

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [DataQuality, DataQuality \(NHTSA\)](#)
Cc: [EVOQ \(NHTSA\)](#)
Subject: RE: Follow up to ODI Complaint ----11493123- ----
Date: Saturday, February 25, 2023 5:25:35 PM
Attachments: [REDACTED]
Importance: High

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hi

Please see attached documents:

1. Filled out Questionnaire
2. Repair invoice
3. Repair cost quote
4. Problem description

Thank you for your help to solve this safety problem for all Mercedes GLE350 owners!

[REDACTED]

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Sent: Thursday, January 26, 2023 7:55 PM
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----11493123- ----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.
NHTSA/Office of Defects Investigation

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

10-NOV-2022

Repository ☐Reference No.
11493123

OWNER INFORMATION (Type or Print)

Name

Address

City

Briarcliff Manor

State

NY

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4JGDA5HB1HAMAKE
MERCEDES-BENZModel
GLE350Model Year
2017

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner
☐

Dealer's City White Plains

STATE
NYZIP Code
10606

Transmission Type

☐ Antilock Brakes
☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
10-SEP-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING

Failure Mileage
11000.0Failure Speed
20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1 9ABC036)

☐ Original Requirement
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police
N

Narrative Description of Incident(s), Crash(es), Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

The contact owns a 2017 Mercedes-Benz GLE350. The contact stated while driving 20 MPH, the message "Power Steering Malfunction. See Operator Manual" was displayed. The steering became extremely difficult to turn. The contact was unable to maneuver the steering wheel and stopped the vehicle. The contact was able to veer to the side of the road with the assistance of a bystander who drove the vehicle. The contact stated that upon turning off and restarting the vehicle, the warning message disappeared, and the vehicle regained power steering functionality. The contact was able to drive the vehicle to her residence; however, the failure reoccurred while driving. The vehicle was towed to the dealer where it was diagnosed that the actuator module and the steering rack needed to be replaced. The vehicle was not repaired. The manufacturer was notified of the failure. The contact was awaiting a call back from the manufacturer. The failure mileage was approximately 11,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Mercedes-Benz
of White Plains
50 Bank Street
White Plains, NY 10606
914-220-0609

SALE

MID: 5885
TID: 0000HYJG REF#: [REDACTED]
Bank ID: 000000
Batch #: [REDACTED] RRN: 012615358621
01/12/23 16:17:02
APPR CODE: 01064Q
MASTERCARD Chip
***** [REDACTED] **/**

AMOUNT \$3,930.62

APPROVED

CAPITAL ONE
AID: A0000000041010
TVR: 00 00 00 80 00
TSE: E8 00

Thank You
Please Come Again

CUSTOMER COPY

CUSTOMER #:

INVOICE


Mercedes-Benz
WHITE PLAINS

50 BANK STREET · WHITE PLAINS, NY 10606

(914) 949-4002 · FAX: (914) 949-6005

www.mbwwhiteplains.com

Email: service@mbwhiteplains.com

NEW YORK STATE REPAIR SHOP NO. R2600155



DUPLICATE 1

PAGE 1

SERVICE ADVISOR: 8103 FRANK DEMAIO

BRIARCLIFF MANOR, NY

HOME:

CONT:

BUS:

CELL:

COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
BK	17	MERCEDES-BENZ GLE350		4JGDA5HB1HA		12679/12685		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE
25FEB17 DD			18:00 10OCT22			205.00	CASH	11JAN23
R.O. OPENED		READY		OPTIONS:	SOLD-STK:	DLR:	ENG:3.5_Liter	
				TRN:A				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A C/S POWER STEERING MALFUNCTION ON DASH

