

Recall Campaign Bulletin

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER
PARTS: GROUP I OF INFORMATION _ PARTS & ACCESSORIES BINDER

Campaign No. 2010100002, October 2010

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 204, 207, 212 Model Year 2010, Model 207.4 Model Year 2011
Check Power Steering Line Connection Fitting**

This Recall Campaign has been initiated because Daimler AG (DAG) has determined that the power steering system in the subject vehicles may fail due to the loss of power steering fluid. The connection fitting on the high-pressure power steering line at the connection to the pump did not have sufficient torque applied during the production process. Loss of torque of the connection fitting may, over time, result in a loss of power steering fluid. As a result of the loss of power steering fluid, owners may not have sufficient control of the vehicle in areas, such as parking, where maximum power steering is required, and could lead to a vehicle crash.

Attached is a sample copy of a letter which owners of the affected vehicles will receive.

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 and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 85,078 vehicles are affected.

Order No. P-RC-2010100002

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

A. Check Manufacturer of Power Steering Pump

1. Remove driver's side engine air intake duct upstream of air filter.



Figure 1

2. Check identification plate of power steering pump (Figure 1).

Note:

Use a mirror if necessary.

- If Manufacturer is "ZF Lenksysteme": Proceed to Subject B, **Check Power Steering Pump**
- If other manufacturers: **Procedure is complete.**

B. Check Power Steering Pump



Figure 2

1. **Temporarily** replace the original power steering reservoir cap (circled, Figure 2) with the unvented reservoir cap (A) for this campaign.

Note:

- This cap (A) reduces power steering fluid leakage during the subsequent operation steps.
- Two caps will be shipped to each dealer (Part number: A 001 466 27 05 05).
- This cap must be treated similar to a special tool, since it's only available in limited numbers.
- Paint cap with a light color paint (white, yellow etc.) **so it is noticeable and not left on the pump.**

⚠ Caution!

Be sure to **reinstall the original power steering reservoir cap** when checking the fluid level and bleeding.



Figure 3



Figure 4

2. Disconnect power steering high pressure line fitting (arrow, Figure 3) from the pump:
 - Place a shop rag below the power steering pump line fitting (arrow, Figure 3).
 - Remove bolt (A)
 - Disconnect power steering high pressure line fitting (arrow, Figure 3) from power steering pump.
3. Put socket wrench bit (special tool) onto connection fitting (arrow, Figure 4) and check whether it can be turned **by hand** (without any tools).

- If the connection fitting (arrow, Figure 4) **cannot** be turned by hand: Proceed to **Subject C**.
- If the connection fitting (arrow, Figure 4) **can** be turned by hand: Proceed to **Subject D**.

Note:

- If the connection fitting (arrow, Figure 4) **cannot** be turned by hand, the O-ring of the fitting does **not** have to be replaced.
- If the connection fitting (arrow, Figure 4) can be turned, as a precaution, the O-ring ring must be replaced.

C. Torque the Connection Fitting, Reconnect Power Steering Hose.

1. **Torque connection fitting** (arrow, Figure 4) using socket wrench to 55 Nm.
2. Reconnect power steering high pressure line fitting (arrow, Figure 3) to the connection fitting on power steering pump then torque bolt (A, Figure 3) to 18 Nm.

Note:

Replacement of O-ring on power steering line itself (arrow, Figure 3) is not required.

3. Check power steering fluid level, correct if necessary:
 - **Remove** unvented power steering fluid cap (do not reinstall this cap).
 - Start the engine, turn steering wheel side to side up to the limit stop 8 times.
 - Fill fluid level to proper level with engine **off**.
 - Reinstall the **original** power steering fluid reservoir cap then check fluid level and check fluid for foaming.

**Caution!**

Be sure to **reinstall the original power steering reservoir cap**.

4. Check for leaks at the power steering line connection fitting (arrow, Figure 3) to the power steering pump.

Note: Clean up any power steering fluid that may have leaked during procedure.
5. Reassemble in reverse order. Procedure is complete.

