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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 Launch 2017050016 MY16-17 205 (C-Class) Replace Electric Power Steering Rack	DATE: May 26, 2017

IMPORTANT NEW RECALL INFORMATION with RETAIL HOLD

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





RECALL CAMPAIGN LAUNCH NOTIFICATION

May 26, 2017

Campaign No. :	Campaign Desc. :	Replace Electric Power Steering Rack
2017050016	1703P46A17	
<p>This is to notify you of the Recall Campaign Launch to replace the electric steering rack on 3 Model Year 2016-2017, Model 205 platform vehicles (C-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. All affected VINs will be flagged as "OPEN" in VMI on May 26, 2017.</p>		
Background		
Issue	Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has become aware that in certain C-Class (205 platform) vehicles, the contacts inside the power steering electric motor might not have been properly welded. If the pins completely lose electrical contact, the electric power steering assist will deactivate. This could increase the risk of a crash.	
What We're Doing	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer, will replace the electric power steering rack on the 3 affected vehicles.	
Parts	Parts are available and may be ordered as needed.	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	C-Class	
Vehicle Populations		
Total Recall Population	3	
Total Vehicles in Dealer Inventory	1	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 C-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "OPEN" and 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.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent MY16-17 C-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed on June 2, 2017.	
AOMS/SOMS	AOMs – Recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
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. 2017050016, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 205, Model Year 2016**
Replace Electric Power Steering Rack

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has become aware that in certain C-Class (205 platform) vehicles, the contacts inside the power steering electric motor might not have been properly welded. If the pins completely lose electrical contact, the electric power steering assist will deactivate. This could increase the risk of a crash. An authorized Mercedes-Benz dealer, will replace the electric power steering rack 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 3 vehicles are involved.

Order No. P-RC-2017050016

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 electric power steering rack, refer to WIS: AR46.20-P-0600LW.

i Note:

Record the serial number of the new steering rack on the repair order.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Electric power steering rack	*	100%
1	Fastening plate	A205 628 15 00	
2	Nut (tie rod)	A005 990 47 50	
1	Nut (steering coupling)	A140 990 09 58	

* Determine electric power steering in EPC using equipment code

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 electric power steering (02-9948)
Perform wheel alignment check (02-9785)

Damage Code	Operation Number	Labor Time (hrs.)
46 941 36 7	02-9948	1.8
	02-9785	0.9

i Note

Operation Number labor times are subject to change.