CAUSE:							
541011	PERFORM QUICK TEST						
	8175WMB93						(N/C)
	8175CMB-1				10.25		10.25
	8022WMB93						(N/C)
	8022CMB-1				10.25		10.25
540650	ON-BOARD POWER SUPPLY VOLTAGE MAINTAIN						
	(WHEN CHECKING/ TESTING AND TROUBLESHOOTING)						
	8175WMB93						(N/C)
	8175CMB-1				10.25		10.25
460661	INDIVIDUAL PARTS STEERING SYSTEMS:						
	 CHECK ACCORDING TO						
	FAULT CODE						
	8175WMB93						(N/C)
	8175CMB-1				10.25		10.25
611069	REMOVE/INSTALL LOWER ENGINE COMPARTMENT						
	PANELING COMPLETE						
	8175WMB93						(N/C)
	8175CMB-1				41.00		41.00
463406	ELECTRIC POWER STEERING REPLACE						
	8175WMB93						(N/C)
	8175CMB-1				686.75		686.75
540991	PROGRAM AND PARAMETERIZE CONTROL UNIT						
	 (AFTER QUICK TEST)						
	8175WMB93						(N/C)
	8175CMB-1				30.75		30.75
1	166-460-60-00-64 STEERING GEAR						
	CMB-1				1983.90	1983.90	1983.90
	WMB93						(N/C)
3	000000-003276 NUT						
	CMB-1				2.48	2.48	7.44
	WMB93						(N/C)
3	910105-012016 SCREW						

IMPORTANT NOTICE TO CLIENTS

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
TIRE TAX	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



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Email: service@mbwhiteplains.com
NEW YORK STATE REPAIR SHOP NO. R2600155

INVOICE

DUPLICATE 1
PAGE 2

SERVICE ADVISOR: 8103 FRANK DEMAIO

BRIARCLIFF MANOR, NY

HOME: CONT:

BUS: CELL:

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
BK	17	MERCEDES-BENZ GLE350		4JGDA5HB1HA			12679/12685		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
25FEB17 DD			18:00 10OCT22			205.00	CASH	11JAN23	
R.O. OPENED		READY		OPTIONS: SOLD-STK:		DLR:	ENG:3.5 Liter		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
			CMB-1		6.60	6.60	19.80
			WMB93				(N/C)
2	002-990-58-54		BIHEXAGONAL NUT				
			CMB-1		8.05	8.05	16.10
			WMB93				(N/C)
2	005-990-47-50-64		COMBINATION NUT				
			CMB-1		4.75	4.75	9.50
			WMB93				(N/C)
406500			PERFORM WHEEL ALIGNMENT CHECK				
			8022WMB93				(N/C)
			8022CMB-1			71.75	71.75
406710			SUPPLEMENT PERFORM VEH WITH EASY ENTRY/EASY EXIT				
			8022WMB93				(N/C)
			8022CMB-1			10.25	10.25

SPLIT FOR LINE A 50/50 LABOR AND PARTS

PARTS: 2036.74 LABOR: 881.50 OTHER: 0.00 TOTAL LINE A: 2918.24
12767

TECH PERFORMED 3 MILE TEST DRIVE (IN:12767) (OUT:13770) AND FOUND THAT 2 MILES INTO THE DRIVE THE POWER STEERING FULLY LOCKED AND AN ELECTRIC STEERING MALFUNCTION MESSAGE APPEARS. TECH PERFORMED INITIAL QUICK TEST AND FOUND THERE IS A CURRENT AND STORED CODE FOR THE ACTUATOR MOTOR CALIBRATION MISSING. TECH ATTEMPTED TO PERFORMED CALIBRATION PROCEDURE, ELECTRIC STEERING RACK WILL NOT CALIBRATE. THERE IS AN INTERNAL FAULT IN THE ELECTRIC STEERING RACK. TECH REMOVED THE FRONT WHEELS AND REMOVED ALL UNDER PANELS FROM VEHICLE. TECH REMOVED BOTH FRONT AXLES AND REMOVED THE FRONT DIFFERENTIAL. TECH REMOVED POWER STEERING RACK AND REINSTALLED IN REVERSE ORDER. TECH PERFORMED INITIAL START UP TEST DRIVE AND INPUT NEW RACK CODE INTO VEDOC. VEHICLE IS OPERATING AS DESIGNED. (13 HOURS)

8022 - PERFORM 4 WHEEL ALIGNMENT, ADJUST CAMBER, CASTER AND TOE TO SPECIFICATIONS. MB WHITE PLAINS IS PROVIDING A ONE TIME 50/50 GOODWILL FOR CUSTOMER LOYALTY AND RETENTION CUSTOMER ACCEPTED

Part+Labor 24/240.00 mile warr.

