



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 Launch 2017020018 - MY 2017 213 (E-Class) Replace Steering Column Module	DATE: March 24, 2017

IMPORTANT RECALL LAUNCH INFORMATION

Please see the attached document for the recall campaign launch information.





RECALL CAMPAIGN LAUNCH NOTIFICATION

March 24, 2017

Campaign No. :	Replace Steering Column Module
2017020018	
<p>This is to notify you of the launch of a Recall Campaign to replace the Steering Column Module on 73 MY17 E-Class (213 platform) vehicles. Please review the recall information below. The recall will be launched on March 24, 2017. All affected VINs will be flagged in VMI.</p>	
Background	
Issue	This Recall Campaign has been initiated because Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) the column-mounted shift lever module might become inoperative due to possible damage to the internal circuit board. As a result, the vehicle might not move forward or rearward with the shift lever as selected by the driver. However, both the auto-P function and automatic parking brake will continue to operate as intended and prevent the vehicle from moving forward or rearward. If the vehicle does not move forward or rearward with the shift lever as selected by the driver, there is an increased risk of a crash.
What We're Doing	MBUSA will conduct a voluntary recall to replace the steering column module on affected vehicles.
Parts	Parts are available and may be ordered accordingly.
Vehicles Affected	
Vehicle Model Year(s)	2017
Vehicle Model	E-Class
Vehicle Populations	
Total Recall Population	73
Total Vehicles in Dealer Inventory	25
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any new MY17 E-Class vehicles covered by this notification in dealer inventory until the vehicle has been repaired. Once the repair is complete, the vehicle may be sold or leased.</p>	
Next Steps/Notes	
Customer Notification Timeline	Customer notification letters will be mailed on March 31, 2017, one week after the recall launch.
AOMS/SOMS	AOMs - If your name is copied on this email, you may have a dealer that has a vehicle affected by this recall in dealer inventory. Please forward this notice to your dealers to ensure that the retail hold of these vehicles is enforced until the vehicle is repaired.
<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. Please contact Allen Ambulo (x2579) or me with any questions.</p>	



Mercedes-Benz

Campaign No. 2017020018, March 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 213, Model Years 2017 Replace
Steering Column Control Module**

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class vehicles (213 platform) the column-mounted shift lever module might become inoperative due to possible damage to the internal circuit board. In the event of a malfunction of the circuit board, a manual drive mode selection (D, R, N, P) would no longer be possible. The auto-P function, as well as the automatic parking brake, would still function as designed. However, should the condition occur with the vehicle at a standstill, the vehicle might not move forward or backward as selected by the driver with the shift lever. This could increase the risk of a potential crash.

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 73 vehicles are involved.

Order No. P-RC-2017020018

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 steering column control module; refer to WIS: AR54.25-P-2802LW.

i Note:

- Make sure that the wheels or the steering are/is in straight-ahead position.
- To remove cable duct (A, Figure 1) from steering column control module housing (B): Disconnect harness connector (C) from connector socket then unclip cable duct (A, Figure 2) from inside of steering column control module housing (B) and remove.

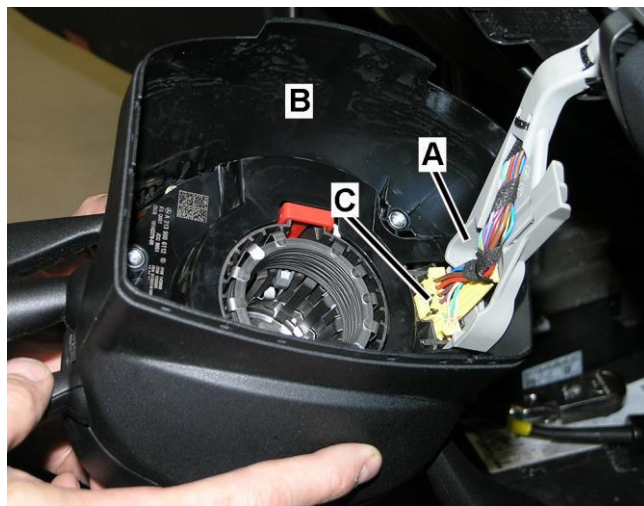


Figure 1

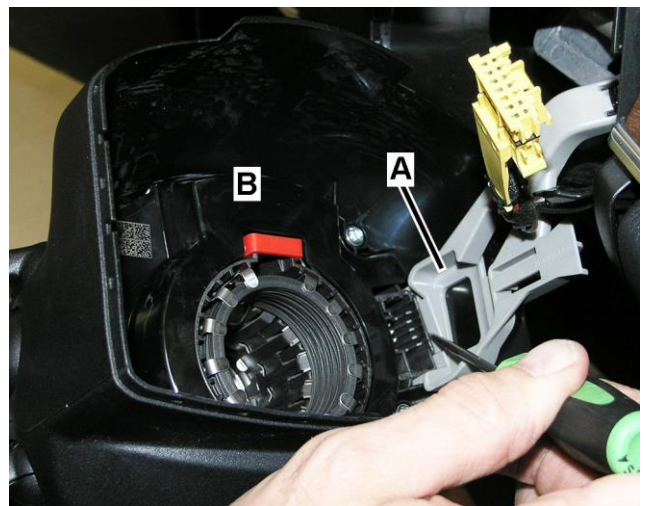


Figure 2

i 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.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Steering column control module	*	100%
1	Locking mechanism	A 001 545 93 73	
1	Locking mechanism	A 000 823 02 45	
1	Screw (steering wheel to column)	A 126 990 03 12	

* Steering column switch module is to be determined according to equipment code via EPC

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 steering column control module (02-9831).
 (Includes: Disconnect/connect battery ground cable; perform initial startup of steering column Module.)
 Connect/disconnect battery charger (02-4762)
 Star Diagnosis System (SDS), Connect/disconnect (02-5058)

Damage Code	Operation Number	Labor Time (hrs.)
54 930 40 7	02-9831	0.8
	02-4762	0.1
	02-5058	0.1

i Note

Operation Number labor times are subject to change.