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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 2017020017 LAUNCH MY 2016 Model 166 292 (GLE, GLS, GLE-Coupe) Check and Replace Upper Control Arm	DATE: March 21, 2017

IMPORTANT RECALL LAUNCH INFORMATION

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





RECALL CAMPAIGN LAUNCH NOTIFICATION

March 21, 2017

Campaign No. :	Replace Upper Control Arm
2017020017	
<p>This is to notify you of the recall LAUNCH to replace the upper control arm on 37 MY16 GLE/GL and GLE-Coupe (166/292) vehicles. Please review the recall information below. The recall will be launched on March 21, 2017, and 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 GLE/GL (166 platform) and GLE Coupe (292 platform) vehicles, a production error might have resulted in an improper bolt torque at the connection between the upper control arm and the axle stub, which may cause improper wheel tracking and increase the risk of a crash.
What We're Doing	MBUSA will coordinate and conduct a voluntary recall to replace the upper control arm on affected vehicles once parts become available.
Parts	Parts are available and may be ordered accordingly.
Vehicles Affected	
Vehicle Model Year(s)	2016
Vehicle Model	GLE/GL (166 platform) and GLE Coupe (292 platform)
Vehicle Populations	
Total Recall Population	37
Total Vehicles in Dealer Inventory	0
<p>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any new MY16 GLE/GL or GLE-Coupe vehicles in dealer inventory covered by this notification 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 24, 2017.
AOMS/SOMS	Please forward this notice to your dealers ASAP to ensure they are aware of this recall.
<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. 2017020017, March 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 166 and 292, Model Year 2016**
Check Torque of Upper Control Arm Nut to Steering Knuckle

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain GLE/GL (166 platform) and GLE Coupe (292 platform) vehicles, an error during assembly might have resulted in an improper bolt torque at the connection between the upper control arm and the axle stub. An improperly torqued bolt connection between the upper control arm and axle stub may cause improper wheel tracking and increase the risk of a 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 37 vehicles are involved.

Order No. T-RC-2017020017

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. Check nut (A, Figure 1) for upper control arm (B, Figure 1) to steering knuckle (C) at front left and front right. Nut torque should be 110 Nm:

i **Note:** The nut must not turn before reaching 110 Nm.

- If the nut does **not** turn prior to the test torque of 110 Nm **(OK)**: Procedure is complete.
- If the nut turns prior to reaching the test torque of 110 Nm **(NOT OK)**: Continue with Procedure.

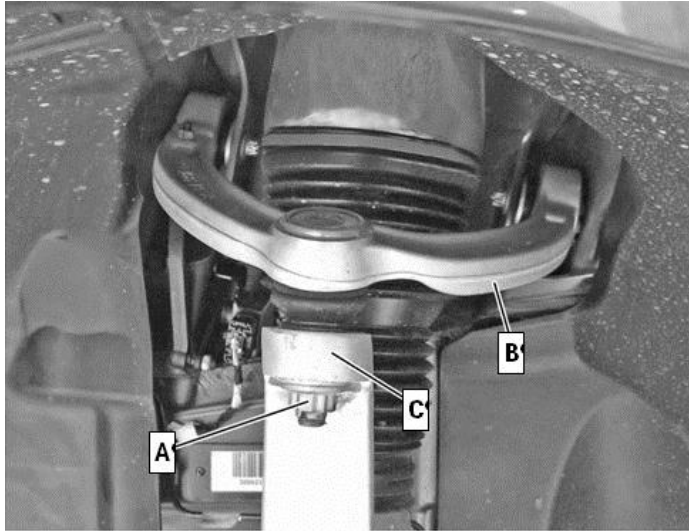


Figure 1

i **Note:** Record findings on repair order.

2. Replace upper control arm: Refer to WIS: AR33.20-P-0500GQ.

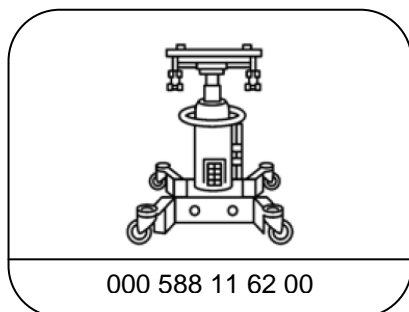
i **Note:** If dents are evident on the conical flange of the steering knuckle, proceed to step 3.

