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Service

newschannel update

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: Recall Campaign Initial Notification Power Steering ECU MY17 213 217 222 (E-Class, S-Class Coupe, S-Class)	DATE: December 5, 2017

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





INITIAL RECALL CAMPAIGN NOTIFICATION

December 5, 2017

Campaign No. :	Campaign Desc. :	Power Steering ECU
TBD	PEND PS ECU TB	
<p>This is to notify you of a new Recall Campaign to inspect and replace, if necessary, the steering rack on 73 MY 2017, Model 213, 217, 222 (E-Class, S-Class Coupe, S-Class) vehicles. Please review the recall information below. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as "PENDING" on December 5, 2017.</p>		
Background		
Issue	Daimler AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain E-Class (213 platform) and S-Class (217/222 platform) vehicles, a bracket for a transistor in the power steering control unit may have been manufactured outside specifications. The bracket durability may be affected and could subsequently break due to vibrations and temperature variations during vehicle operation. In such an event, the cooling of the transistor would be impaired.	
What We're Doing	MBUSA will conduct a voluntary recall. An authorized Mercedes-Benz dealer will inspect the steering rack and replace, if necessary on the affected vehicles. The remedy parts are currently unavailable.	
Parts	Parts are currently unavailable. An additional notification will be communicated once the parts are available.	
Vehicles Affected		
Vehicle Model Year(s)	2017	
Vehicle Model	E-Class, S-Class Coupe, S-Class	
Vehicle Populations		
Total Recall Population	73	
Total Vehicles in Dealer Inventory	0	
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY17 E-Class, S-Class Coupe, S-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once remedy 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 style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY17 E-Class, S-Class Coupe, S-Class vehicles covered by this notification until the vehicle has been repaired.</p>		
Next Steps/Notes		
Customer Notification Timeline	Customer notification letters are scheduled to be mailed in early January 2017.	
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>		