

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>Replace the Steering Coupling Locking Screws</b> <b>MY21-22 GLE-Class and GLS-Class</b> <b>(167 platform)</b>	DATE: January 13, 2023

## **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



<b>Recall Campaign Launch Notification</b>			<b>January 13, 2023</b>
<b>Campaign No. :</b>	<b>NHTSA ID</b>	<b>Campaign Desc. :</b>	<b>Replace the Steering Coupling Locking Screws</b>
2022120016	22V936	22P4692108	
<p>This is to notify you of a <b>Recall Campaign Launch</b> to replace the steering coupling locking screws on <b>69</b> Model Year (“MY”) 2021-2022 GLE-Class and GLS-Class (167 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 <b>January 13, 2023</b>.</p>			
<b>Background</b>			
<b>Issue</b>	<p>Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 GLE and GLS (167 platform) vehicles, the steering coupling locking screws might not be tightened to the specified torque value. Insufficient tightening torque of the steering coupling locking screws might lead to free play in the connection, which would cause noises when driving on uneven roads. Should these noises not be noticed and therefore the vehicle not be brought to a workshop, the steering coupling locking screws may subsequently loosen further due to vibrations during driving and ultimately might back out of the steering coupling. In this condition, it cannot be fully ruled out that the steering coupling may detach from the steering shaft. This could impair the ability to steer the vehicle, which could increase the risk of a crash. Before the issue occurs, the driver may be made aware of the issue by resulting noises when driving on uneven roads.</p>		
<b>What We’re Doing</b>	<p>MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will replace the steering coupling locking screws on the affected vehicles.</p>		
<b>Parts</b>	<p><b>The remedy is available and can be performed.</b></p>		
<b>Vehicles Affected</b>			
<b>Vehicle Model Year(s)</b>	2021-2022		
<b>Vehicle Model</b>	GLE-Class and GLS-Class		
<b>Vehicle Populations</b>			
<b>Total Recall Population</b>	69		
<b>Total Vehicles in Dealer Inventory</b>	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new 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 a violation of Federal Law for car rental companies to rent new vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
<b>Customer Notification Timeline</b>	Customer letters will be mailed on January 27, 2023.		
<b>AOMS/SOMS</b>	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
<b>Rental Fleet Partners</b>	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>			



# Recall Campaign Bulletin



Mercedes-Benz

Campaign No. 2022120016, January 2023

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model GLE and GLS (167 platform) vehicles**  
**Model Year 2021-2022**

## **Replace the Steering Coupling Locking Screws**

Mercedes-Benz AG (“MBAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2021-2022 GLE and GLS (167 platform) vehicles, the steering coupling locking screws might not be tightened to the specified torque value. Insufficient tightening torque of the steering coupling locking screws might lead to free play in the connection, which would cause noises when driving on uneven roads. Should these noises not be noticed and therefore the vehicle not be brought to a workshop, the steering coupling locking screws may subsequently loosen further due to vibrations during driving and ultimately might back out of the steering coupling. In this condition, it cannot be fully ruled out that the steering coupling may detach from the steering shaft. This could impair the ability to steer the vehicle, which could increase the risk of a crash. Before the issue occurs, the driver may be made aware of the issue by resulting noises when driving on uneven roads. An authorized Mercedes-Benz dealer will replace the steering coupling locking screws on the affected vehicles.

Prior to performing this Campaign:

- **VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle. Always check for any other open campaigns, and perform accordingly.**
- Please review the entire Campaign bulletin and follow the repair procedure exactly as described.

Approximately 69 vehicles are affected.

Order No. P-RC-2022120016

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.

