



Mercedes-Benz

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

IMPORTANT SAFETY RECALL 2014090008

This notice applies to your vehicle

Steering Coupling Interlock Mechanism
NHTSA Recall # 14V598

October, 2014

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2015 C-Class vehicles where the steering coupling interlock mechanism may not be properly locked. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

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. An authorized Mercedes-Benz dealer will check and confirm that the steering coupling interlock mechanism is in the locked position.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately one half hour, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see www.MBUSA.com/dealerlocator. **Please mention you are scheduling an appointment to repair your steering coupling interlock mechanism under Recall Campaign # 2014090008.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which, for your convenience, is located above your name at the top of this letter.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations

Should you have any questions or encounter any difficulty regarding this Recall Campaign please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.MBUSA.com/recall.

If an authorized Mercedes-Benz dealer or MBUSA fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,



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Phone 1-800-FOR-MERCEDES (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

☐ SCRAPPED

☐ STOLEN

☐ OTHER _____

☐ SOLD _____ I HAVE SOLD THE VEHICLE TO:

☐ MY NEW ADDRESS IS:

NAME _____

STREET _____

APT. _____

CITY _____

STATE _____

ZIP _____

PHONE _____

THANK YOU FOR YOUR COOPERATION