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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 2017050013**
Launch Notification
MY16-17 166, 292, 207, 213 (GLE-Class, GLS-Class, GLE-Coupe Class, E-Coupe, E-Class)
Electric Power Steering Connector

DATE: September 22, 2017

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION UPDATE





RECALL LAUNCH CAMPAIGN NOTIFICATION

REMEDY PARTS AVAILABLE

September 22, 2017

Campaign No. :	Campaign Desc. :	Electric Power Steering Connector
2017050013	1703P59A70	
<p>This is to notify you of the Recall Campaign LAUNCH for certain 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 is visible on the www.safercar.gov website and may generate questions from customers.</p>		
Background		
Issue	<p>Daimler AG (“DAG”), the manufacturer of Mercedes-Benz passenger vehicles, has become aware that on certain GLE-Class, GL-Class, 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>	
What We’re Doing	<p>MBUSA will conduct a voluntary recall campaign to replace the connector and check the electric power steering on the affected vehicles.</p>	
Parts	<p>Parts are available and can be ordered as necessary</p>	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	GLE-Class, GLS-Class, GLE-Coupe Class, E-Coupe, E-Class	
Vehicle Populations		
Total Recall Population	58,323	
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 MY16 or 17 GLE-Class, GL/GLS-Class, GLE-Couple, E-Class, E-Class Coupe 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 MY16 or MY17 GLE-Class, GL/GLS-Class, GLE-Couple, E-Class, E-Class Coupe 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 September 29, 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. 2017050013, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 207, 292 and 166; Model Years 2016 and 2017**
Replace Electric Power Steering Rack Connector Housing and Check Contacts

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain model series GLE (166 platform), GLE Coupé (292 platform) and E-Class 4MATIC (207/213 platform), the electric power steering connector might be insufficiently sealed against water entry. If a connector is insufficiently sealed, moisture might enter the electric power steering control module. This could interfere with signal transmissions in the control module and cause the power steering assist to deactivate, increasing the risk of a crash. As a precautionary measure, an authorized Mercedes-Benz dealer will replace the connector and check the electric power steering on the affected vehicles.

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 58,323 vehicles are involved.

Order No. S-RC-2017050013

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. Remove lower engine compartment panel under electric power steering rack.
2. Disconnect electric power steering rack connector (A, Figure 1).



Figure 1

3. Check contact sockets in harness connector housing (A Figure 1) and mating connector (B) contact plugs on electric power steering rack for signs of corrosion:
 - If there are no signs of corrosion or corrosion/damage only on the **harness side** connector (A) proceed to step 5.
 - If there are **major** signs of corrosion in harness connector housing (A) and mating connector (B) on electric power steering rack proceed to step 4:
 4. 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



Figure 2

5. Press the retaining lugs (D, Figure 3) outwards then pull plug housing (B, Figure 2) out of harness housing (C, Figure 2).

ⓘ **Caution!** Be careful not to break retaining lugs (D).