# Recall Campaign Bulletin

Recall Campaign Bulletin

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## Replace bolt at upper and lower universal joint of steering coupling

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### Work Procedure

1. Replace bolt at upper and lower universal joint of the steering coupling (Figure 1,2).

**i** Bolts shall be accessible from engine compartment at the top.

**i** Turn steering column until both bolts are accessible.

**Hm** Steering coupling bolt to steering shaft or rack-and-pinion steering **42 Nm**.



Figure 1

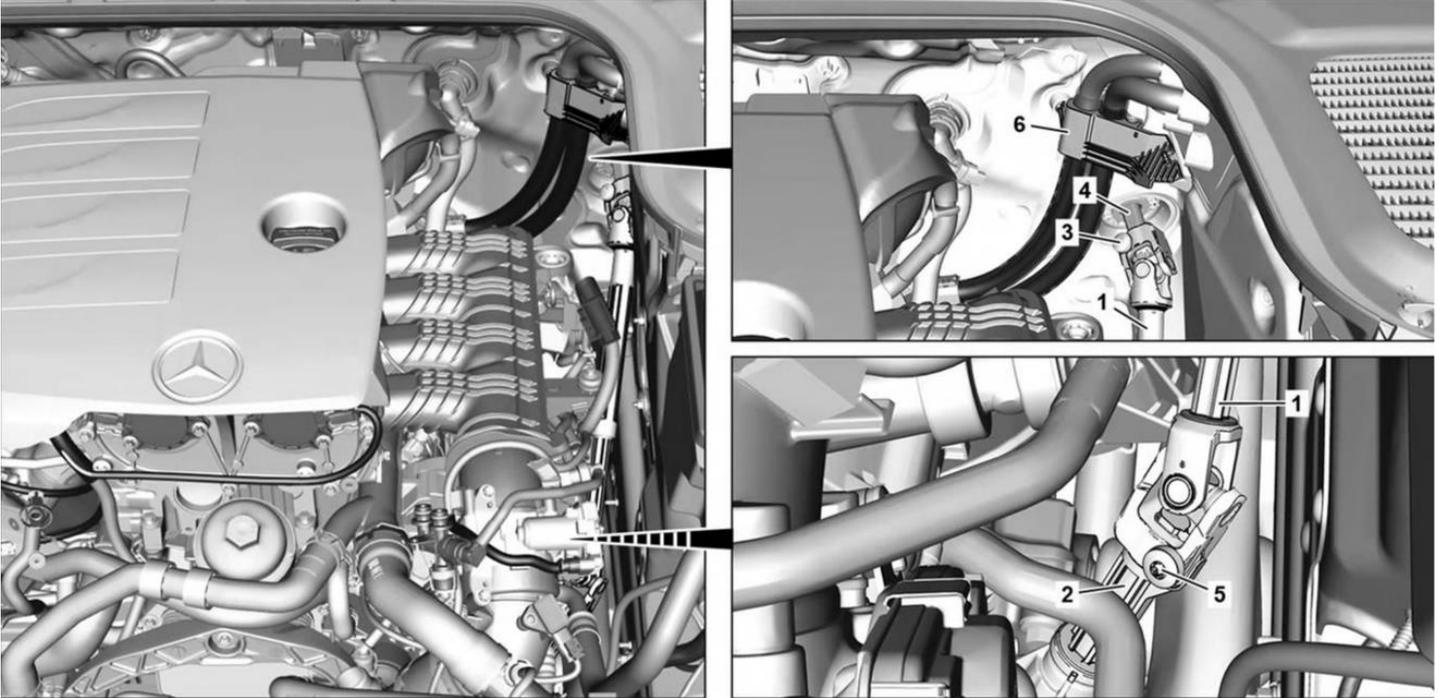


Figure 2

### Primary Parts Information

Qty.	Part Name	Part Number
2	Steering coupling bolt to steering column/steering gear	A 010 990 56 04

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

**i** **Note:** *The following allowable labor operation should be used when submitting a warranty claim for this repair.*

### Warranty Information

Damage Code	Operation Number	Description	Labor Time (hrs.)
46 921 08	12-1567	Replace bolt at upper and lower universal joint of the steering coupling	0.4

**i** **Note:** *Always check ASRA for the current OP-Code times. Labor times are subject to change and updates may not be reflected in this document.*