p>
Puller	Press	Puller
 <p>171 589 00 34 00</p>	 <p>129 589 01 21 00</p>	
Thrust piece	Retainer device	

 **Note** (regarding WIS documents referenced in this Procedure):

Replacement of parts not listed in the parts table of this Procedure are not claimable under this campaign. If replacement of additional part(s) is necessary, check coverage prior to submitting under warranty.

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

Operation: Replace power steering rack (02-9748).
 Extra work for: Remove/install engine compartment lining in vehicles with underbody protection (02-9676)
 Perform wheel alignment check (02-9749)
 (Includes: Adjust track of front wheels).

Damage Code	Operation Number	Labor Time (hrs.)
46 941 34 7	02-9748	2.0 (models 207, 212, 222)
		2.1 (model 231)
	02-9676	ZM
	02-9749	0.9

i Note

Operation Number labor times are subject to change.