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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 2 Launch Notification 2017120022 (Electric Steering Column) SCM Ground MY12-13 C-Class (204)	DATE: January 19, 2017

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

Campaign No. :	Campaign Desc. :	Install Steering Control Module Ground (Electric Column Adjustment)
2017120022 (Elec)	1709P46C60 (Elec)	
<p>This is to notify you of a Recall Campaign update for certain Model Year 2012-2013, Model 204 platform vehicles (C-Class). Please review the recall information below. The Recall Campaign is visible on the www.safercar.gov website and 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 January 19, 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 MY12-13 C-Class Coupe vehicles (204 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)	2012-2013	
Vehicle Model	C-Class	
Vehicle Populations		
Total Recall Population	12,419	
Total Customer Vehicles in Campaign	12,355	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY12-13 C-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.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY12-13 C-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
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, week of January 22, 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.	
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.	
<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>		