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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 7 Launch Notification**
2017120024 (Electric Steering Column)
SCM Ground
MY12-17 C-Class, E-Class, E-Class Coupe (204, 212, 207)

DATE: June 13, 2018

IMPORTANT RECALL CAMPAIGN UPDATE INFORMATION





RECALL CAMPAIGN PHASE 7 LAUNCH NOTIFICATION WITH **RETAIL HOLD**

June 13, 2018

Campaign No. :	Campaign Desc. :	Steering Control Module Ground (Electric Column Adjustment)
2017120024 (Electric)	1709P46C62 (Electric)	
This is to notify you of a Recall Campaign update for certain Model Year 2012–2017, Model 204, 212, 207 platform vehicles (C-Class, E-Class, and E-Class Coupe). The Recall Campaign is visible on the www.safercar.gov website and may generate questions from the media or customers. Please note that this update accounts for a subset of a larger recall population initially identified in a prior NCU distributed on October 16, 2017. These vehicles will be flagged in VMI as “OPEN” on June 14, 2018.		
Background		
Issue	Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that certain MY12-17 Model 204, 212, 207 platform vehicles (C-Class, E-Class, E-Class Coupe) 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.	
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	Parts are available and can be ordered as necessary.	
Vehicles Affected		
Vehicle Model Year(s)	2012-2017	
Vehicle Model	C-Class, E-Class, E-Class Coupe	
Vehicle Populations		
Total Recall Population	5,179 (Phase 2) 158,372 (Phase 7)	
Total Vehicles in Dealer Inventory	3	
Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY12-17 C-Class, E-Class, E-Class Coupe 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.		
Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY12-17 C-Class, E-Class, E-Class Coupe vehicles covered by this notification until the vehicle has been repaired.		
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 seventh phase of the recall, approximately one week after the recall launch to the dealers.	
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.	
Rental Fleet Partners	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.	
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.		



Campaign No. 2017120024, June 2018

Revision A

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model 204, 207, 212 Model Years 2012 - 2017**
Steering Column Module (SCM) Ground – electric steering column adjustment

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that certain MY12-17 C-Class, E-Class, E-Class Coupe vehicles (204, 207, 212 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.

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 **163,551** vehicles are involved.

Order No. P-RC-2017120024

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.

Nm 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 model 207, see **AR46.10-P-0100CW**

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!

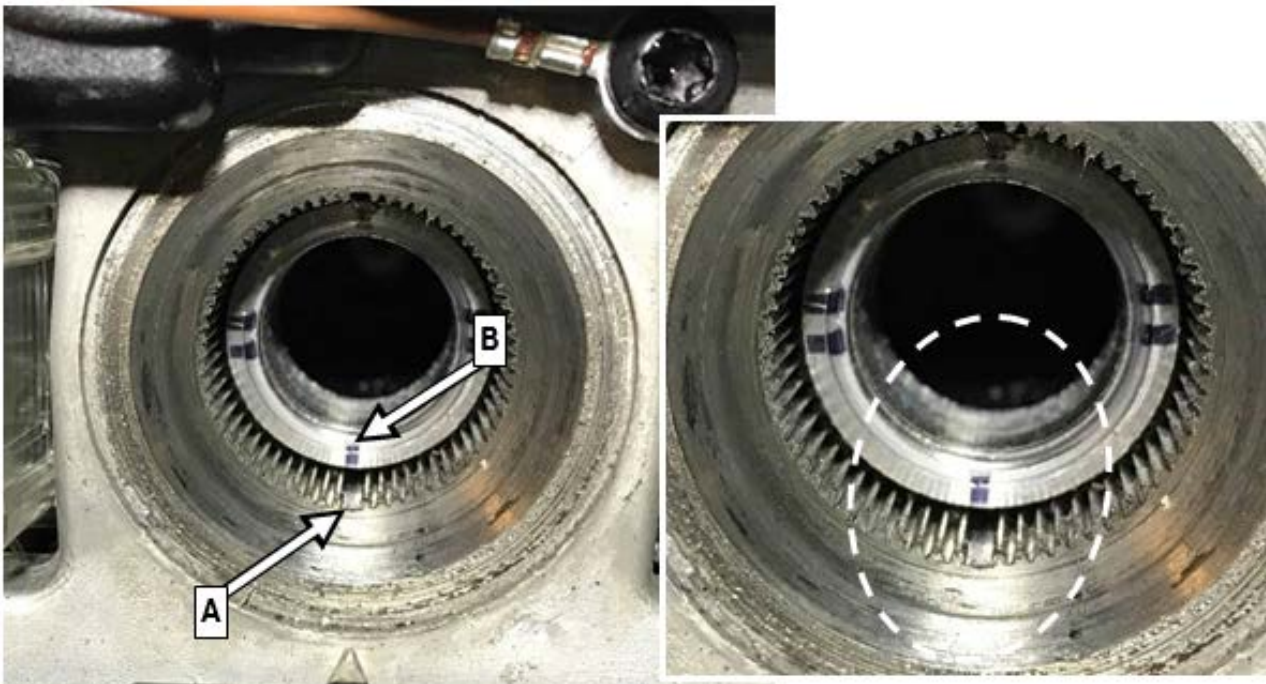


Figure 1

4. **i** 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

white 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 or two 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