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
TIRE TAX	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



INVOICE

Mercedes-Benz
WHITE PLAINS

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www.mbwwhiteplains.com
Email: service@mbwhiteplains.com
NEW YORK STATE REPAIR SHOP NO. R2600155

BRIARCLIFF MANOR, NY

HOME: CONT:
BUS: CELL:

DUPLICATE 1
PAGE 3

SERVICE ADVISOR: 8103 FRANK DEMAIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BK	17	MERCEDES-BENZ GLE350	4JGDA5HB1HA		12679/12685		
DEL. DATE	PROD. DATE	WARR. EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB17 DD			18:00 10OCT22		205.00	CASH	11JAN23
R.O. OPENED		READY	OPTIONS: SOLD-STK:		DLR:	ENG:3.5_Liter	
15:29 10OCT22		11:43 11JAN23		TRN:A			

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
B CLIENT REQUEST B SERVICE & RESET FSS UPON COMPLETION
B CLIENT REQUESTS "B" SERVICE AND RESET FSS UPON COMPLETION.

8175CMB-1		469.50	469.50
1 276-180-00-09 TS OIL FILTER ELEMENT	25.00	22.00	22.00
8 000-989-79-02-19-BIPU MB 229.5 SAE 5W-40 BULK	7.36	6.09	48.72
1 007603-012102 RING, GENERAL, METAL	3.70	3.00	3.00
1 000-986-20-00-09 WINDSHIELD WASHER FLUID	6.00	4.80	4.80
1 000-989-56-05-11-0111 BRAKE FLUID	29.34	23.46	23.46
1 166-830-72-01 TS FINE PARTICLE FILTER	76.00	61.00	61.00
1 166-830-02-18 DUST FILTER	24.50	20.00	20.00
1 166-820-10-45-28 TS WIPER BLADE	54.00	43.50	43.50
1 169-820-17-45 WIPER BLADE	12.65	12.65	12.65

PARTS: 239.13 LABOR: 469.50 OTHER: 0.00 TOTAL LINE B: 708.63
12767 PERFORMED B SERVICE, INCLUDED CHANGING OF OIL, OIL FILTER, COMBINATION FILTER, CHECKING BATTERY AND FLUIDS, REPLACED WIPERS

C IN THE EVENT THAT A CONCERN LISTED ON THIS REPAIR ORDER IS NOT A COVERED ITEM UNDER THE MB FACTORY WARRANTY, A DIAGNOSTIC FEE WILL BE APPLIED AT A MINIMUM OF \$180 PER HOUR. BY SIGNING THIS REPAIR ORDER, THE CUSTOMER AGREES TO THESE TERMS.

DG IN THE EVENT THAT A CONCERN LISTED ON THIS REPAIR ORDER IS NOT A COVERED ITEM UNDER THE MB FACTORY WARRANTY, A DIAGNOSTIC FEE WILL BE APPLIED AT A MINIMUM OF \$180 PER HOUR. BY SIGNING THIS REPAIR ORDER, THE CUSTOMER AGREES TO THESE TERMS.

8175CMB-1 0.00 0.00
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

D PERFORM WORLD CLASS INSPECTION PROCESS AND MEASURE TIRE TREAD DEPTH ON ALL TIRES
WCI PERFORM 32-POINT WORLD CLASS INSPECTION

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

X

CLIENT SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
TIRE TAX	
TOTAL CHARGES	
SALES TAX	
PLEASE PAY THIS AMOUNT	

CUSTOMER COPY



Mercedes-Benz
WHITE PLAINS

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www.mbwwhiteplains.com
Email: service@mbwhiteplains.com
NEW YORK STATE REPAIR SHOP NO. R2600155

CELL:

PAGE 4

SERVICE ADVISOR: 8103 FRANK DEMAIO

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLK	17	MERCEDES-BENZ GLE350	4JGDA5HB1HA		12679/12685		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25FEB17 DD			18:00 10OCT22		205.00	CASH	11JAN23
R.O. OPENED		READY		OPTIONS:	SOLD-STK:	DLR:	ENG:3.5_Liter
15:29 10OCT22		11:43 11JAN23		TRN:A			

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				PROCESS AND MEASURE TIRE TREAD DEPTH ON ALL TIRES			
				8175CMB-1		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE D:	0.00

E 2021060009 - PERFORM SOFTWARE UPDATE - 48V BATTERY MANAGEMENT SYSTEM							
NWP NO WORK PERFORMED - SEE COMMENTS.							
				8175CMB-1		0.00	0.00
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE E:	0.00

ESTIMATE: 899.00

10OCT22 15:29 SA: 8103

CONTACT:

#261M CREATED 2022-10-10
03:22:19PM TAKEN BY FR ANK
DEMAIO

Thank You for choosing Mercedes-Benz of White Plains for your automotive needs. Shortly, you will be receiving an email questionnaire. Customer comments have allowed us to deliver the level of service our customers have to come to expect. At Mercedes-Benz of White Plains, "Expect Everything."

