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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: Recall Campaign Phase 1 Launch Notification 2017110013 (Electric Steering Column) SCM Ground MY15-18 C-Class, GLC-Class (205, 253)	DATE: December 6, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN PHASE 1 LAUNCH NOTIFICATION WITH **RETAIL HOLD**

December 6, 2017

Campaign No. :	Campaign Desc. :	Install Steering Control Module Ground (Electric Column Adjustment)
2017110013 (Elec)	1709P46C63 (Elec)	
<p>This is to notify you of a new Recall Campaign 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 not yet visible on the www.safercar.gov website but may generate questions from the media or customers. 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 November 28, 2017. All other vehicles affected by the recall will continue to remain flagged in VMI as “PENDING”.</p>		
Background		
Issue	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.	
What We're Doing	MBUSA will conduct a voluntary recall campaign. An authorized Mercedes-Benz dealer will add sufficient grounding to the steering components on the affected vehicles.	
Parts	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”.	
Vehicles Affected		
Vehicle Model Year(s)	2015-2018	
Vehicle Model	C-Class, GLC-Class	
Vehicle Populations		
Total Recall Population	12,883	
Total Customer Vehicles in Campaign	4,790	
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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.		
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.		
Next Steps/Notes		
Customer Notification Timeline	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.	
AOMS/SOMS	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.	
<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>		