



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue, SE
Washington, DC 20590

March 27, 2018

[REDACTED]
[REDACTED]
San Diego, CA [REDACTED]

NEF-109 nam
Ref. No. 11074867

Dear [REDACTED]

Thank you for your correspondence concerning your model year (MY) 2014 Mercedes-Benz C250. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your correspondence. I am pleased to respond.

NHTSA is the federal agency responsible for improving safety on our nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. We are aware of the delay for NHTSA Safety Recall Campaign No. 17V-627, that affects certain MY 2013 and MY 2014 C-Class vehicles. An electrostatic discharge, when combined with a broken steering column module clock spring and an insufficient grounding of the steering components, could lead to an inadvertent deployment of the driver airbag. In December 2017, Mercedes-Benz mailed notices to owners to alert them of the defect.

We understand your concerns with the parts delay for Recall 17V-627. Please note that it is not unusual for manufacturers to not have an adequate inventory of recall parts shortly after a recall is announced. Due to the volume of vehicles involved in this recall, Mercedes-Benz has advised that they are conducting this recall in phases. Also, manufacturers may limit the volume of dealer orders or recall parts they automatically ship to dealers to avoid waste and overstocking. We recommend that you continue to follow up with Mercedes-Benz and your dealer on the status of the parts availability for the Recall 17V-627. When you receive the final notification that parts are available, you should contact your Mercedes-Benz dealer to schedule a service appointment immediately.

Should you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, we would appreciate it if you would complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be obtained at our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement