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Service

# newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Greg Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>New Recall Campaign - Steering Column Ground</b> Certain Model Year 2012– 2018 vehicles Model 117, 156, 205, 253, 204, 207, 212, and 242ed platform vehicles (CLA, GLA, C, GLC, GLK, E, B electric).	DATE: October 16, 2017

## IMPORTANT NEW RECALL INFORMATION

Please see below **and the attached document** for the subject new recall campaign.

This is to notify you of a new Recall Campaign for certain Model Year 2012–18, Model 117, 156, 205, 253, 204, 207, 212, and 242ed platform vehicles (CLA, GLA, C, GLC, GLK, E, B electric). The Recall Campaign is not yet visible on the [www.safercar.gov](http://www.safercar.gov) website but may generate questions from the media or customers. **Affected vehicles will be flagged in VMI on Monday, October 16, 2017.**

### What is the recall about:

Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that certain B electric, C, E, CLA, GLA, GLC, GLK vehicles (242, 246, 204, 205, 207, 212, 117, 156, 253 platform) have insufficient electrical grounding in certain steering components. **In rare instances**, if the insufficiently grounded components are exposed to an electrostatic discharge, **and** 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 so customers are advised – as with any illumination of the SRS light – to bring the vehicle into the dealership to be diagnosed.

### 1. How many vehicles are affected?

Approximately 495,000 vehicles are affected. A very small number - less than 1% of affected vehicles – are anticipated to experience the issue.

### 2. Which Models and Model Years are affected?

Model**	MY Range
B-Class electric(242)	2014 – 17
C-Class(204)	2012 – 14
C-Class(205)	2015 – 18
CLA(117)	2014 – 18
GLA(156)	2015 – 18
GLK(X204)	2013 – 15
GLC(253)	2016 – 18
E-Class(212)	2012 – 16
E-Class(207)	2014 -- 17
<b>**Not all model variants within each listed class are affected. Check VMI</b>	





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**3. What should a customer do if the SRS light comes on?**

Owners should always take their vehicle to an authorized Mercedes-Benz Dealer if an SRS illuminates so the dealer can determine the cause.

**4. Can customers continue to drive their car?**

Yes. Any time the SRS light comes on, we recommend that customers take their vehicle to a Mercedes-Benz dealer for diagnosis. Unless the SRS light comes on, there's not a problem.

**5. Is this related to the Takata airbag recall?**

No. The recall is not related to the Takata recall and is a completely separate topic.

**6. Are vehicles affected globally?**

Yes.

**7. Are other OEMs included in this recall?**

We are not aware of any other OEMs included in this recall.

**Any questions not included in this notice should be directed to the Customer Assistance Center at 1-800-FOR-MERCEDES.**





# NEW RECALL CAMPAIGN NOTIFICATION

## WITH RETAIL HOLD

October 16, 2017

<b>Campaign No. :</b>	<b>Campaign Desc. :</b>	<b>Steering Control Module Ground</b>
<b>tbd</b>	<b>PEND SCM GROUND</b>	
<p>This is to notify you of a new Recall Campaign for certain Model Year 2012-18, Model 117, 156, 205, 253, 204, 207, 212, and 242ed platform vehicles (CLA, GLA, C, GLC, GLK, E, B electric). Please review the recall information below. The Recall Campaign is not yet visible on the <a href="http://www.safercar.gov">www.safercar.gov</a> website but may generate questions from the media or customers. Affected vehicles will be flagged in VMI on Monday, October 16, 2017.</p>		
<b>Background</b>		
<b>Issue</b>	<p>Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that certain B-/C-/E-Class and CLA, GLA, GLC, GLK vehicles (242, 246, 204, 205, 207, 212, 117, 156, 253 platform) have insufficient electrical grounding in certain steering components. In rare instances, if the insufficiently grounded components are exposed to an electrostatic discharge, and 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 so customers are advised – as with any illumination of the SRS light – to bring the vehicle into the dealership to be diagnosed.</p>	
<b>What We're Doing</b>	<p>MBUSA will conduct a voluntary recall campaign to add sufficient grounding to the steering components on the affected vehicles.</p>	
<b>Parts</b>	<p><b>Remedy parts are not yet available. We are working with DAG and suppliers to obtain parts as soon as possible.</b></p>	
<b>Vehicles Affected</b>		
<b>Vehicle Model Year(s)</b>	<p>Certain 2012-2018 models below</p>	
<b>Vehicle Model</b>	<p>CLA(117), GLA(156), C(204,205), GLK(X204), GLC(253), E(207,212), B electric(242)</p>	
<b>Vehicle Populations</b>		
<b>Total Recall Population</b>	<p>Approx. 495,000</p>	
<b>Total Vehicles in Dealer Inventory</b>	<p>6,430 (wholesale status), 20,964 (Dealer inventory demo/loaner/CPO). VIN lists of affected vehicles by dealer will be forwarded to each dealer via AOM</p>	
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new B-Class (electric drive), CLA, GLA, GLK, C, E, , or GLC vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy parts are 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 as CPO until repaired.</b></p>		
<b>Next Steps/Notes</b>		
<b>Customer Notification Timeline</b>	<p>Customer interim notification letters will be mailed during November 2017. Final customer notification letters will be mailed when remedy parts are available, approximately one week after the recall launch to the dealers.</p>	
<b>AOMS/SOMS</b>	<p>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.</p>	
<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>		



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TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Greg Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: <b>UPDATE – Important information regarding used vehicles sales with open or pending recall campaigns – Updated disclosure form with VIN line entry</b>	DATE: December 7, 2017

## IMPORTANT INFORMATION UPDATE

Please see the attached updated Disclosure form, which now includes a line to add and document the vehicle's VIN.

This form replaces the prior form included with the October 20, 2017 NCU, and should be used going forward when any used vehicle is sold with an open or pending recall campaign.

**Q. Can a dealer sell a used vehicle that has an open or pending recall campaign?**

A. Yes. However, MBUSA encourages Dealers to review with their own legal counsel any requirements for selling used units with an open or pending recall campaign, and strongly encourages Dealers to provide the attached Disclosure Notice to the buyer.

**Attachment – Recall Disclosure form, revA.**

Please contact your Market Team with any questions.



# USED VEHICLE DISCLOSURE NOTICE

VIN: \_\_\_\_\_

## **Customer:**

**THIS USED VEHICLE HAS AN OPEN SAFETY RECALL!**

For further information see [www.mbusa.com/recall](http://www.mbusa.com/recall) and enter your VIN.

**Your signature indicates that the dealer has provided you with this Disclosure Notice:**

**Customer Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

## **Dealer:**

- Enter vehicle VIN on the line above. Please provide a copy of the signed Disclosure Notice to the customer.
- Place the signed Disclosure Notice in the dealer Sales File.
- Always check VMI for any open campaigns.