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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>Recall Campaign Phase 2 Launch Notification 2017110013 (Electric Steering Column) SCM Ground MY15-18 C-Class, GLC-Class (205, 253)</b>	DATE: January 19, 2018

## IMPORTANT RECALL CAMPAIGN INFORMATION UPDATE

Please review important recall campaign information below

### CAN RENTALCARS BE REPAIRED?

Rental cars were included in the population initially identified for this recall. Parts were allocated to dealers accordingly to account for these vehicles. These vehicles are currently flagged in VMI as “OPEN” and are therefore eligible for repair.

### DOES A TECHNICIAN NEED TO REPLACE THE STEERING WHEEL BOLT?

The steering wheel bolt is not required to be replaced as per the repair instructions provided by DAG. Warranty and audit teams are aware of this deviation from past WIS instructions and the audit occurrences relating to it. In that regard, we are advised that DAG is working to modify the work instructions in WIS to be consistent with the current recall work instructions.

### CAN MBUSA CHANGE THE STATUS OF A PARTICULAR VIN FROM “PENDING” TO “OPEN”?

MBUSA will no longer consider requests to switch particular VINs from “pending” status to “open”. Only vehicles with an “open” recall flag in VMI should have the recall performed. Customer safety is too important for us to risk any adverse inference that we are somehow influencing repair priority.

### THE VEHICLE’S STEERING COLUMN MODULE IS DIFFERENT FROM THE BULLETIN, IS IT AFFECTED?

Some dealers have reported differences in the steering column modules portrayed in the campaign bulletin versus the actual steering column module installed in the vehicle. Specifically, there have been instances where vehicles only featured 2 support bands, versus steering column modules with 3 support bands. It should be noted that vehicles with steering column modules with 2 support bands are to be included in the recall campaign for repair.





## RECALL CAMPAIGN PHASE 2 LAUNCH NOTIFICATION WITH **RETAIL HOLD**

January 19, 2018

### **DOES A DEALER NEED TO ORDER PARTS?**

Parts required for the recall were pushed to each dealer based on both affected dealer vehicle inventory and on customer vehicles sold. Although specific regions experienced some delays due to various issues, parts are not required to be ordered by the dealers. As parts become more readily available and more waves of the recall are launched, this process is subject to change. **Additional parts are available for ordering. However, it should be noted that all parts orders will be VIN-specific.**

### **WHEN WILL THE REMAINING VEHICLES AFFECTED BY THIS RECALL BE LAUNCHED?**

This particular recall will have several phases as parts become available from DAG. Only vehicles in “Open” status are eligible for repair. Future phases will be communicated via NCU over the next four months.

### **I HAVE A VEHICLE IN PENDING RECALL STATUS AND WITH PARTS IN INVENTORY, CAN I REPAIR IT IN ADVANCE?**

Parts allocated to dealers and in MBUSA inventory are assigned to the vehicle population in “Open” status. Only vehicles in “Open” status are eligible for repair. Please check VMI for the status of any recall per VIN.