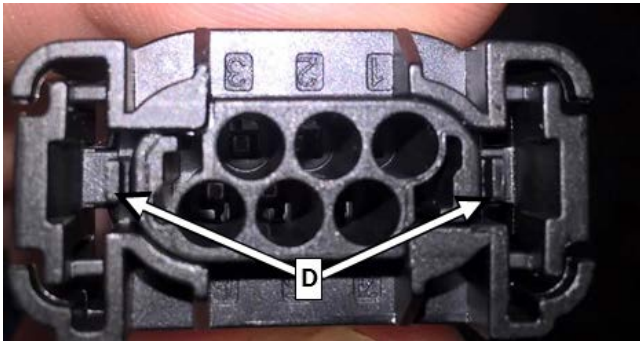


Figure 3

6. Release gray retainer (E, Figure 4) and remove

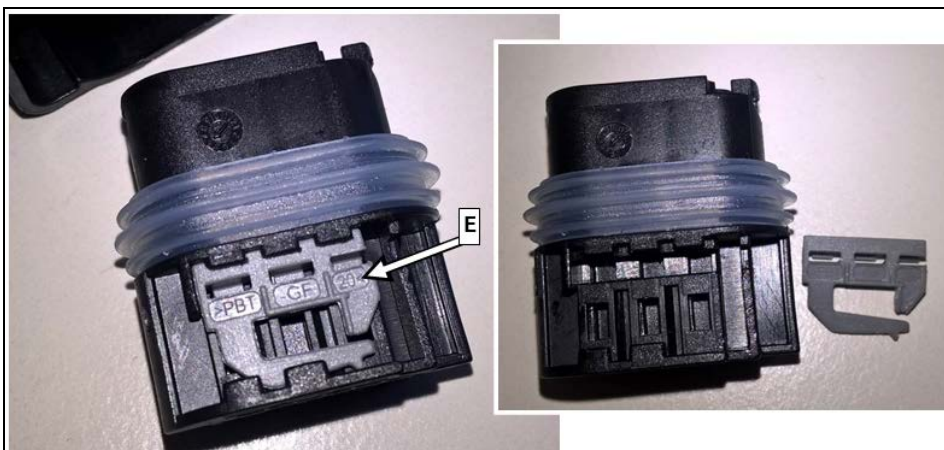


Figure 4

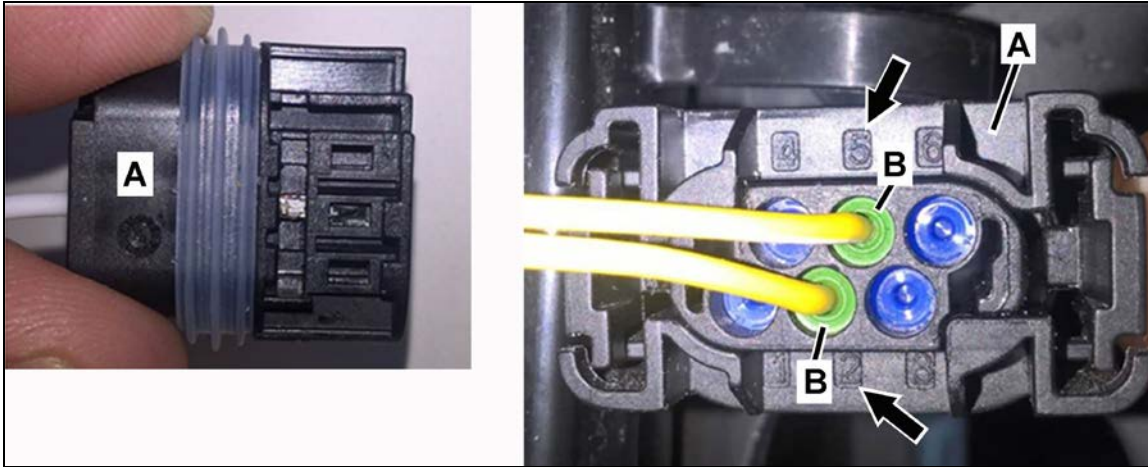


Figure 5

7. Unpin contact sockets from slot 5 and 2 (arrows, Figure 5) and pull wire carefully out of plug housing (A) and inspect contacts:

i Note:

- **Observe contact socket assignment in housing**
- For general repair methods for wiring harness refer to WIS: AR00.19-P-0100A.
- If contact sockets unpinned from plug housing (A) are **NOT** damaged/corroded proceed to step 8.
- If contact sockets unpinned from plug housing (A) are damaged/corroded replace contacts and connector seals (B) then proceed to step 8 (do not install contact sockets back into old connector housing).

i Note: For general repair methods for wiring harness refer to WIS: AR00.19-P-0100A.

