

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 Electronic Power Steering Rack – Phase 1</b> <b>MY18-19 213, 238, 257 (E-Class, E-Class Coupe, CLS-Class)</b>	DATE: August 20, 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			August 20, 2019
Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Electronic Power Steering Rack – Phase 1
2019080011	18V850	18P4693003	
<p>This is to notify you of a <b>Recall Campaign</b> launch to replace the electronic power steering rack on <b>1,284</b> Model Year (“MY”) 2018-19 E-Class (213 platform), E-Class Coupe (238 platform), and CLS-Class (257 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 August 20, 2019.</p>			
<b>Background</b>			
Issue	Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018-2019 E-Class (213 platform), E-Class Coupe (238 platform), and CLS-Class (238 platform) vehicles with rear-wheel drive, a locknut in the steering rack might have internal material cracks. In certain driving situations involving low-speed maneuvers, large lateral forces could cause the locknut to break. As a result, the steering could fail which would increase the risk of a crash.		
What We’re Doing	MBUSA will conduct a voluntary recall. As a precautionary measure, an authorized Mercedes-Benz dealer will replace the steering rack on the affected vehicles.		
Parts	Parts are available and can be ordered as necessary.		
<b>Vehicles Affected</b>			
Vehicle Model Year(s)	2018-2019		
Vehicle Model	E-Class, E-Class Coupe, CLS-Class		
<b>Vehicle Populations</b>			
Total Recall Population	1284 (Phase 1)		
Total Vehicles in Dealer Inventory	0		
<p><b>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY18-19 E-Class, E-Class Coupe, CLS-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 a violation of Federal Law for car rental companies to rent new MY18-19 E-Class, E-Class Coupe, CLS-Class vehicles covered by this notification until the vehicle has been repaired.</b></p>			
<b>Next Steps/Notes</b>			
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. 2019080011, August 2019

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Model E-Class (213 platform), E-Class Coupe (238 platform), and CLS-Class (238 platform)**  
**Model Years 2018-2019**  
**Replace Steering Rack**

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year (“MY”) 2018-2019 E-Class (213 platform), E-Class Coupe (238 platform), and CLS-Class (238 platform) vehicles with rear-wheel drive, a locknut in the steering rack might have internal material cracks. In certain driving situations involving low-speed maneuvers, large lateral forces could cause the locknut to break. As a result, the steering could fail which would increase the risk of a crash. As a precautionary measure, an authorized Mercedes-Benz dealer will replace the steering rack 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 1284 vehicles are involved.

Order No. P-RC-2019080011

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

### Work procedure

1. Replace electric power steering.

**i** For basic data, see **AR46.20-P-0600LW** – model 213.

**i** For basic data, see **AR46.20-P-0600LWO** – model 238.

**i** For basic data, see **AR46.20-P-0600FR** – model 257.

**i** After the steering has been replaced, the serial number of the new steering gear **must** be documented in **VeDoc**. See **SI46.00-P-0001A** for more information.

**i** To prevent dirt from entering the connector couplings or damage from ESD (electrostatic discharge), it is **absolutely essential** to fit the yellow dust caps (**A, Figure 1**) on the connector couplings of the steering gear to be returned. The **caps** from the **new** steering gear are to be used for this.

**i** If these dust caps are **not** fitted, it will **not** be possible to carry out an analysis. This could affect the warranty process.



Figure 1

### Primary Parts Information

Qty.	Part Name	Part Number	Estimated Replacement Rate
1	Electric power steering	A 213 460 11 02 80	100%
1	Mounting Plate Parts Kit, Steering Gear Fastening	A 205 628 15 00	100%

#### \* Determine electric power steering in EPC using equipment code

**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.

## Warranty Information

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**Operation:** Replace electric power steering (Model 213, 238.3, and 257) (02-2764)  
 Replace electric power steering (Model 238.4) (02-2764)  
 Perform wheel alignment check (02-9785)  
 Extra work for: Remove/install engine compartment lining in vehicles with underbody protection (02-9676)  
 Perform power disconnect/commissioning for high-voltage on-board electrical system (02-2193)

Damage Code	Operation Number	Labor Time (hrs.)
46 930 03 7	02-2764*	2.0
	02-2764*	2.2
	02-9785**	0.9
	02-9676	ZM
	02-2193	0.5

\***Includes:** Remove/install lower engine compartment lining; remove/install 2 wheel and tire assemblies; extra work for: remove/install 2 wheel and tire assemblies.

\*\* **Includes:** Adjust toe of front wheels



### Note

Operation Number labor times are subject to change.