# RECALL CAMPAIGN PHASE 2 LAUNCH NOTIFICATION WITH **RETAIL HOLD**

January 19, 2018

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Install Steering Control Module Ground</b> (Electric Column Adjustment)
<b>2017110013 (Elec)</b>	<b>1709P46C63 (Elec)</b>	
<p>This is to notify you of a Recall Campaign update for certain Model Year 2015–2018, Model 205, 253 platform vehicles (C-Class, GLC-Class). Please review the recall information below. The Recall Campaign is visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from the media or customers. <b>Please note that this recall launch notification only applies to vehicles with electric steering columns affected by the recall in the first phase of launch. These vehicles were flagged in VMI as “OPEN” on January 19, 2018. All other vehicles affected by the recall will continue to remain flagged in VMI as “PENDING”.</b></p>		
<b>Background</b>		
<b>Issue</b>	Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that certain MY15-18 C-Class, GLC-Class, vehicles (205, 253 platform) have insufficient electrical grounding in the steering column components. In rare instances, if the steering column module is exposed to an electrostatic discharge, and if the steering column module clock spring is broken (due to wear), this could lead to an inadvertent deployment of the driver airbag. A broken clock spring will illuminate the SRS warning light as well as display a warning message in the instrument cluster. An authorized Mercedes-Benz Dealer will install a sufficient ground to the steering column, and a protective ring to the steering column module.	
<b>What We're Doing</b>	MBUSA will conduct a voluntary recall campaign. An authorized Mercedes-Benz dealer will add sufficient grounding to the steering components on the affected vehicles.	
<b>Parts</b>	<b>Remedy parts are only available for vehicles flagged in VMI as “OPEN”. Parts will be pushed to dealers to help expedite repairs. All other vehicles affected by the recall will continue to remain flagged in VMI as “PENDING”.</b>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	2015-2018	
<b>Vehicle Model</b>	C-Class, GLC-Class	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	12,883 (Phase 1) <b>1,036 (Phase 2)</b>	
<b>Total Customer Vehicles in Campaign</b>	5,356	
<b>Total Vehicles in Dealer Inventory</b>	0	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY15-18 C-Class, GLC-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the repair is complete, the vehicle may be sold or leased.</b></p> <p><b>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired. Loaner and demonstrator vehicles will be launched in the second phase of the recall, ETA January 2018.</b></p> <p><b>Additionally, given this notice, it is <u>a violation of Federal Law</u> for car rental companies to rent new MY15-18 C-Class, GLC-Class, vehicles covered by this notification until the vehicle has been repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	Customer interim notification letters were mailed during November 2017. Final customer notification letters will be mailed when remedy parts are available for the second phase of the recall, approximately one week after the recall launch to the dealers, ETA January 2018.	
<b>AOMS/SOMS</b>	AOMs –Please forward this notice to your dealers ASAP to ensure they are informed, as well as the dealer specific VIN list of affected vehicles in dealer inventory.	
<b>Rental Fleet Partners</b>	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative 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.</p> <p>Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>		



Mercedes-Benz

Campaign No. 2017110013, January 2018

Revision B

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 205 and 253 Model Years 2015 - 2018**  
**Steering Column Module (SCM) Ground – Electric Steering Column Adjustment**

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that certain MY15-18 C-Class, GLC-Class vehicles (205, 253 platform) have insufficient electrical grounding in the steering column components. In rare instances, if the steering column module is exposed to an electrostatic discharge, and if the steering column module clock spring is broken (due to wear), this could lead to an inadvertent deployment of the driver airbag. A broken clock spring will illuminate the SRS warning light as well as display a warning message in the instrument cluster. As with any illumination of the SRS light, MBUSA advises all customers to bring the vehicle into an authorized Mercedes-Benz dealership to be properly diagnosed.

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 13,919 vehicles are involved.

Order No. P-RC-2017110013

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.

## Check/Test

**i** Before beginning work, **no SRS fault message** may be **present** in the instrument cluster!

**i** If an SRS fault message is present before beginning work, it must be rectified.

The **fault rectification** must **not be invoiced together with the recall!**

1. Position steering wheel all the way toward the driver and down.

2. Disconnect ground line of on-board electrical system battery.

3. Remove steering wheel.

**Hm** Screw of steering wheel on steering shaft, **80 Nm**

**i** **Make absolutely sure that the wheels are in the straight-ahead position before removal!**

**i** **After the steering wheel has been removed, the wheels must remain in the straight-ahead position until the work has been completed and must not be turned!**

**i** **After this repair has been performed, the screw for the steering wheel must be marked with a color dot and reused. The thread is not cleaned and the remains of the micro-encapsulation remain on the screw and the thread of the steering column.**

**i** Basic data for models 117, 156, 176, 242, and 246, see **AR46.10-P-0100NKB**

**i** Basic data for models 205 and 253, see **AR46.10-P-0100LW**

**i** The serrations (**A, Figure 1**) on the steering wheel must be aligned with the marking (**B, Figure 1**) on the steering shaft .