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I AUTHORIZE AND APPROVE ALL ADD-ON REPAIRS LISTED.

DESCRIPTION	TOTALS
LABOR AMOUNT	1351.00
PARTS AMOUNT	2275.87
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
TIRE TAX	0.00
TOTAL CHARGES	3626.87
	0.00
SALES TAX	303.75
PLEASE PAY THIS AMOUNT	3930.62

X

CLIENT SIGNATURE _____

CUSTOMER COPY

48V BATTERY MANAGEMENT SYSTEM

Recommended Service: Needs immediate attention

Alignment: PERFORM

\$209.00

COMPUTERIZED 4-WHEEL ALIGNMENT (ATTACH PRINT-OUT TO RO)

☐ Not Today

☐ Add Service

Recommended Service: Fair Condition

[Other]: TECH PERFORMED \$6,591.79

INSPECTION AND FOUND THE ACTUATOR MODULE OF THE POWER STEERING RACK IS NOT OPERATING. REPLACEMENT OF THE RACK IS RECOMMENDED.

☐ Not Today

☐ Add Service

Subtotal for Services

\$980.66

[View detailed estimate](#)

Next

Car Information:

2017 Mercedes GLE350, about 11,000 miles, VIN: 4JGDA5HB1HA [REDACTED]

Incident Description:

The car suddenly lost power steering while driving making the steering wheel impossible to turn for me (it was extraordinarily stiff and heavy). The error message was Power Steering Malfunction: See Operator's Manual. I stopped the car in the middle of a busy local road. A police car stopped behind me because my car was stopped in the middle of the road. He did not give me ticket. I then asked a male bystander to manually steer the car to the side of the road to clear the long traffic jam that's got stuck behind me. The car became a safety hassle for the owner and passenger in the car, as well as other cars on the road because other cars could crash into me. The car regained the steering after a few powering off/on but lost steering again after a few minutes of driving. I've done a few stops and was able to eventually drive home as I was already quite close to home when the problem happened.

The car was then towed to the dealership. They took for a road test and experienced the exact problem as I described. They called me and said that the actuator of the steering wheel was not working and the whole steering rack needs to be replaced which will cost about \$7000. I contacted the manufacturer and called many times throughout a few months. The manufacture was trying to avoid talking to me. The dealer eventually offered paying half for the repair. The car was towed to the dealer on October 10, 2022, but the repair was done on January 11, 2023.

What Was the Problem?

There have been overwhelming numbers of complaints about Power Steering for Mercedes. NHTSA searches and online complaint searches are attached below as the evidence. The manufacturer was well aware of sudden loss of power steering problem given the fact that the manufacturer has had multiple recalls for power steering and steering related problems in the past. The latest one is a recall for 2017 cars for power steering problem. But they never included my VIN in the recall even though my model of GLE350 was included. They knew where parts came from and what cars the parts went to from their parts database. The evidence of those recalls will be provided below as well. There are thousands of cases and complaints on this specific problem related to Mercedes steering wheels to constitute a well-defined class action.

I have been trying to contact the Mercedes USA for a few months. They ignored me and lied to me. The manufacturer said they were going to contact the dealer to find out the problem of my car, but the dealer said they've never heard from the manufacturer. After a few months, a manager finally called me back and said that she was going to email me about her information and will contact me in a few days for the decision. She never called me or emailed me ever since. I was trying to call them frequently, but the operator always said the manager was going to call by end of the day, but it never happened. However, ever since the manager called me, the dealer was calling me almost every day to try to force me to take the car away. Even

though, the dealer said they've never heard from the manufacturer, it was apparent that they've coordinated.

I searched the NHTSA database, there are a lot of loss of power for steering recalls. The screen shots are attached below.

