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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 2017060004 MY13-16 463 (G-Class) Replace Steering Coupling	DATE: June 23, 2017

IMPORTANT RECALL LAUNCH INFORMATION

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





RECALL LAUNCH CAMPAIGN NOTIFICATION

June 23, 2017

Campaign No. :	Campaign Desc. :	Replace Steering Coupling
2017060004	1703P46A71	
<p>This is to notify you of the Recall Campaign Launch to replace the steering coupling on 10,830 Model Year 2013 – 16, Model 463 platform vehicles (G-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 Saturday, June 24, 2017.</p>		
Background		
Issue	Daimler AG (‘DAG’), the manufacturer of Mercedes-Benz vehicles, has determined that on certain G-Class vehicles (463 platform), insufficient tightening torque at the steering coupling could lead to excessive wear of the steering coupling interlock under conditions of increased force application. Excessive wear at the splined steering coupling could cause the connection between the coupling and shaft to be compromised, resulting in the possible loss of steering. This would increase the risk of a crash.	
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the steering coupling on the affected vehicles.	
Parts	Parts are available and can be ordered as necessary	
Vehicles Affected		
Vehicle Model Year(s)	2013-2016	
Vehicle Model	G-Class	
Vehicle Populations		
Total Recall Population	10,830	
Total Vehicles in Dealer Inventory	300	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY13-16 G-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. The vehicles will be flagged as “OPEN” and Work Instructions are 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 MY13-16 G-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim notification letters were mailed in May 2017. The letter for the final remedy notification will be mailed on June 30, 2017.	
AOMS/SOMS	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>		



Mercedes-Benz

Campaign No. 2017060004, June 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 463, Model Years 2013 - 2016**
Replace Bottom Steering Shaft Universal Joint on Steering Gear

Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has determined that on certain G-Class vehicles (463 platform), insufficient tightening torque at the steering coupling could lead to excessive wear of the steering coupling interlock under conditions of increased force application. Excessive wear at the splined steering coupling could cause the connection between the coupling and shaft to be compromised, resulting in the possible loss of steering. An authorized Mercedes-Benz dealer will replace the universal joint 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 10,830 vehicles are involved.

Order No. P-RC-2017060004

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. Move steering wheel and front wheels to center position and lock with holding device; special tool:



129 589 01 21 00.

2. Unscrew both nuts (1, Figure 1) on the steering shaft bearing and remove bolts.



Note: Locking nuts (1) **must** be replaced.



Upon installation, torque **new** locking nuts (1) to: 12Nm +/- 2Nm.

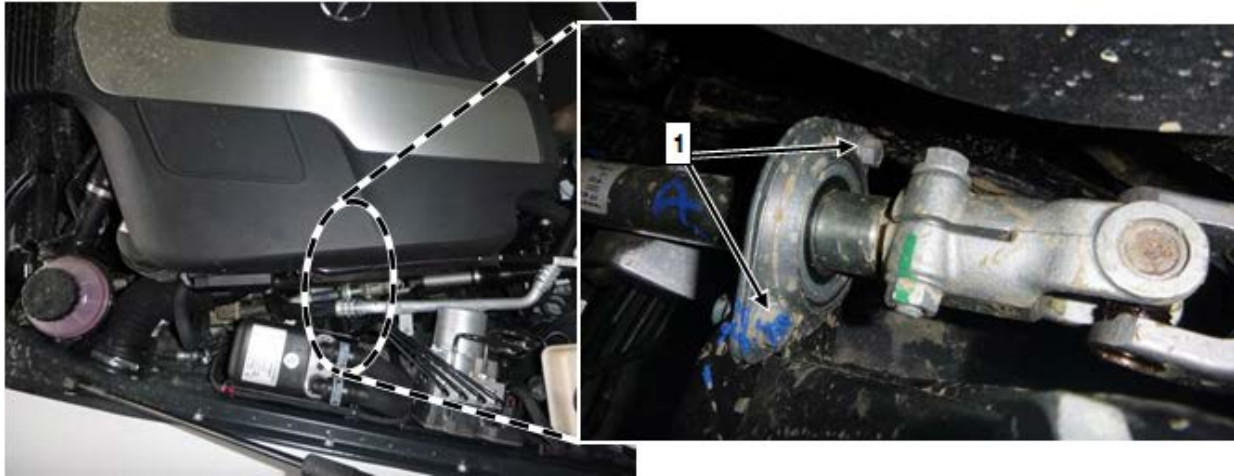


Figure 1

3. Replace bottom universal joint (A, Figure 2) on steering gear.



Note:

- After the universal joint (A) is removed, the steering wheel and front wheels must not be moved.
- The universal joint (A) must be mounted to the steering gear shaft horizontally.
- In the straight-ahead position, the clamping groove faces outwards (not towards the engine).
- Check the steering wheel center position before tightening the universal joint (A) with the new bolts. If necessary, correct the steering wheel center position by reconnecting the universal joint (A).



Figure 2


- The bolts on the universal joint (A) **must** be easy to assemble.
- The bolts on the universal joint (A) may only be used once due to micro-encapsulation.
- The shafts must be flush to the interior of the universal joint.

Nm Torque specifications:

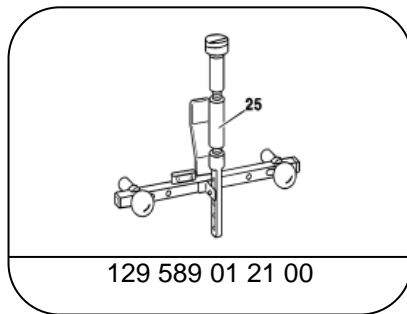
- Torque nut (B, Figure 2) from bottom universal joint to steering shaft to: 22 Nm
- Torque nut (C) from bottom universal joint to steering gear to: 32 Nm.

i Note:

Mark fasteners with touch-up paint after torquing.

4.  Assemble in reverse order.

Wrench Special Tools



Holding device

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Universal joint parts kit	A 463 460 89 00 05	100%
2	Locking nuts (steering shaft bearing)	N 913023 006001	

Warranty Information

Operation: Replace steering shaft universal joint on steering gear (02-9940).

Damage Code	Operation Number	Labor Time (hrs.)
46 921 42 7	02-9940	0.8 h (463.237 / 239)
		0.9 h (463.273 / 275)