**i** **Check the position carefully before removal and position identically during installation!**

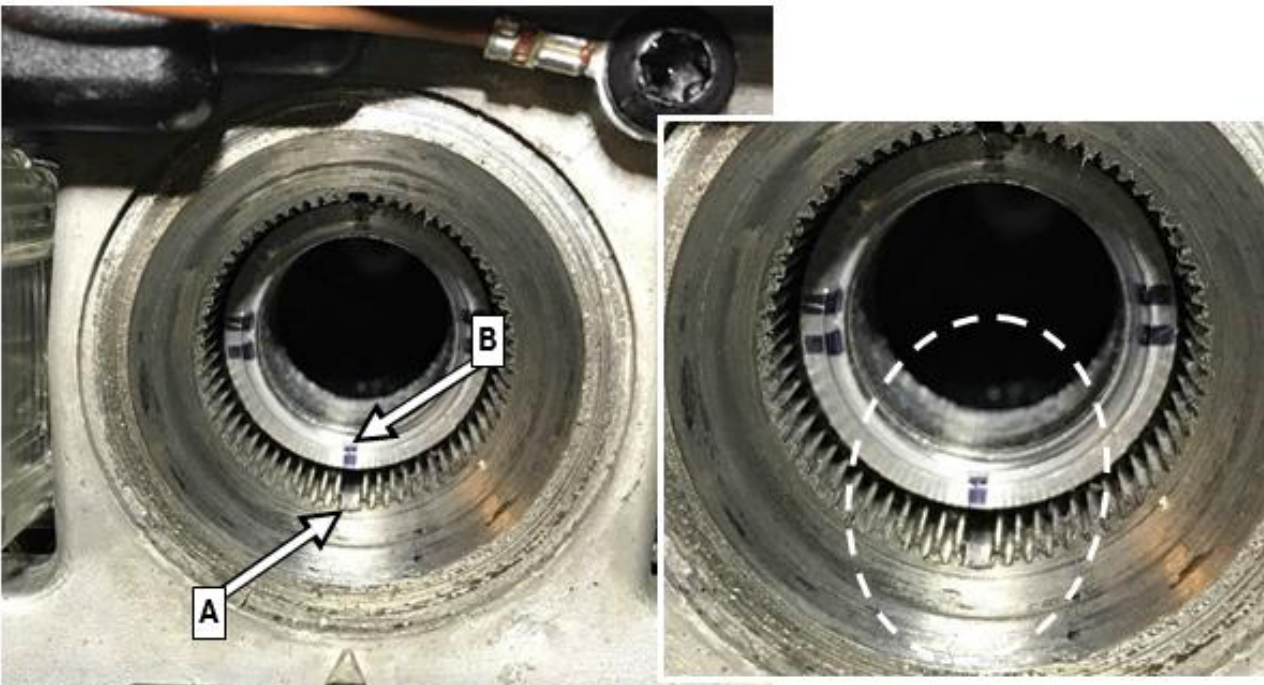


Figure 1

4. Check version of installed steering column switch module.

**i** The following steering column switch modules can be installed:

- **Valeo without modification (Figure 2)**

**i** Valeo steering column switch modules *without* modification can be recognized by the three **or two** support bands (**C, Figure 2**) and missing protective ring.

**i** A cast-on protective ring can be recognized by the six square openings (**D, Figure 3**).

- **Valeo with modification (Figure 3)**

**i** Valeo steering column switch modules **with** modification can be recognized by the three white support bands and **already cast-on protective ring**.

**i** A cast-on protective ring can be recognized by the six square openings (**D, Figure 3**).



Figure 2, Valeo without modification



Figure 3, Valeo with modification



Figure 4, Kostal

**Kostal (Figure 4)**

Kostal steering column switch modules do not have three white support bands.