Chart Summary Table											
Report Rec...	NHTSA ID	Recall Link	Manufactur...	Subject	Component	Mfr Campai...	Recall Type	Potentially ...	Recall Desc...	Consequen...	Corrective ...
12/16/2022	22V936000	Go to Recall	Mercedes-Benz...	Loss of Steering Control	STEERING	NR (Not Report...	Vehicle	69	Mercedes-Benz...	A loss of steer...	Dealers will rep...
04/01/2022	22V214000	Go to Recall	Mercedes-Benz...	Unsecured Steering Module Electrical Connector	STEERING	2022040006	Vehicle	4	Mercedes-Benz...	Disabled safety...	Dealers will ins...
03/25/2022	22V189000	Go to Recall	Mercedes-Benz...	Steering Wheel Hands-Off Detection Software Error	STEERING	2022040010	Vehicle	8,396	Mercedes-Benz...	Deactivated ha...	Dealers will up...
12/17/2021	21V990000	Go to Recall	Mercedes-Benz...	Front Axle Carrier May Corrode	STEERING	2022070009	Vehicle	38,312	Mercedes-Benz...	Front axle carri...	Dealers will ins...
12/17/2021	21V989000	Go to Recall	Mercedes-Benz...	Power Steering Assist May Fail	STEERING	2021120016	Vehicle	1	Mercedes-Benz...	A sudden loss ...	A dealer will ins...
04/01/2021	21V229000	Go to Recall	Mercedes-Benz...	Possible Loss of Steering Control	STEERING	2021060001	Vehicle	4,992	Mercedes-Benz...	A separated uni...	MBUSA will not...
10/23/2020	20V651000	Go to Recall	Mercedes-Benz...	Damaged Power Steering Control Unit Wiring Harness	STEERING	2020110012	Vehicle	2,533	Mercedes-Benz...	A loss of power...	MBUSA will not...
11/18/2019	19V822000	Go to Recall	Mercedes-Benz...	Loss of Electric Power Steering Assist	STEERING	2019110014	Vehicle	3	Mercedes-Benz...	A loss of power...	MBUSA will not...
12/07/2018	18V872000	Go to Recall	Mercedes-Benz...	Steering Coupling may not have been Locked	STEERING	2018120010	Vehicle	2	Mercedes-Benz...	If the steering c...	MBUSA will not...
11/29/2018	18V850000	Go to Recall	Mercedes-Benz...	Steering Rack Locknut May Fail, Affecting Steering	STEERING	2019080012	Vehicle	6,373	Mercedes-Benz...	A car that cann...	MBUSA will not...
11/27/2018	18V840000	Go to Recall	Mercedes-Benz...	Loss of Electric Power Steering Assist	STEERING	2019040007	Vehicle	7	Mercedes-Benz...	A loss of electri...	MBUSA will not...
11/14/2017	17V714000	Go to Recall	Mercedes-Benz...	Power Steering may Malfunction and be Disabled	STEERING	2017120009	Vehicle	72	Mercedes-Benz...	If the power ste...	MBUSA will not...
09/19/2017	17V574000	Go to Recall	Mercedes-Benz...	Loss of Power Steering Assist	STEERING	NR (Not Report...	Vehicle	4	Mercedes-Benz...	The improperly ...	MBUSA will not...
Showing Recalls 1 to 13 out of 35											

