

WHY YOU CHOOSE ELITE

Diagnosed *first*, fixed right

- Licensed **MBUSA XENTRY** diagnostics, the same factory system the dealer uses.
- We **test the key** and check for **water damage** before we replace a steering lock.
- We replace these all the time and have the job down to a science.
- Master-certified technicians, each with **13+ years** at Mercedes-Benz dealers.

TO ORDER THE PART, BRING

- ✓ Driver's license
- ✓ Current registration, **same name** as the license

What is TRP?

The steering lock is a **TRP**, a **theft-relevant part**. Mercedes only releases TRP parts to verified owners, which makes your car much harder to steal.

"We watch your steering lock at every yearly service, so it doesn't leave you stranded."

ELITE BENZ

Mercedes Specialist

Elite Benz is here for all your Mercedes-Benz service and repair needs. We fix what other shops can't. We're committed to being the highest-quality alternative to the dealership. When you need your Mercedes fixed right and fast, call Elite Benz.



Read the full guide

Scan for the in-depth article, photos and answers on our Benz Tips page.



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Mon–Thu 8–5 · Fri 8–4
After-hours key drop box

4.9★ Carfax

5.0★ Google

BBB A+

3 yr / 36k

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ELITE BENZ

Mercedes Specialist



CLIENT EDUCATION · STEERING LOCK

Mercedes *won't start?*

Why the steering lock fails on 2007–2014 C-Class, GLK and E-Class, and how we fix it the factory way.

CLIENT EDUCATION
SERIES

ELITEBENZSOLUTIONS.COM

KNOW THE SIGNS

Is it the *steering lock*?

The steering lock must report that the wheel is unlocked before your Mercedes is allowed to start. When its small motor fails, the car **won't start**.

2007–2014 C-Class

GLK

Some E-Class

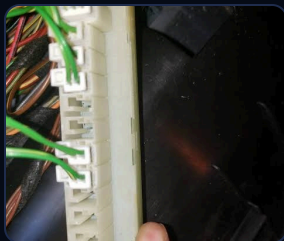
- **Random no-starts** that come and go
- The “zip” sound when you put the key in gets **weaker**
- Dash shows only the **mileage and backlight**
- On some models the **key won't turn**

Could be water

On a C-Class, a **clogged sunroof drain** can short electrical parts under the carpet and act the same. We check that first.



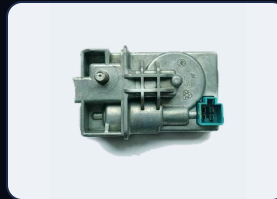
Water under the carpet



Wiring block it shorts out

AVOID EMULATORS

Factory or *emulator*?



Factory steering lock



Emulator: a box that fakes it

Emulators bypass Mercedes security and cause **random no-starts**. Sellers often pair them with aftermarket keys.

Already have one? We can usually swap it for a **factory lock**. Sometimes a new factory key is needed too.

Not worth it

The low price doesn't cover one or two tow bills and another diagnosis.



THE REPAIR

What to *expect*

OUT THE DOOR

\$1,200–\$1,400

diagnostics + tax
included

TIME

2–3 days

part and install

The column comes out, the old lock is drilled out, and a new factory lock is installed and **coded with XENTRY**.

WHILE IT'S APART: NO EXTRA LABOR

- ✓ Peeling **steering wheel buttons**
- ✓ **Chrome trim** around the airbag
- ✓ The brittle **cover** behind the wheel

You pay for the parts only. Small fixes, big difference.

Stranded? Tow it

Skip the online tricks that bypass the lock. Have it towed to us, and see our **towing guide** first:
EliteBenzSolutions.com/learn

Car won't start?

Call us before you try anything. We'll get it here and find the real cause.

📞 **843-259-8080**