- a. Steering column switch module from Valeo installed: **Perform work procedure.**
- b. Steering column switch module from Kostal installed: **End measure.**

**i** The **findings** from the check/test procedure must be recorded **in written form on the Work order!**

## Procedure

1. Remove cover (**E, Figure 5**) on the installed steering column switch module.
  - i** Loosen cover (**E, Figure 5**) using a plastic wedge in the 11 o'clock position (**F, Figure 5**).
  - i** Do not support plastic wedge on the electrical connections!
  - i** This operation step is omitted in the case of Valeo steering column switch modules *with* modification!!



Figure 5

2. Subsequently position protective ring (**G, Figure 6**) on the installed Valeo steering column switch module.
  - i** Protective ring is placed on loosely and then held in place when the cover (**E, Figure 5**) is mounted.
  - i** Observe reference edges (**H, Figure 6**) of steering column switch module in relation to protective ring during assembly.
  - i** Important! It is not possible to retrofit a protective ring for steering column switch modules if the protective ring is already cast on!
  - i** This operation step is omitted in the case of Valeo steering column switch modules *with* modification

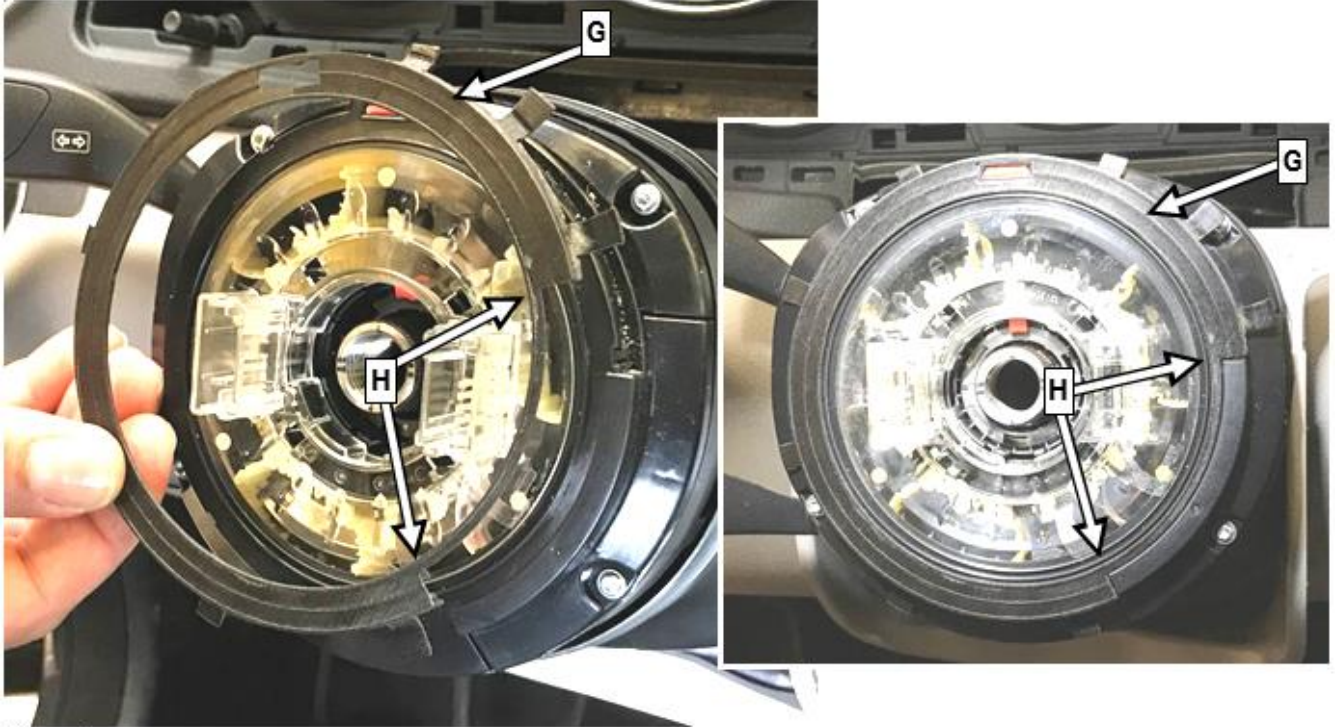


Figure 6

3. Install cover (E, Figure 5) on the steering column switch module.
4. Remove steering column switch module from steering column.
  - i** Lift steering column switch module with connected cables to the side.
  - i** Basic data for models 117, 156, 176, 242, and 246, see **AR54.25-P-2802NKB**
  - i** Basic data for models 205 and 253, see **AR54.25-P-2802LW**
5. Slide contact bridge (J, Figure 7) onto steering column until end stop is reached.
  - i** Observe the direction of installation: The three contact tabs of the contact bridge (K, Figure 7) must point in the direction of travel.
  - i** Insert the contact tabs into the bearing outer race of the steering column.
  - i** Push the contact tabs slightly inward if necessary.

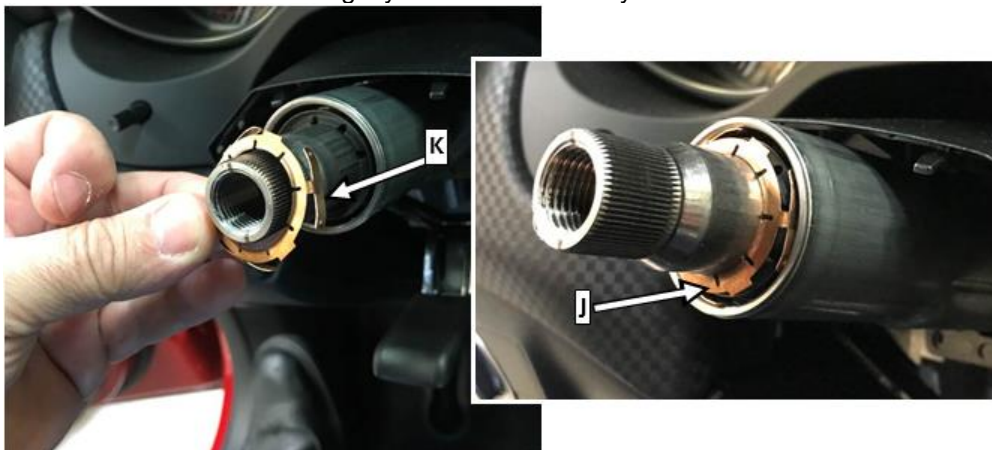
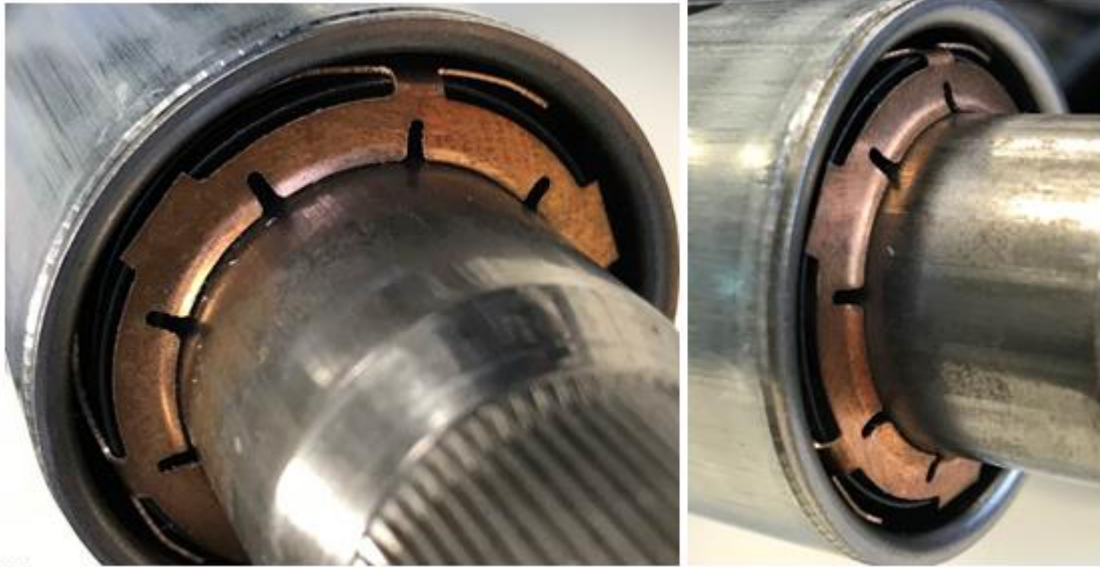


