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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 2018 1200 10 Launch Notification Check Steering Coupling Locking Status MY 18- C-Class Coupe, E-Class Coupe (205, 238)	DATE: December 21, 2018

IMPORTANT RECALL CAMPAIGN LAUNCH INFORMATION





RECALL CAMPAIGN LAUNCH NOTIFICATION

December 21, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Check Steering Coupling Locking
2018120010	18V872	18P4692101	
This is to notify you of a new Recall Campaign LAUNCH regarding the steering coupling in 2 Model Year (“MY”) 2018 C-Class Coupe (205 platform) and E-Class Coupe (238 platform) vehicles. 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 December 21, 2018.			
Background			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain C-Class and E-Class Coupe vehicles (205 and 238 platforms) the locking status of the steering coupling was not correctly documented during production plant assembly, which is not in accordance with production specifications. If the steering coupling is not correctly locked, the mechanical connection between the steering wheel and steering rack might loosen during driving. This could cause the steering to be impaired, which could increase the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will check the steering coupling on the affected vehicles and lock it, if necessary.		
Parts	Parts are not required for the repair.		
Vehicles Affected			
Vehicle Model Year(s)	2018		
Vehicle Model	C-Class Coupe, E-Class Coupe		
Vehicle Populations			
Total Recall Population	2		
Total Vehicles in Dealer Inventory	0		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18 C-Class or E-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.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY18 C-Class or E-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed on approximately January 7, 2019.		
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. 2018120010, December 2018

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models C-Class and E-Class Coupe vehicles (205 and 238 platforms)
Model Year 2018
Check steering coupling lock; rework, if necessary**

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has determined that on two C-Class and E-Class Coupe vehicles (205 and 238 platforms), the locking status of the steering coupling was not correctly documented during production plant assembly which is not in accordance with production specifications. If the steering coupling is not correctly locked, the mechanical connection between the steering wheel and steering rack might loosen during driving. This could cause the steering to be impaired, which could increase the risk of a crash. An authorized Mercedes-Benz dealer will check the steering coupling on the affected vehicles and lock it, if necessary.

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 2 vehicles are involved.

Order No. P-RC-2018120010

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

1. Remove center and rear section of lower engine compartment paneling.
2. Check lock (A) of the steering coupling by touch and by performing a visual inspection (Figure 1).

- i** Lock (A) is locked correctly, if **all** of the following conditions are met:
- The **three** journals (B) must protrude by **at least 0.5 mm** all around
 - Lock (A) should **not** be able to be twisted without stroke movement

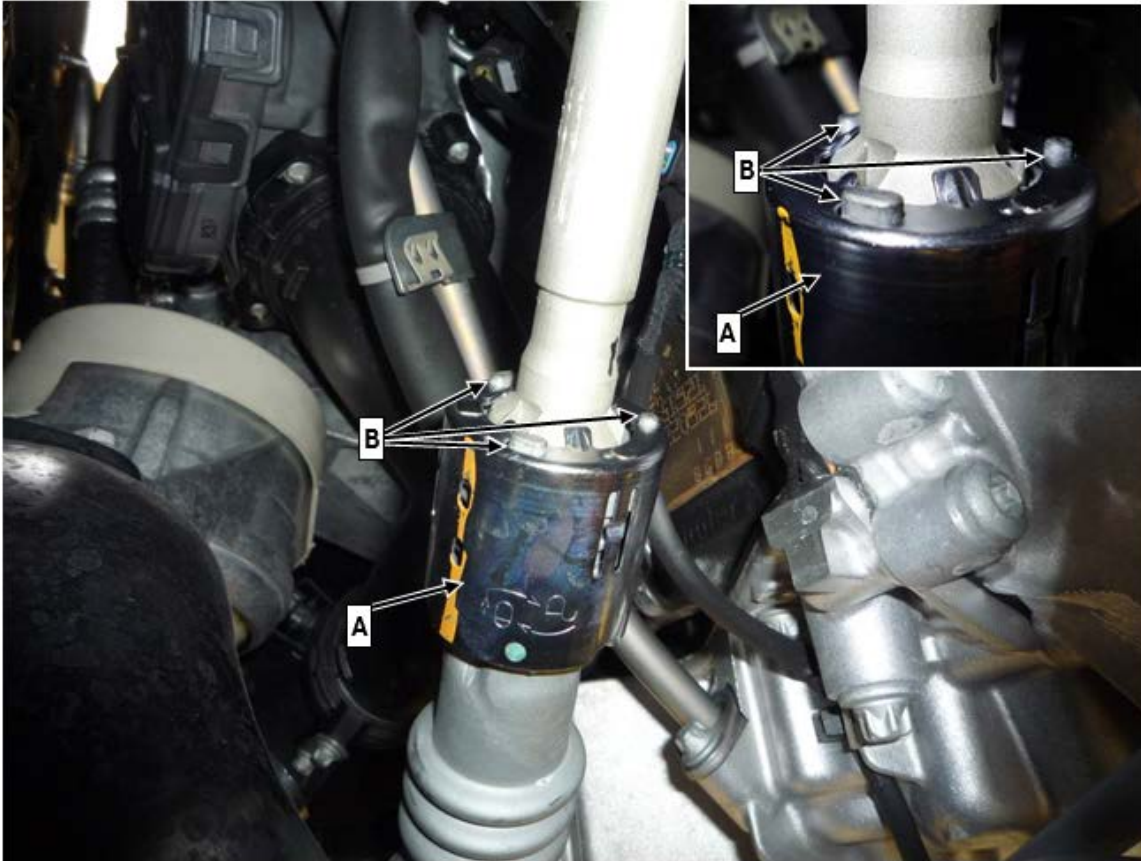


Figure 1

- a. If steering coupling is **correctly** locked: **End measure.**
- b. If steering coupling is **not correctly** locked: Carry out **work procedure.**

i The **findings** from the check/test procedure must be recorded **in writing in the repair order.**

Work procedure

1. Lock steering coupling correctly.
 - i** For basic data, see **AR46.10-P-8000-01LW**

Warranty Information**Check**

Operation: Check steering coupling lock (02-2756)
 Extra work for: Remove/install engine compartment lining in vehicles
 with underbody protection (02-9676)

Damage Code	Operation Number	Labor Time (hrs.)
46 921 01 8	02-2756	0.3
	02-9676*	ZM

Check and Repair

Operation: Check steering coupling lock (02-2756)
 Correct the steering couple lock (after check)(02-2757)
 Extra work for: Remove/install engine compartment lining in vehicles
 with underbody protection (02-9676)

Damage Code	Operation Number	Labor Time (hrs.)
46 921 01 8	02-2756	0.3
	02-2757	0.1
	02-9676*	ZM

* Please enter the affected control unit with the code and accounting number in the workshop order manually as per the work instructions

 **Note**

Operation Number labor times are subject to change.