

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 Launch Notification Electric Power Steering Sensor MY19 253 (GLC-Class)	DATE: May 31, 2019

IMPORTANT RECALL CAMPAIGN UPDATE

Please see the attached documents related to the campaign listed above.

Please note that all customer inquiries should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.



Recall Campaign Launch Notification

May 31, 2019

Campaign No. :

NHTSA ID

Campaign Desc. :

Electronic Power Steering Sensor

2019040007

18V840

18P4693002

This is to notify you of a **Recall Campaign** regarding the electric power steering (“EPS”) sensor in **Z** Model Year (“MY”) 2019 GLC-Class vehicles (253 platform). The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on May 31, 2019.

Background

Issue

Daimler AG, (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19 GLC-Class vehicles (253 platforms), an internal sensor within the electric power steering unit might not meet production specifications. If the sensor were to fail while driving, power steering support might become unavailable, which would increase the risk of a crash.

What We’re Doing

MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the steering unit on the affected vehicles

Parts

Parts are available and can be ordered as necessary.

Vehicles Affected

Vehicle Model Year(s)

2019

Vehicle Model

GLC-Class

Vehicle Populations

Total Recall Population

7

Total Vehicles in Dealer Inventory

0

Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY19 GLC-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo 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. As a matter of normal service process, please check for other repair measures which might be applicable to the vehicle(s)

Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY19 GLC-Class vehicles covered by this notification until the vehicle has been repaired.

Next Steps/Notes

Customer Notification Timeline

Customer letters will be mailed approximately one week after the remedy becomes available.

AOMS/SOMS

AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.

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.





Mercedes-Benz

Campaign No. 2019040007, May 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC-Class vehicles (253 platforms)**
Model Year 2019
Electric Power Steering Sensor

Daimler AG, ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on certain MY19 GLC-Class vehicles (253 platforms), an internal sensor within the electric power steering unit might not meet production specifications. If the sensor were to fail while driving, power steering support might become unavailable, which would increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the steering unit on the affected vehicles.

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. Always Check VMI for any open campaigns, and perform accordingly.
- 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 7 vehicles are involved.

Order No. P-RC-2019040007

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.

Procedure

1. Replace electric power steering.

i For basic data, see **AR46.20-P-0600LW** – model 253.

i After the steering has been replaced, the serial number of the new steering gear must be documented on the R.O. and in VeDoc .

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Electric power steering	A 253 46 09 00	100%

i Note:

- Please be aware that only the part number(s) referenced in the Campaign Bulletin is/are approved for use to repair the vehicle. Repairs performed using any other part(s) will not have been performed in accordance with the campaign. Accordingly, warranty claims submitted with reference to an improper part number(s) will be denied.
- The following allowable labor operation should be used when submitting a warranty claim for this repair:

Warranty Information

Operation: Replace electric power steering(02-2763)
 Perform wheel alignment check(02-9785)
 Extra work for: Remove/install engine compartment lining in vehicles with underbody protection(02-9676)
 Perform power disconnect/commissioning for high-voltage on-board electrical system(02-2193)

Damage Code	Operation Number	Labor Time (hrs.)
46 930 02 7	02-2763	2.0
	02-9785	0.9
	02-9676	ZM
	02-2193	0.5

i Note

Operation Number labor times are subject to change.