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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: New Recall Campaign with Retail Hold MY13-16 463 (G-Class) Replace Steering Coupling	DATE: April 28, 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 28, 2017

Campaign No. :	Campaign Desc. :	Replace Steering Coupling
TBD	TBD	
<p>This is to notify you of a new Recall Campaign with Retail Hold to replace the steering coupling on 10,832 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 "PENDING" in VMI on Monday May 1, 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 coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the steering coupling on the affected vehicles.	
Parts	Parts are currently not available. An update will be communicated when parts status is confirmed.	
Vehicles Affected		
Vehicle Model Year(s)	2013-2016	
Vehicle Model	G-Class	
Vehicle Populations		
Total Recall Population	10,832	
Total Vehicles in Dealer Inventory	238	
<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. 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.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer interim notification letters are scheduled to be mailed in May 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>		