Chart Summary Table											
Report Rec...	NHTSA ID	Recall Link	Manufactur...	Subject	Component	Mfr Campai...	Recall Type	Potentially ...	Recall Desc...	Consequen...	Corrective ...
07/14/2017	17V447000	Go to Recall	Mercedes-Benz...	Left Front Axle Steering Knuckle may Fail	STEERING	2017090002	Vehicle	110	Mercedes-Benz...	Failure of the le...	MBUSA will not...
04/12/2017	17V252000	Go to Recall	Mercedes-Benz...	Steering Coupling Bolt may be Loose	STEERING	NR (Not Report...	Vehicle	168	Mercedes-Benz...	A loss of steer...	MBUSA will not...
04/11/2017	17V250000	Go to Recall	Mercedes-Benz...	Incorrect Torque on Steering Coupling	STEERING	2017060004	Vehicle	10,832	Mercedes-Benz...	The steering co...	MBUSA will not...
04/11/2017	17V243000	Go to Recall	Mercedes-Benz...	Loss of Electric Power Steering Assistance	STEERING	NR (Not Report...	Vehicle	3	Mercedes-Benz...	A loss of electri...	MBUSA will not...
04/11/2017	17V241000	Go to Recall	Mercedes-Benz...	Possible Loss of Electric Power Steering Assist	STEERING	2017050013	Vehicle	58,323	Mercedes-Benz...	If water enters ...	MBUSA will not...
12/14/2016	16V899000	Go to Recall	Mercedes-Benz...	Loss of Electric Power Steering Assist	STEERING	NR (Not Report...	Vehicle	70	Mercedes-Benz...	If the control u...	MBUSA will not...
06/15/2016	16V438000	Go to Recall	Mercedes-Benz...	Software Error May Disable Power Steering Assist	STEERING	NR (Not Report...	Vehicle	17	Mercedes-Benz...	If the vehicle ex...	MBUSA will not...
12/16/2015	15V845000	Go to Recall	Mercedes-Benz...	Loss of Electric Power Steering Assist	STEERING	2015120006	Vehicle	28,452	Mercedes-Benz...	If the vehicle ex...	MBUSA will not...
03/31/2015	15V192000	Go to Recall	Mercedes-Benz...	Steering Gear Mounting Bolts May Break	STEERING	2015040002	Vehicle	5,058	Mercedes-Benz...	If the steering g...	MBUSA will not...
09/26/2014	14V598000	Go to Recall	Mercedes-Benz...	Possible Loss of Steering Function At Low Speeds	STEERING	2014090008	Vehicle	10,509	Mercedes-Benz...	If the sliding sh...	MBUSA has not...
10/04/2010	10V459000	Go to Recall	Mercedes-Benz...	POWER STEERING PUMP	STEERING	NR (Not Report...	Vehicle	85,300	MERCEDES BE...	OWNERS MAY ...	DEALERS WILL ...
12/19/2008	08V682000	Go to Recall	Mercedes-Benz...	POWER STEERING RACK	STEERING	2008120011	Vehicle	577	MERCEDES-BE...	IF A DEFECTIVE...	MERCEDES-BE...
09/17/2008	08V465000	Go to Recall	Mercedes-Benz...	POWER STEERING HOSE CLAMP	STEERING	2003040005	Vehicle	125,228	MERCEDES-BE...	THE LOSS OF P...	AN EARLIER RE...
Showing Recalls 14 to 26 out of 35											

Some recalls have the exact year and model of my car but not my VIN, like this one below:

April 11, 2017 NHTSA CAMPAIGN NUMBER: 17V241000



Possible Loss of Electric Power Steering Assist

If water enters the power steering control unit, the power steering assist may be deactivated, increasing the risk of a crash.

NHTSA Campaign Number: 17V241000

Manufacturer Mercedes-Benz USA, LLC.

Components STEERING

Potential Number of Units Affected 58,323

Summary

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2016 GLE300d 4Matic, E400 4Matic Coupe, GL63 AMG, GLE350, GLE350 4Matic, GLE350d 4Matic, GLE400 4Matic, GLE43 AMG Coupe 4Matic, GLE550e 4Matic, GLE63 AMG 4Matic, GLE63S AMG 4Matic and GLE63S AMG Coupe 4Matic vehicles, 2017 E300 4Matic and GLS63 AMG 4Matic vehicles, and 2016-2017 GL350 4Matic BlueTec, GL450 4Matic, and GL550 4Matic vehicles. The affected vehicles have an electric power steering connector that may be insufficiently sealed, allowing water to enter the control unit.

Remedy

MBUSA will notify owners, and dealers will replace the connector and inspect the electric power steering rack, replacing the rack as necessary. These repairs will be performed free of charge. Remedy parts are currently unavailable. Interim notices informing owners of the safety risk are expected to be mailed June 30, 2017. Owners will receive a second notice when remedy parts become available. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Some other recalls have the model but not the year, such as this one:

December 16, 2022 NHTSA CAMPAIGN NUMBER: 22V936000



Loss of Steering Control

A loss of steering control can increase the risk of a crash.

NHTSA Campaign Number: 22V936000

Manufacturer Mercedes-Benz USA, LLC

Components STEERING

Potential Number of Units Affected 69

Summary

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2021-2022 GLE350, GLE450, 2022 AMG GLE53, AMG GLE63, and GLS450 vehicles. The steering coupling locking screw may loosen and possibly detach from the steering gear, resulting in a loss of steering control.

Remedy

Dealers will replace the steering coupling locking screw, free of charge. Owner notification letters are expected to be mailed February 14, 2023. Owners may contact MBUSA customer service at 1-800-367-6372.

Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

[7 Affected Products](#) →

[4 Associated Documents](#) →

☐ **Request Research** (Services fees apply)

Internet Research Results on complaints and recalls:

Hello and welcome to another vehicle recall update.

Mercedes-Benz USA recently issued a recall for 72 vehicles from the 2017 model year, including E 300 sedans, S 65 AMG coupes, and Maybach S 600s.

All vehicles in the recall were produced between July 29, 2016 and February 14, 2017.

They all have defects related to brackets on the power steering columns, which could break due to vibration and temperature fluctuation.

If that happens, the power steering assist could become disabled during operation, potentially increasing the risk of a crash.

Mercedes-Benz is asking drivers with affected vehicles to return the vehicles to their dealers for complementary repairs. Owners will be notified of the recall in January 2018.

Mercedes-Benz recalls vehicles with power steering issue

[REDACTED]

[Mercedes-Benz USA](#) (MBUSA) is recalling 58,323 model year 2016 GLE300d 4Matic, E400 4Matic Coupe, GL63 AMG, GLE350, GLE350 4Matic, GLE350d 4Matic, GLE400 4Matic, GLE43 AMG Coupe 4Matic, GLE550e 4Matic, GLE63 AMG 4Matic, GLE63S AMG 4Matic and GLE63S AMG Coupe 4Matic vehicles; model year 2017 E300 4Matic and GLS63 AMG 4Matic vehicles; and model year 2016-2017 GL350 4Matic BlueTec, GL450 4Matic and GL550 4Matic vehicles.

The recalled vehicles have an electric power steering connector that may be insufficiently sealed, allowing water to enter the control unit.

If water enters the power steering control unit, the power steering assist may be deactivated, increasing the risk of a crash.

[REDACTED]

2015 Mercedes-Benz C-Class recalled for power steering failure

[Mercedes-Benz](#) will recall 28,452 examples of the 2015 C300 4Matic and 2015 C400 4Matic sedans with production dates between January 27, 2014, and December 1, 2014.

The Problem: An issue with the electric power steering control unit software can cause the power steering assist to fail.

RECALL Subject : Loss of Electric Power Steering Assist

Report Receipt Date: DEC 16, 2015

NHTSA Campaign Number: 15V845000

Component(s): STEERING

Potential Number of Units Affected: 28,452

All Products Associated with this Recall

Vehicle Make Model Model Year(s)

MERCEDES BENZ C300 2015

MERCEDES BENZ C400 2015

[REDACTED]

Mercedes-Benz to recall 2017-2018 CLA, GLA models over steering concern

Mercedes-Benz is recalling 2017-2018 CLA and GLA models over concerns that they could lose steering, according to a NHTSA filing dated April 1.

The issue affects 2017 CLA250 and 2017-2018 CLA45 AMG, GLA250 and GLA45 AMG models. It stems from an improperly sized steering shaft bore hole that can eventually allow the separation of the steering universal joint, which would make it impossible to steer the vehicle. There's no record of any crashes associated with the defect.

April 1, 2021 **NHTSA CAMPAIGN NUMBER: 21V229000**

Possible Loss of Steering Control

A separated universal joint bearing can cause a loss of steering control and increase the risk of a crash.

NHTSA Campaign Number: 21V229000

Manufacturer Mercedes-Benz USA, LLC

Components STEERING

Potential Number of Units Affected 4,992

Summary

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2017 B250e, CLA250, 2017-2018 AMG CLA45, GLA250, and AMG GLA45 vehicles. The steering shaft bore hole for the universal joint bearing may allow excessive movement that, over time, could result in the separation of the bearing and universal joint.

Remedy

MBUSA will notify owners, and dealers will inspect, and as necessary, replace the steering shaft, free of charge. Owner notification letters were mailed July 23, 2021. Owners may contact MBUSA customer service at 1-800-367-6372. MBUSA's number for this recall is 2021060001.

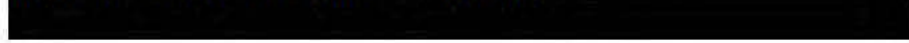
Notes

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

8 Affected Products

14 Associated Documents

Mercedes-Benz STEERING Complaints



Mercedes-Benz GL450 Steering Consumer Complaints



MERCEDES-BENZ RECALLS CARS TO FIX ELECTRIC POWER STEERING



Power Steering Pump Problems of Mercedes Benz M Class



Steering Noise Issue for Mercedes-Benz