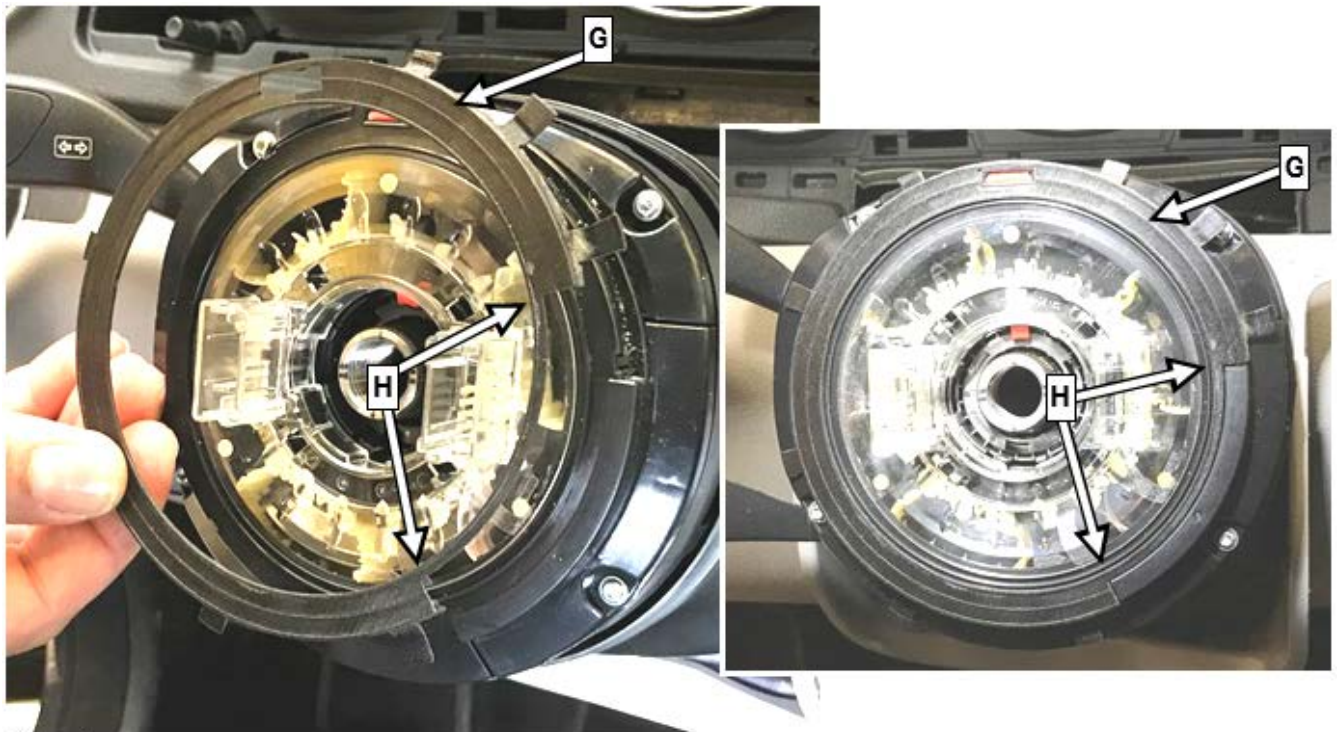


Figure 6

3. Install cover (E, Figure 5) on the steering column switch module.
4. Unclip the center air blower with trim strip (figure 7) and pull it slightly (**approximately 5 mm**) out of the instrument panel.

- i** This makes it possible to remove the lower trim for the instrument cluster.



Figure 7

5. Unclip and remove lower trim (**J**, **figure 8**) of the instrument cluster.

i This makes it possible to remove the steering column switch module, including the cable routing and the leather sleeve, from the steering column.

**Figure 8**

6. Remove steering column switch module from steering column.

i Unclip the frame for the leather sleeve on the instrument panel.

i Lift steering column switch module with connected cables to the side.

**Figure 9**

7. Slide Contact Bridge (**K, figure 10**) onto steering column until the end stop is reached.
- i** Note direction of installation: Lip (**L, figure 10**) on the contact bridge (**K, figure 10**) must face toward the direction of travel.

