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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: <b>New Recall Campaign with Retail Hold MY 16-17 Model 166 (GLE, GL, GLS) 292 (GLE Coupe-Class), 207 213 (E/Coupe-Class) Electric Power Steering Connector</b>	DATE: April 21, 2017

## **IMPORTANT NEW RECALL INFORMATION with RETAIL HOLD**

Please see the attached document for the subject new recall campaign.





# NEW RECALL CAMPAIGN NOTIFICATION

## with Retail Hold

April 21, 2017

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Electric Power Steering Connector</b>
<b>TBD</b>	<b>TBD</b>	
<p>This is to notify you of a new Recall Campaign to replace the connector and check the electric power steering on <b>58,323</b> Model Year 2016 - 17, Model 166, 292, 207, and 213 platform vehicles (GLE, GL, GLS, GLE Coupe, E-Coupe, E-Class). Please review the recall information below. The recall campaign will visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI on Tuesday April 25, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Daimler AG ('DAG'), the manufacturer of Mercedes-Benz passenger vehicles, has become aware that on certain GLE//GL/GLS-Class (166 platform), GLE coupe (292 platform) and E-Class 4MATIC (207/213 platforms) vehicles, the electric power steering connector might be insufficiently sealed against water entry. If the connector is insufficiently sealed, moisture might enter into the electric power steering control unit. In this case, the control unit signal might be interrupted and subsequently the steering power assist would be deactivated. Depending on the traffic situation, this could increase the risk of a crash.</p>	
<b>What We're Doing</b>	<p>MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer, will replace the connector and check the electric power steering on the affected vehicles. If necessary, the electric power steering rack will also be replaced.</p>	
<b>Parts</b>	<p>Parts are currently <b>not</b> available. An update will be communicated when parts status in confirmed.</p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2016-2017	
<b>Vehicle Model</b>	GLE-Class, GL/GLS-Class, GLE-Coupe Class, E-Class, E-Coupe Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	58,323	
<b>Total Vehicles in Dealer Inventory</b>	1,221	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 GLE-Class, GLE-Coupe Class, E-Class, E-Coupe Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "PENDING". Once parts are available, the vehicles will be flagged as "OPEN" and Work Instructions will be available in Star TekInfo. Once the repair is complete, the vehicle may be sold or leased.</b></p>		
<p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer interim notification letters are scheduled to be mailed in May 2017.	
<b>AOMS/SOMS</b>	AOMs - Recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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>		