Figure 7



**i** **Figure 8:** Sample depictions of a contact bridge in final stop position on the steering column.

**i** The contact tabs disappear completely into the bearing outer race of the steering column!



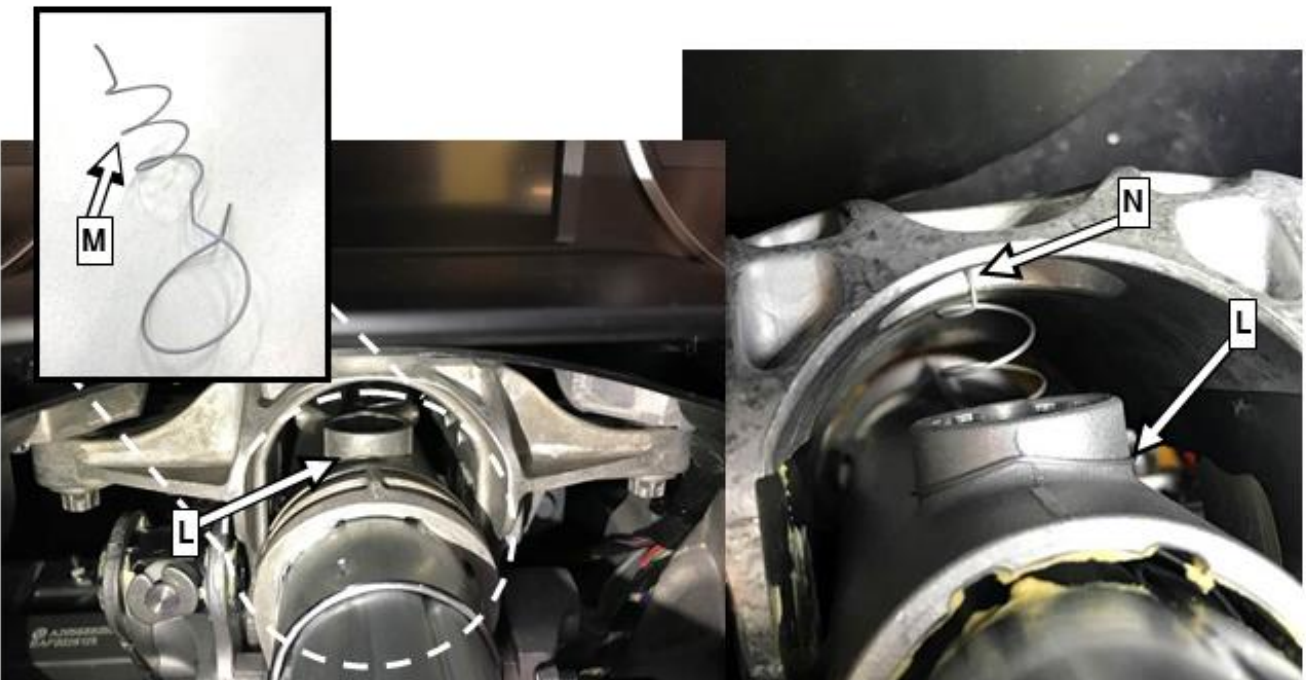
**Figure 8**

6. Slide current bridge (**L**, **Figure 9**) onto cylindrical elevation of the electrically adjustable steering column.

**i** The steering column must be moved all the way down and to the outside!

**i** The spring coils (**M**, **Figure 9**) of the current bridge must be positioned in the direction of travel and behind the cylindrical elevation.

**i** The end of the current bridge (**N**, **Figure 9**) must be in the opening above the cylindrical elevation and in contact with the inside area.