8. Install blind plugs (arrows, Figure 6) into slots 1, 3, 4 and 6 of **new** plug housing (A).

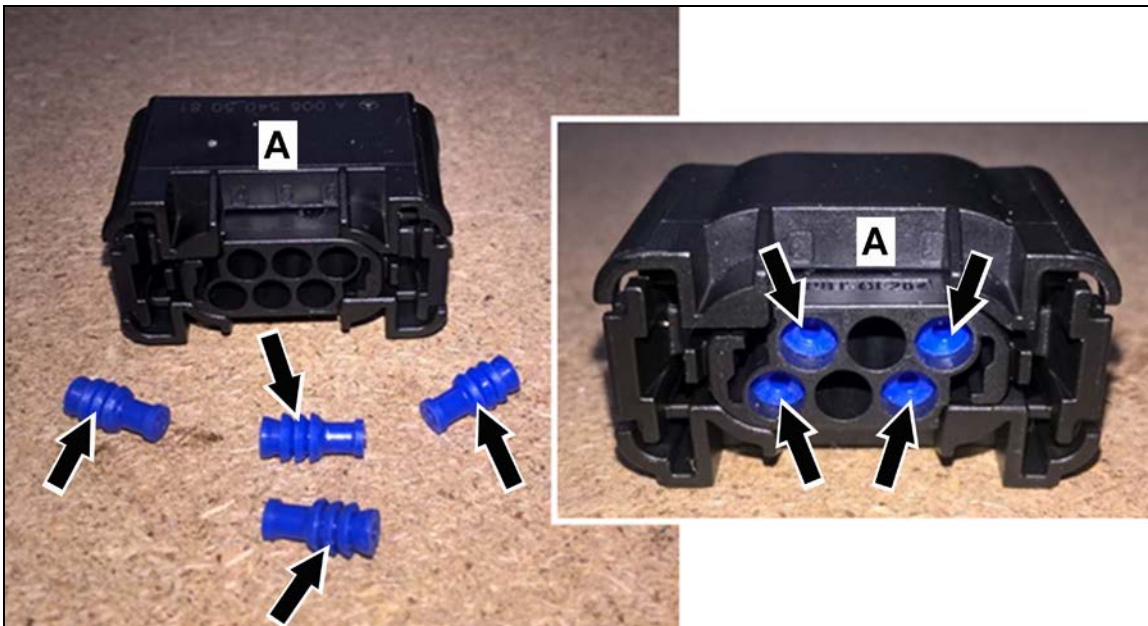


Figure 6

9. Install contact sockets with connector seals (arrows, Figure 7) into **new** plug housing.

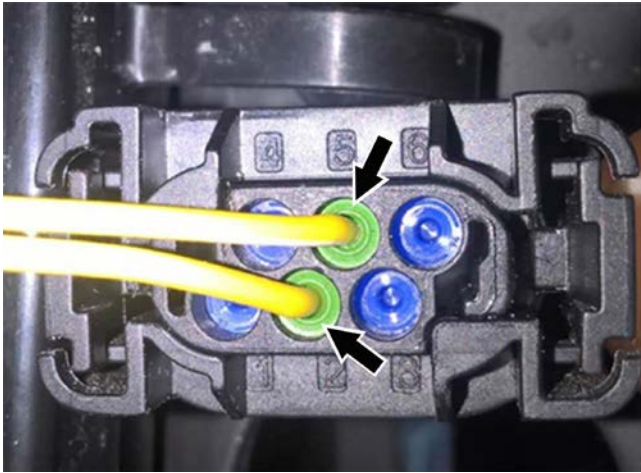
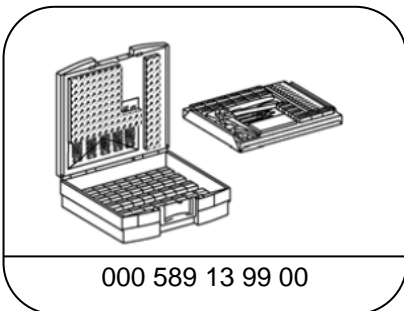


Figure 7

10. Install **new** plug housing (B, Figure 2) into **new** harness housing (C)
11. Connect electric power steering harness connector (A, Figure 1) to electric power steering rack connector (B, Figure 1).
12. Reassemble in reverse order.



Special Tools



Wiring harness repair kit, basic
Includes: 220 589 04 99 00

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Harness connector	A006 540 50 81 28	100%
4	Blind plug	A 000 545 87 80	
2 (if req.)	Wire connector seal	A000 545 69 80	
2 (if req.)	Wire connector (socket)	A008 545 63 26	

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: Replace electric power steering plug housing (02-9963).
Extra work for: Remove/install engine compartment lining in vehicles with underbody Protection (02-9676)

Damage Code	Operation Number	Labor Time (hrs.)
59 902 46 7	02-9963	0.4
	02-9676	ZM

Repair 2

Operation: Replace electric power steering plug housing (02-9963).
Replace contact socket (02-9967).
Extra work for: Remove/install engine compartment lining in vehicles with underbody Protection (02-9676)

Damage Code	Operation Number	Labor Time (hrs.)
59 902 46 7	02-9963	0.4
	02-9967*	0.1
	02-9676	ZM

* This operation number can be claimed up to 2 times

i Note

Operation Number labor times are subject to change.