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10-17-2016, 07:46 PM Thread Starter post #1 of 5 (permalink)

myglc3004matic
Junior Member

Join Date: Oct 2016
Posts: 3
(Thread Starter)

Steering Wheel Vibrations

On March 17, 2016 I took delivery of the GLC300 4matic Launch Edition. This is my first purchase of Benz vehicle. I like everything about the car except the suspension. I have never driven a vehicle that drives the way this one does. It is not what I would expect from Mercedes.

When I drive down the highway at 60 to 70 MPH and I hit a bump in the road the steering wheel vibrates. If I encounter a moderately severe bump (that any other vehicles would absorb with no problem) at highway speeds, the steering wheel vibration is amplified to a full shutter of the front end. I has happened on multiple occasions.

Two different Mercedes Benz shop foreman have driven my vehicle and other GLCs with all the same results. All of the vehicles have the same steering wheel vibrations and suspension problem. This is an issue that needs to be addressed by Mercedes Benz.

In early August 2016 I contacted Mercedes Benz customer relations about the problem. They contacted my dealer Mercedes Benz of White Plains N.Y. and worked with the service manager to confirm the suspension issues. Around the end of August I received a call from MB advising that they were working on a fix for the suspension problems. They expected to have a new Technical Service Bulletin issued by mid October.

MercedesTheBest likes this.

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10-19-2016, 04:01 PM post #2 of 5 (permalink)

CRNCYX
Senior Member

Join Date: May 2015
Posts: 283

Did you end up hearing back from them about the Technical Service Bulletin? Keep us posted.

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10-19-2016, 04:29 PM post #3 of 5 (permalink)

Klass
Senior Member

Join Date: Apr 2016
Posts: 136

Sounds like the stabilizer links or something ?

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10-21-2016, 10:41 AM

Thread Starter

post #4 of 5 (permalink)

myglc3004matic

Junior Member

Join Date: Oct 2016

Posts: 3

(Thread Starter)

Yesterday I went back to the MB dealer to see if there were any updates to the suspension problem. No new TSB has come out. While I was at the dealer I spoke with the sales rep that sold me the car. He offered me the opportunity to take a test drive in a 2017 GLC300 4matic. Regrettably the results were the same. The 2017 drove the same as the 2016. The steering wheel vibrations are still apparent. While I was driving at 60 to 70 MPH the sale rep said that he could also feel the residual vibrations in the steering wheel when we hit a road bump. I hope the MB is taking this matter seriously and is trying to resolve the problem. I urge every GLC owner who has noticed the steering wheel vibrations to contact there MB dealer and register a complaint. This is the only way the issue will be addressed by MB.

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10-23-2016, 05:04 PM

post #5 of 5 (permalink)

Klass

Senior Member

Join Date: Apr 2016

Posts: 136

Definitely, if everyone can put a complaint in, we can get a TSB out for it. But even if there's no TSB can't they still look into it and figure something out ? Get a tech from MB to come down and check it out if necessary

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