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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 MY13-15 204 (C-Class) Check Steering Coupling Bolt Torque	DATE: May 12, 2017

IMPORTANT NEW RECALL LAUNCH INFORMATION

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





RECALL CAMPAIGN LAUNCH NOTIFICATION

May 12, 2017

Campaign No. :	Campaign Desc. :	Check Steering Coupling Bolt Torque
2017040006	STEER CPLING BOLT	
<p>This is to notify you of the Recall Campaign launch to check the steering coupling bolt torque and rework, if necessary on 169 Model Year 2013-2015, Model 204 platform vehicles (C-Class). Please review the recall information below. The recall campaign will 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 12, 2017.</p>		
Background		
Issue	Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class and GLK vehicles (204 platform) the steering coupling bolt connection might have been incorrectly torqued. An incorrectly torqued steering coupling bolt and nut might loosen due to vibrations during vehicle operation. If the nut loosens completely and comes off the retaining bolt, the bolt could slide out of the steering coupling. Relative movements might subsequently lead to a separation of the steering coupling from the steering shaft and the vehicle will lose its ability to steer and increase the risk of a crash.	
What We're Doing	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the steering coupling bolt connection torque on the affected vehicles and rework it, if necessary.	
Parts	Parts are now available and may be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2013-2015	
Vehicle Model	C-Class	
Vehicle Populations		
Total Recall Population	169	
Total Vehicles in Dealer Inventory	6	
<ul style="list-style-type: none"> Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY13-15 C-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. Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. Given this notice, it is a violation of Federal Law for car rental companies to rent any MY13-15 C-Class vehicles covered by this notification until the vehicle has been repaired. 		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed on May 19, 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. 2017040006, May 2017

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 204, Model Years 2013 - 2015**
Check Tightening Torque of Steering Coupling Bolt Connection

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class and GLK-Class vehicles (204 platform) the steering coupling bolt connection might have been incorrectly torqued. An incorrectly torqued steering coupling bolt and nut might loosen due to vibrations during vehicle operation. Separation of the steering coupling from the steering shaft may lead to the vehicle losing its ability to steer, increasing the risk of a crash. An authorized Mercedes-Benz dealer will check the steering coupling bolt connection torque on the affected vehicles and rework it, if necessary.

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 168 vehicles are involved.

Order No. P-RC-2017040006

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 engine compartment paneling for model:
 - 204.0/3: AR61.20-P-1105EW
 - 204.9: AR61.20-P-1105CY
2.  Check tightening torque of steering coupling bolt connection (A, Figure 1) at **bottom** universal joint on rack-and-pinion steering:
 -  Self-locking bolt, steering coupling to rack-and-pinion steering: **24 Nm**.

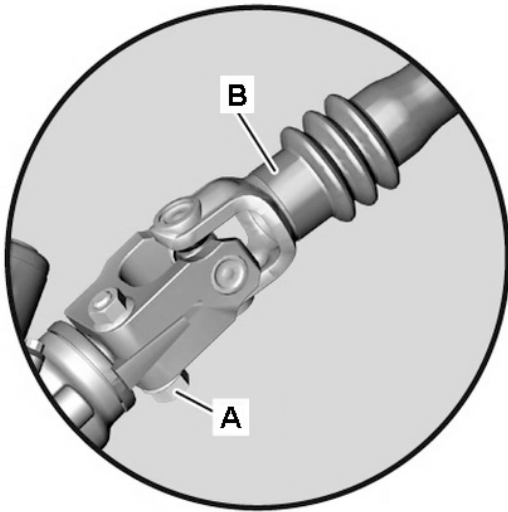








Figure 1

-  **Note:** The steering coupling bolt connection (A) **must not** turn before reaching **24 Nm**.
 - If the steering coupling bolt connection (A) **does not** turn prior to the test torque of 24 Nm **(OK)**: Procedure is complete.
 - If the steering coupling bolt connection (A) **turns** prior to reaching the test torque of 24 Nm **(NOT OK)**: Continue with Procedure:
-  **Note:** Record findings on repair order.
- 3. **Replace** nut and bolt (Figure 1) then torque steering coupling bolt connection (A) to **24 Nm**.
-  **Note:**
-  Check the steering column universal joint and gearing of the rack-and-pinion steering for damage: In the event of visible damage or other noticeable problems proceed to  step 4.
- 4. Create PTSS case:
 - Submit pictures along with VIN.
 -  **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.

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Nut, steering coupling to steering gear (M8)	A 140 990 09 58	80%
1	Bolt, steering coupling to steering gear (M8x39)	A 210 990 06 04 64	

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: Check tightening torque of steering coupling bolt connection (02-9935).

Damage Code	Operation Number	Labor Time (hrs.)
46 921 43 8	02-9935	0.4

Repair 2

Operation: Check tightening torque of steering coupling bolt connection (02-9935).
Replace nut and bolt securing steering coupling to steering rack (02-9936)

Damage Code	Operation Number	Labor Time (hrs.)
46 921 43 7	02-9935	0.4
	02-9936	0.1

i Note

Operation Number labor times are subject to change.