



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: New Recall Campaign with Retail Hold 2017050013 MY16-17 Model 166 (GLE, GL, GLS) 292 (GLE Coupe-Class), 207 (E-Coupe) Electric Power Steering Connector	DATE: May 26, 2017

IMPORTANT NEW RECALL INFORMATION with RETAIL HOLD

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





RECALL CAMPAIGN NOTIFICATION UPDATE WITH RETAIL HOLD

May 26, 2017

Campaign No. :	Campaign Desc. :	<h2>Electric Power Steering Connector</h2>
2017050013	1703P59A70	
<p>This is to notify you of the Recall Campaign UPDATE for certain Model Year 2016–17, Model 166, 292, and 207 platform vehicles (GLE, GL, GLS, GLE Coupe, E-Coupe, E-Class). Please review the recall information below. The recall campaign will be 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//GL/GLS-Class (166 platform), GLE coupe (292 platform) and E-Class Coupe (207 platform) 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 coordinate and conduct a voluntary recall to remedy the potential for the Electric Power Steering to deactivate under the described conditions.</p>	
Parts	<p>The affected vehicles in dealer inventory can be repaired. These vehicles are flagged in VMI as "Open". Contact your AOM for further information on these vehicles. See the Recall bulletin posted in StarTekinfo under recall campaign 2017050012. Retailed vehicles are flagged in VMI as "Pending".</p>	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	GLE-Class, GL/GLS-Class, GLE-Coupe Class, E-Class Coupe	
Vehicle Populations		
Total Recall Population	58,323	
Total Vehicles in Dealer Inventory	Affected vehicles in dealer inventory are flagged as "Open".	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 GLE-Class, GL/GLS-Class, GLE-Coupe, 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>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent any MY17 GLE-Class, GL/GLS-Class, GLE-Coupe, E-Class Coupe vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim notification letters are scheduled to be mailed on May 26, 2017 .	
AOMS/SOMS	AOMs -Please forward this notice to your dealers ASAP to ensure that the retail hold of dealer inventory vehicles is enforced until the vehicle is repaired.	
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA Strategic Account Manager for further information and next steps. For repairs, please contact your preferred MBUSA dealer.	
<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 1221 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).