**Figure 9**

**i** Figure 10: Sample depiction of an installed current bridge on a removed steering column.

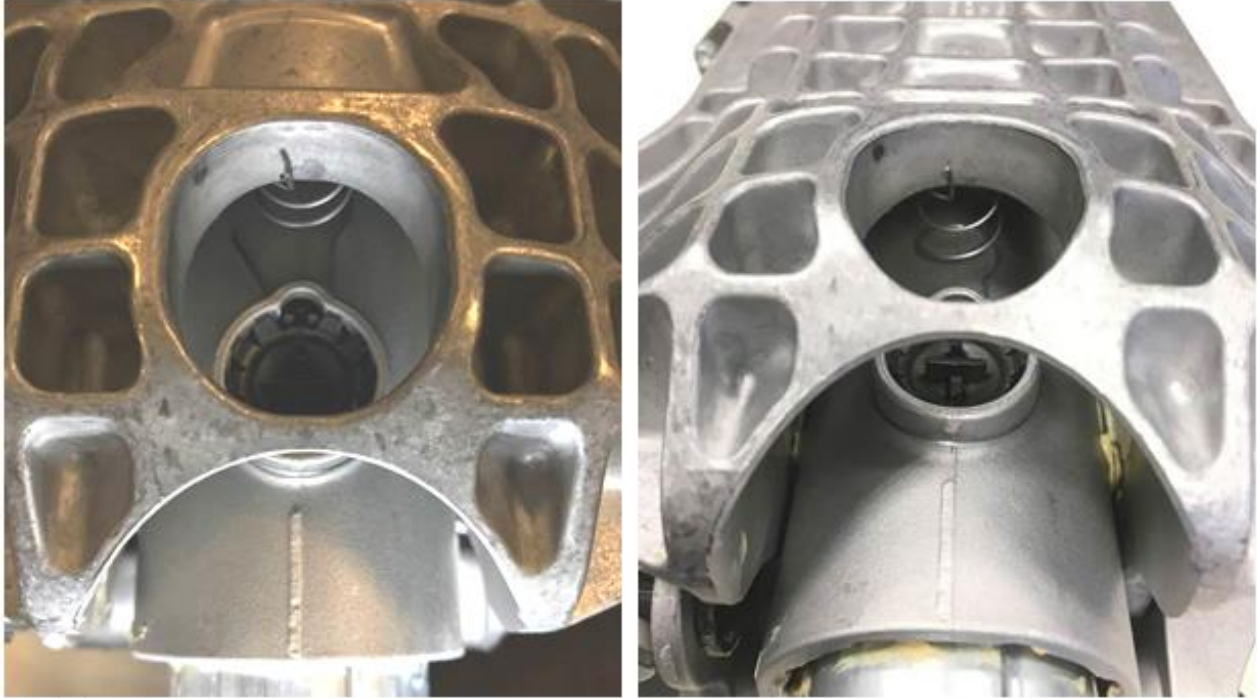


Figure 10

7. Install steering column switch module.
8. Assemble in reverse order.
9. Connect ground line to on-board electrical system battery.
10. Turn transmitter key in electronic ignition lock to **position 1** and check whether the Airbag indicator lamp (**L, Figure 9 or 10**) goes out permanently after a few seconds.

**i** The SRS check is thus completely ensured after airbag replacement!



Figure 9

Figure 10

11. Turn steering wheel left and right up to the limit stop.

**i** No abnormal grinding noises may be audible.

**Primary Parts Information**

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Contact bridge	A 099 546 00 00	100%
1	Protective ring	A 205 464 01 00	As needed
1	Current bridge	A 099 546 01 00	100%

**Warranty Information**

**Operation: Check steering column (02-2083) Includes:** Disconnecting and connecting the battery, removing and installing the steering wheel and airbag  
**Rework electric steering column(02-2085)**

Damage Code	Operation Number	Labor Time (hrs.)
46 922 32 7	02-2083*	0.3
	02-2085*	0.1

\* Please enter code and accounting number manually in the work order according to the work Instructions

**i** **Note**

Operation Number labor times are subject to change.