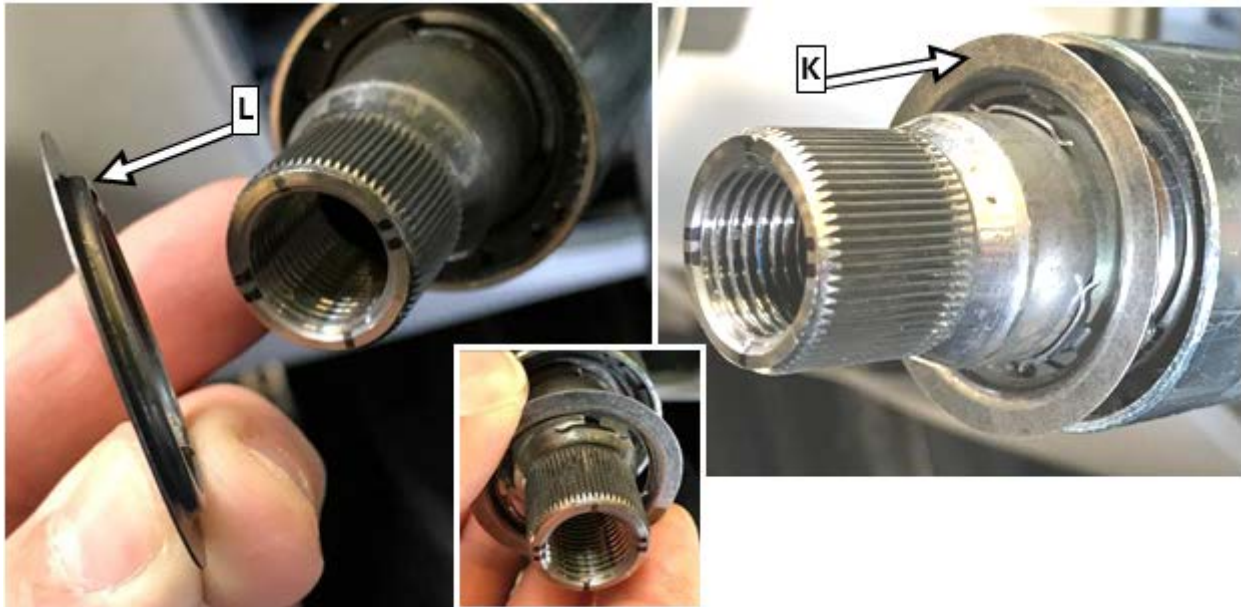


Figure 10

8. Subsequently install ground line (**M, figure 12**) on the electrically adjustable steering column.
- i** Slide the contact clip (**N, figure 11**) above the left horizontal crossbar (**O, figure 12**) onto the true vertical rib of the steering column.
- i** Important: No other assembly position is permissible!
- i** Slide the ground line (**M, figure 12**) (angled downward) onto the contact clip (**N, figure 11**).
- i** Remove the screw (**P, figure 13**) and tighten the ground line with the flat side of the eyelet and a new screw onto the steering column.
- i** Before tightening the screw (**P, figure 13**), position the ground line's eyelet at a 90° angle to the steering column (**figure 13**).
- Nm** Screw (**P, figure 13**) on the steering shaft: **4 Nm**