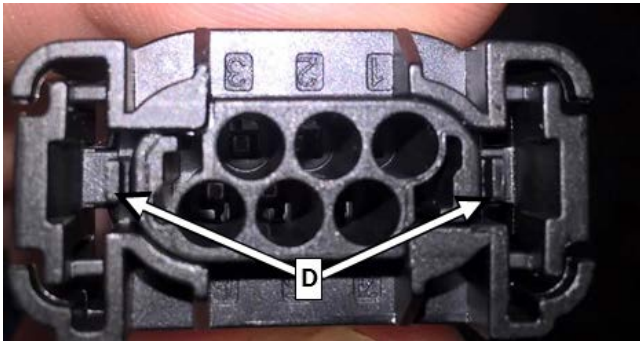


Figure 3

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

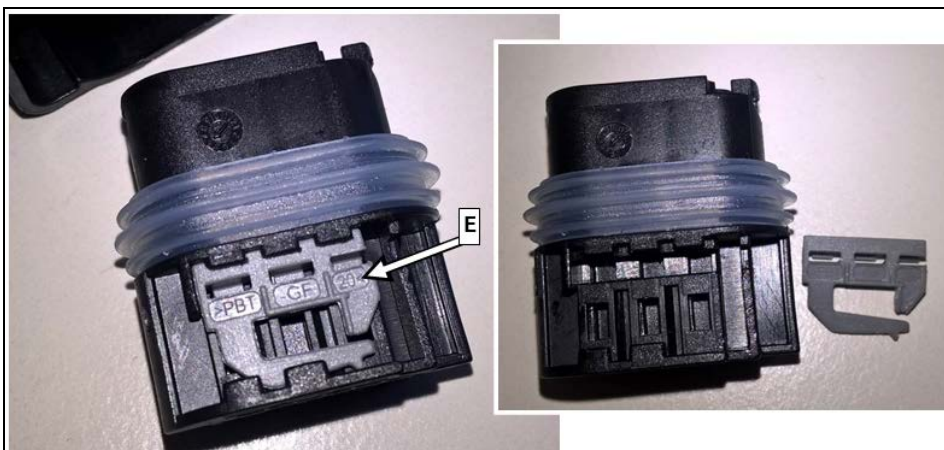


Figure 4

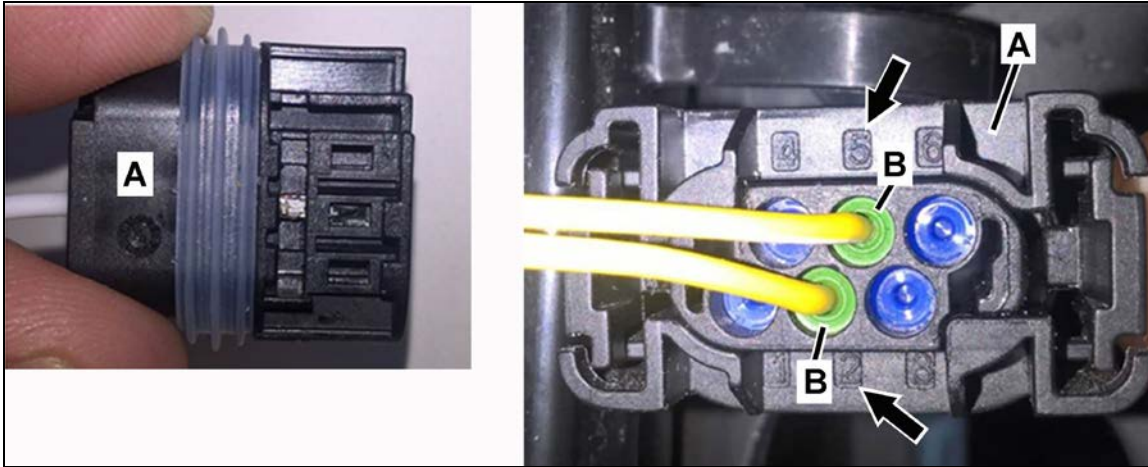


Figure 5

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

iNote:

- **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).

iNote: 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).

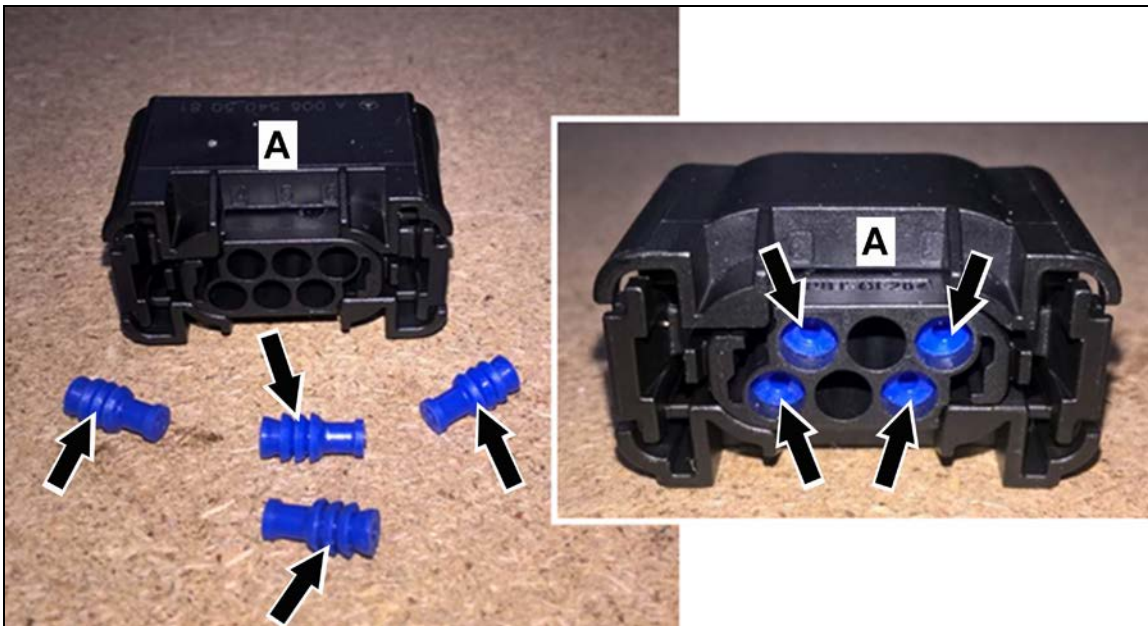


Figure 6

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

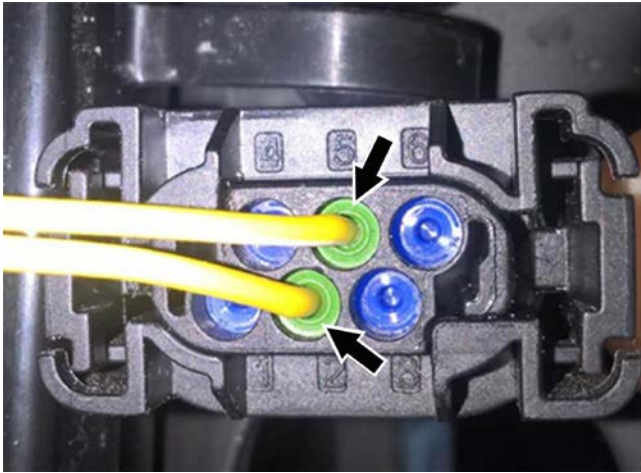
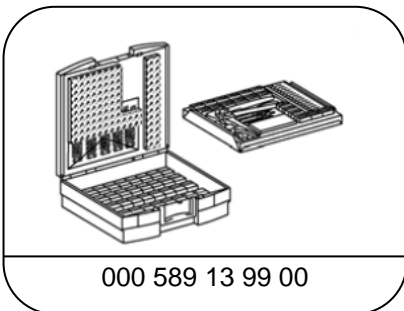


Figure 7

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.