3. Create PTSS case:

- Submit pictures along with VIN.

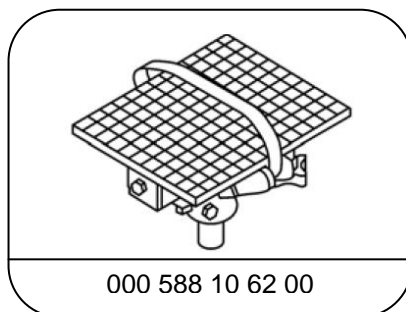
i **Note:**

- Pictures submitted must be of good quality and high resolution.
- No SDS print out is required.
- Wait until guidance is provided by Engineering Services.

 **Special Tools**


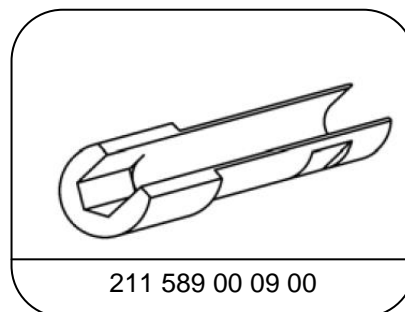
000 588 11 62 00

Major assembly mount



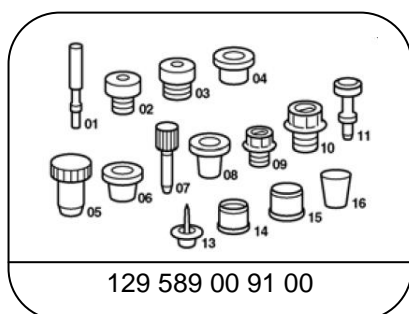
000 588 10 62 00

Support plate




211 589 00 09 00

Socket wrench bit



129 589 00 91 00

Record plug

 **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 (if required)	Left upper transverse control arm	A 166 330 17 07	81%
1 (if required)	Right upper transverse control arm	A 166 330 18 07	
1 or 2 (if req.)	Nut (control arm to body)	N 000000 004009	
1 or 2 (if req.)	Nut (control arm to knuckle)	A 002 990 45 54	
1 or 2 (if req.)	Nut (strut to lower control arm)	N000000 007498	
1 or 2 (if req.)	Tie rod to steering knuckle	A002 990 45 54	
1 or 2 (if req.)	Nut and washer assy.(stabilizer bar to steering knuckle)	N000000 006559	
3 or 6 (if req.)	Nut and washer assy.(strut to body)	A 004 990 73 50	
1 or 2 (if req.)	Snap ring (axle shaft to transmission)	A006 994 10 40	

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: Check nut securing upper control arm to steering knuckle at front left and right (02-9832):
Includes: Remove/install wheels

Damage Code	Operation Number	Labor Time (hrs.)
33 910 34 8	02-9832	0.7

Repair 2

Operation: Check nut securing upper control arm to steering knuckle at front left and right (02-9832):
Includes: Remove/install wheels
Replace one upper transverse control arm of front axle (02-9833).

Damage Code	Operation Number	Labor Time (hrs.)
33 910 34 7	02-9832	0.7
	02-9833 *	1.3

* This operation number can be claimed up to 2 times.

Repair 3

Operation: Check nut securing upper control arm to steering knuckle at front left and right (02-9832):
Includes: Remove/install wheels
Replace one upper transverse control arm of front axle on vehicles with AIRMATIC (02-9834).
Release/fill pressure in AIRMATIC at front (02-9835).

Damage Code	Operation Number	Labor Time (hrs.)
33 910 34 7	02-9832	0.7
	02-9834 *	2.0
	02-9835	0.5

* This operation number can be claimed up to 2 times.

i Note

Operation Number labor times are subject to change.

**Note:**

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is 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: