

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: <b>Recall Campaign Launch Notification</b> <b>Soldering of Steering Control Unit</b> <b>MY19 253 (GLC-Class)</b>	DATE: December 6, 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.

Sincerely,

Gregory Gunther

Department Manager, Vehicle Compliance & Analysis



Recall Campaign Launch Notification			December 6, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Steering Control Unit
2019110014	19V822	19P4691004	
<p>This is to notify you of a <b>Recall Campaign Launch</b> regarding the soldered contacts between the control unit and the electric motor of the power steering in <b>3</b> Model Year (“MY”) 19 GLC-Class (253 platform) vehicles. The recall campaign will be visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website and may generate questions from customers. Affected VINs will be flagged in VMI as “OPEN” on December 6, 2019.</p>			
Background			
Issue	Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 GLC-Class vehicles (253 platform), the soldered contacts between the control unit and the electric motor of the power steering might not meet current production specification. If the contact pins are not soldered according to current production specifications, the control unit and the electric motor could lose complete electrical connection, resulting in the loss of the electric power steering assist, and increasing the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the electric power steering control unit on the affected vehicles.		
Parts	The remedy is available and can be performed.		
Vehicles Affected			
Vehicle Model Year(s)	2019		
Vehicle Model	GLC-Class		
Vehicle Populations			
Total Recall Population	3		
Total Vehicles in Dealer Inventory	0		
<p><b>Given this notice, it is <u>a violation of Federal law</u> for a dealer to sell or lease any <u>new</u> 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.</b></p> <p><b>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)</b></p> <p><b>Additionally, given this notice, it is <u>a violation of Federal Law</u> for <u>car rental companies</u> to rent new MY19 GLC-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
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.		
<p>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.</p>			





Mercedes-Benz

Campaign No. 2019110014, December 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLC-Class vehicles (253 platform)**  
**Model Year 2019**  
**Welding of Steering Control Unit**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2019 GLC-Class vehicles (253 platform), the soldered contacts between the control unit and the electric motor of the power steering might not meet current production specification thereby not ensuring a permanent electrical connection. If the contact pins are not soldered according to current production specifications, the control unit and the electric motor could lose complete electrical connection, resulting in the loss of the electric power steering assist, and increasing the risk of a crash. An authorized Mercedes-Benz dealer will replace the electric power steering control 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 3 vehicles are involved.

Order No. P-RC-2019110014

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.

## Work procedure

1. Replace electric power steering.

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

**i** After having replaced the steering, the serial number of the new steering gear **must** be documented in **VeDoc**. For further information, see **SI46.00-P-0001A**.

## Primary Parts Information

Qty.	Part Name	Part Number
As required*	Electric power steering	*
1	MOUNTING PLATE PARTS KIT, STEERING GEAR	A 205 628 19 00
2	NUT-AND-WASHER ASSEMBLY	A 005 990 47 50
1	STEERING COUPLING TO STEERING GEAR	A 140 990 09 58
1	SCREW STEERING COUPLING TO STEERING GEAR	A 210 990 06 04

\* The replacement parts must be determined according to the VIN via the parts job in the Xentry Portal.

**i** Small parts such as screws, lock nuts, sealing rings, cable ties, fluids, sealants, etc. are not listed in the parts list. The required small parts are taken into account in the budgeting and may be claimed.

## Warranty Information

**Operation:** Replace electric power steering (02-1397)  
 Perform wheel alignment check (02-9785)\*  
 Extra work for: Remove/install engine compartment lining in vehicle with underbody protection (02-9676)

Damage Code	Operation Number	Labor Time (hrs.)
46 910 04 7	02-1397	2.0
	02-9785*	0.9
	02-9676	ZM

\* Includes: Adjust toe of front wheels

**i** **Note**

Operation Number labor times are subject to change