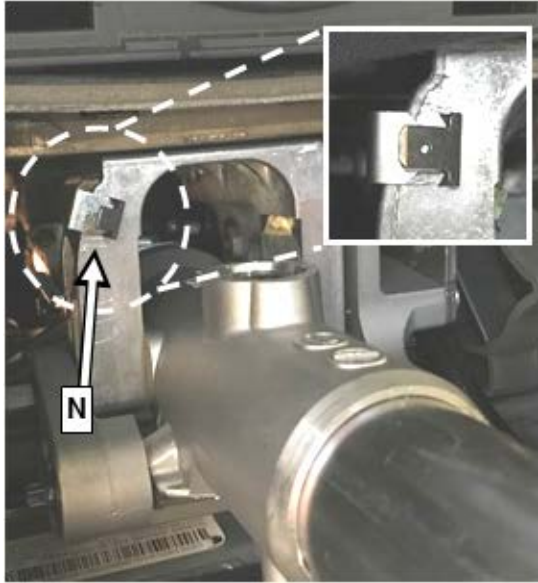


Figure 11

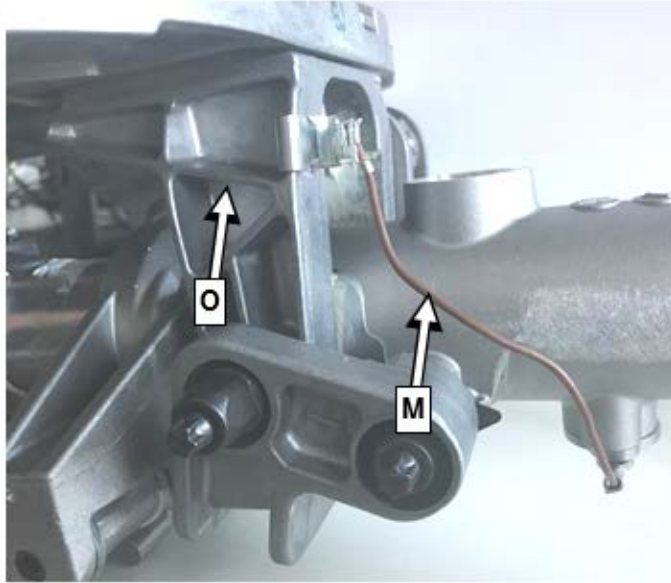


figure 12

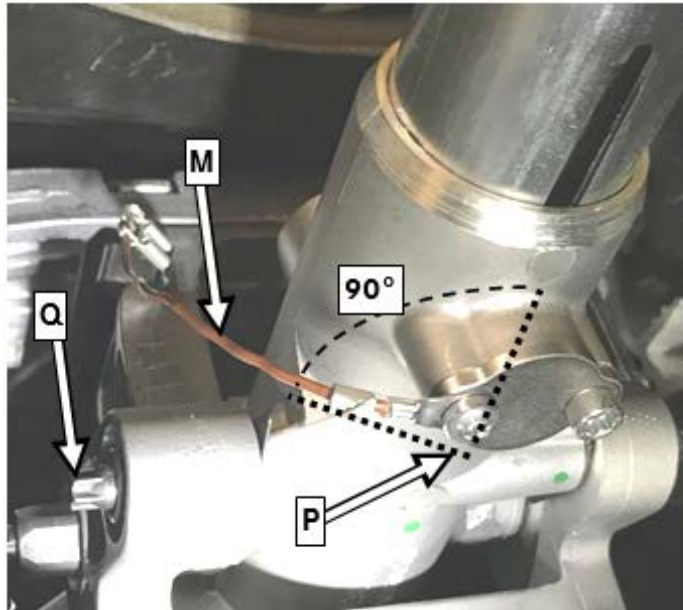


Figure 13

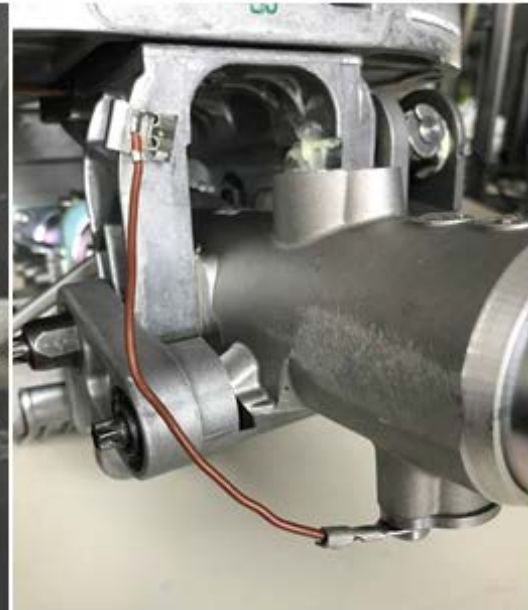


Figure 14

i When tightening, the ground line's eyelet must be at a 90° angle to the steering column so that after the repair, the ground cable cannot get caught on the screw (**Q, figure 9**) when the steering column is adjusted.

9. Install steering column switch module.

10. Assemble in reverse order.

11. Connect ground line to on-board electrical system battery.

12. 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!

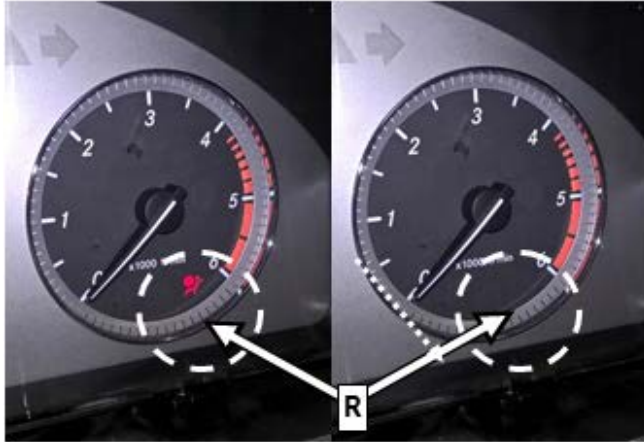


Figure 15



Figure 16

13. 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 04 00	100%
1	Protective ring	A 205 464 01 00	As needed
1	Ground line	A 099 540 18 00	100%
1	Contact clip	A 099 540 20 00	100%
1	Hexalobular bolt	N 000000 001883	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 31 7	02-2083*	0.3
	02-2085*	0.2

* Please enter Damage code manually in the work order according to the work Instructions

i **Note**

Operation Number labor times are subject to change.