IMPORTANT RECALL CAMPAIGN INFORMATION UPDATE
Please review important recall campaign information below

CAN RENTAL CARS 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.
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

**Campaign No.:** 2017120024 (Elec)  
**Campaign Desc.:** 1709P46C62 (Elec)  
**Install Steering Control Module Ground**  
(Electric Column Adjustment)

This is to notify you of a Recall Campaign update for certain Model Year 2012–2017, Model 204, 207, 212 platform vehicles (C-Class, E-Class, E-Class Coupe). Please review the recall information below. The Recall Campaign is visible on the [www.safercar.gov](http://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, 2018. All other vehicles affected by the recall will continue to remain flagged in VMI as “PENDING”.

### Background

**Issue**
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.

**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

<table>
<thead>
<tr>
<th>Vehicle Model Year(s)</th>
<th>2012–2017</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle Model</td>
<td>C-Class (204), E-Class (212), E-Class Coupe (207)</td>
</tr>
</tbody>
</table>

**Vehicle Populations**

<table>
<thead>
<tr>
<th>Total Recall Population</th>
<th>5,165</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Vehicles in Dealer Inventory</td>
<td>179</td>
</tr>
</tbody>
</table>

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 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.

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.

Gregory Gunther, Department Manager, Vehicle Compliance & Analysis
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 5165 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

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

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!

4. **Check version of installed steering column switch module.**
The following steering column switch modules can be installed:

- **Valeo without** modification (Figure 2)
  - 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.
  - A cast-on protective ring can be recognized by the six square openings (D, Figure 3).

- **Valeo with** modification (Figure 3)
  - Valeo steering column switch modules *with* modification can be recognized by the three or two white support bands (C, Figure 2) and missing protective ring.
  - A cast-on protective ring can be recognized by the six square openings (D, Figure 3).

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**Kostal (Figure 4)**

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

P-RC-2017120024
a. Steering column switch module from Valeo installed: **Perform work procedure.**

b. Steering column switch module from Kostal installed: **End measure.**

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

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**Procedure**

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

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

5. Unclip and remove lower trim (J, figure 8) of the instrument cluster.
   - This makes it possible to remove the steering column switch module, including the cable routing and the leather sleeve, from the steering column.
6. Remove steering column switch module from steering column.
   - Unclip the frame for the leather sleeve on the instrument panel.
   - Lift steering column switch module with connected cables to the side.

7. Slide Contact Bridge (K, figure 10) onto steering column until the end stop is reached.
   - Note direction of installation: Lip (L, figure 10) on the contact bridge (K, figure 10) must face toward the direction of travel.
8. Subsequently install ground line (M, figure 12) on the electrically adjustable steering column.
   - Slide the contact clip (N, figure 11) above the left horizontal crossbar (O, figure 12) onto the true vertical rib of the steering column.
   - Important: No other assembly position is permissible!
   - Slide the ground line (M, figure 12) (angled downward) onto the contact clip (N, figure 11).
   - 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.
   - Before tightening the screw (P, figure 13), position the ground line’s eyelet at a 90° angle to the steering column (figure 13).

   Screw (P, figure 13) on the steering shaft: 4 Nm
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. The SRS check is thus completely ensured after airbag replacement!

13. Turn steering wheel left and right up to the limit stop. No abnormal grinding noises may be audible.
### Primary Parts Information

<table>
<thead>
<tr>
<th>Qty.</th>
<th>Part Name</th>
<th>Part Number</th>
<th>Estimated Replacement Rate</th>
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<tbody>
<tr>
<td>1</td>
<td>Contact bridge</td>
<td>A 099 546 03 00</td>
<td>100%</td>
</tr>
<tr>
<td>1</td>
<td>Protective ring</td>
<td>A 205 464 01 00</td>
<td>As needed</td>
</tr>
<tr>
<td>1</td>
<td>Ground line</td>
<td>A 099 540 18 00</td>
<td>100%</td>
</tr>
<tr>
<td>1</td>
<td>Contact clip</td>
<td>A 099 540 20 00</td>
<td>100%</td>
</tr>
<tr>
<td>1</td>
<td>Hexalobular bolt</td>
<td>N 000000 001883</td>
<td>100%</td>
</tr>
</tbody>
</table>

### 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)**

<table>
<thead>
<tr>
<th>Damage Code</th>
<th>Operation Number</th>
<th>Labor Time (hrs.)</th>
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</thead>
<tbody>
<tr>
<td>46 922 31 7</td>
<td>02-2083*</td>
<td>0.3</td>
</tr>
<tr>
<td></td>
<td>02-2085*</td>
<td>0.2</td>
</tr>
</tbody>
</table>

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

**Note**

Operation Number labor times are subject to change.