



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 MY13-15 204 (C-Class, GLK-Class) Steering Coupling Bolt	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

April 28, 2017

Campaign No. :	Campaign Desc. :	Steering Coupling Bolt
TBD	TBD	
<p>This is to notify you of a new Recall Campaign to check the steering coupling bolt connection torque and rework, if necessary on 169 Model Year 2013-2015, Model 204 platform vehicles (C-Class, GLK-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 "PENDING" in VMI on April 29, 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 currently unavailable . An update will be communicated when parts are available for repair.	
Vehicles Affected		
Vehicle Model Year(s)	2013-2015	
Vehicle Model	C-Class, GLK-Class	
Vehicle Populations		
Total Recall Population	169	
Total Vehicles in Dealer Inventory	6	
<p>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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer 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>		