

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: Recall Campaign 2014090008 with Stop Delivery Order – Check Steering Coupling Lock. Model 205 (C-Class). Model Year 2015	DATE: September 24, 2014

IMPORTANT RECALL LAUNCH INFORMATION AND STOP DELIVERY ORDER

This Recall Campaign is being launched today and the 10,509 affected vehicles will be flagged in VMI.

Parts – No parts are required. Repair Time approximately ½ hour.

Owner Notification - Owner notifications will be sent on October 3, 2014.

Warranty Claim Submission – Please hold warranty claim submission until Monday September 29, 2014.

Effective immediately, a stop delivery of all Model Year 2015 C-Class vehicles identified in the attached file or VMI is required.

The affected vehicles that are in dealer inventory, or may be arriving at your dealerships, must be held and not delivered to customers, dealer traded, or used for loaner or demonstration purposes until the recall procedure is performed.

Given this notice, it is a violation of Federal law for a dealer to deliver any new Model Year 2015 C-Class (205) covered by this notification in dealer inventory, for sale or lease, until the vehicle has been repaired.

What's the Issue:

Daimler AG (DAG) has determined that in certain Model Year 2015 C-Class vehicles the steering coupling interlock mechanism may not be properly locked. In the event that the steering coupling interlock mechanism is not in the locked position, the sliding shaft, which is part of the steering column, could potentially become disengaged from the steering coupling socket due to vibrations, steering thrust, or load feedback from the road surface. This might lead to perceptible noises, steering backlash, and in a worst case, loss of steering control, which may increase the risk of a crash.

What We're Doing:

MBUSA therefore has initiated a voluntary recall of all potentially affected vehicles described above. An authorized Mercedes-Benz dealer will check and confirm that the steering coupling interlock mechanism is in the locked position. MBUSA notified the NHTSA on September 23, 2014 of this new recall, which may generate questions from your customers.

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

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 (1-800-367-6372).