D. Replace Power Steering Pump Connection Fitting O-Ring

1. Completely unscrew connection fitting (arrow, Figure 4) and replace O-ring on connection fitting (arrow, Figure 4).
2. **Torque connection fitting** (arrow, Figure 4) using socket wrench to 55 Nm.
3. Reconnect power steering high pressure line fitting (arrow, Figure 3) to connection fitting on power steering pump then torque bolt (A, Figure 3) to 18 Nm.

Note:

Replacement of O-ring on power steering line itself (arrow, Figure 3) is not required.

4. Check power steering fluid level, correct if necessary:
 - **Remove** unvented power steering fluid cap (do not reinstall this cap).
 - Start the engine, turn steering wheel side to side up to the limit stop 8 times.
 - Fill fluid level to proper level with engine **off**.
 - Reinstall the **original** power steering fluid reservoir cap then check fluid level and check fluid for foaming.

**Caution!**

Be sure to **reinstall the original power steering reservoir cap**.

5. Check for leaks at the power steering line connection fitting (arrow, Figure 3) to the power steering pump.

Note: Clean up any power steering fluid that may have leaked during procedure.

6. Reassemble in reverse order.

Special Tools



Socket Wrench Bit

Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	O-ring	A 023 997 70 45 05	1%
1 ¹⁾ Liter	Power Steering Fluid	BQ 1 32 0001	

¹⁾ 1 Container is sufficient for 2 vehicles submit as quantity 0.5 on warranty claim.

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**Repair 1**

Operation: Check identification plate of power steering pump (02-6974)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
46 951 02 8	02-6974	0.1	CA, CB, CC, FA, FB, FC, FD, FF, HA, HB, HC

Repair 2

Operation: Check identification plate of power steering pump (02-6974)
Check connection fitting for high pressure line on power steering pump and retighten (02-6975)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
46 951 02 7	02-6974	0.1	CA, CB, CC, FA, FB, FC, FD, FF, HA, HB, HC
	02-6975	0.2	

Repair 3

Operation: Check identification plate of power steering pump (02-6974)
Check connection fitting for high pressure line on power steering pump (02-6975)
Replace connection fitting sealing ring for high pressure line on power steering pump (02-6976)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
46 951 02 7	02-6974	0.1	CA, CB, CC, FA, FB, FC, FD, FF, HA, HB, HC
	02-6975	0.2	
	02-6976	0.1	



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren

Vice President
Customer Services

**Safety Recall #2010100002
Power Steering Line Connection Fitting**

October, 2010

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2010 C-Class, E-Class Coupe, E-Class Sedan and Model Year 2011 E-Class Cabriolet vehicles with regard to the power steering line connection fitting. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

DAG has determined that the power steering system in the subject vehicles may fail due to the loss of power steering fluid. The connection fitting on the high-pressure power steering line at the connection to the pump did not have sufficient torque applied during the production process. Loss of torque of the connection fitting may, over time, result in a loss of power steering fluid. As a result of the loss of power steering fluid, owners may not have sufficient control of the vehicle in areas, such as parking, where maximum power steering is required, and could lead to a vehicle crash. MBUSA therefore has initiated a recall of all potentially affected vehicles described above.

Your authorized Mercedes-Benz dealer will check, and retorque the connection fitting. The O-ring seal will be exchanged as a precautionary measure in all cases where the connection fitting shows evidence of loosening.

This service will be provided free of charge. The working time required is approximately one half hour. As a matter of normal service process, your authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2010100002.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERcedes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERcedes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED**
- STOLEN**
- OTHER** _____
- SOLD** **I HAVE SOLD THE VEHICLE TO:**
- MY NEW ADDRESS IS:**

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- **The name and address of the person who paid for the repair.**
- **The Vehicle Identification Number (VIN) of the vehicle that was repaired.**
- **What problem occurred, what repair was done, when it was done and who repaired it.**
- **The total cost of the repair expense that is being claimed.**
- **Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).**
- **Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.**

Please speak with your dealer concerning this matter.