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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Thomas Brunner, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: New Recall Campaign MY16-17 205 (C-Class) Replace Electric Power Steering Rack	DATE: April 26, 2017

IMPORTANT NEW RECALL INFORMATION with RETAIL HOLD

Please see the attached document for the subject new recall campaign.





NEW RECALL CAMPAIGN NOTIFICATION

April 26, 2017

Campaign No. :	Campaign Desc. :	Replace Electric Power Steering Rack
TBD	TBD	
<p>This is to notify you of a new Recall Campaign to replace the electric steering rack on 3 Model Year 2016-2017, Model 205 platform vehicles (C-Class). Please review the recall information below. The recall campaign will visible on the www.safercar.gov website and may generate questions from customers. All affected VINs will be flagged as "PENDING" in VMI on April 28, 2017.</p>		
Background		
Issue	Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles, has become aware that in certain C-Class (205 platform) vehicles, the contacts inside the power steering electric motor might not have been properly welded. If the pins completely lose electrical contact, the electric power steering assist will deactivate. This could increase the risk of a crash.	
What We're Doing	MBUSA will coordinate and conduct a voluntary recall. An authorized Mercedes-Benz dealer, will replace the electric power steering rack on the 3 affected vehicles.	
Parts	Parts are currently unavailable . An update will be communicated when parts are available for repair.	
Vehicles Affected		
Vehicle Model Year(s)	2016-2017	
Vehicle Model	C-Class	
Vehicle Populations		
Total Recall Population	3	
Total Vehicles in Dealer Inventory	1	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY16-17 C-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Affected vehicles will be flagged in VMI as "PENDING". Once 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.</p> <p>Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed in June 2017.	
AOMS/SOMS	AOMs - Recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.	
<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>		