

Part 573 Safety Recall Report**15V-845****Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** JAN 05, 2016**NHTSA Recall No. :** 15V-845**Manufacturer Recall No. :** 2015120006**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : One Mercedes Dr, PO Box 350
Montvale NJ 07645-0350

Company phone : 1-800-367-6372

Population :

Number of potentially involved : 28,452

Estimated percentage with defect : 100

Vehicle Information :

Vehicle : 2015-2015 Mercedes-Benz C-Class C300 4Matic sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.049 WF4K 25847vehicles

Production Dates : JAN 27, 2014 - DEC 01, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Vehicle : 2015-2015 Mercedes-Benz C-Class C400 4Matic sedan

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.066 WF6G 2605 vehicles

Production Dates : JAN 27, 2014 - DEC 01, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs**Description of Defect :**

Description of the Defect : Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles has decided that on certain C-Class 4MATIC vehicles (205 platform), under rare circumstances, an error in the electric power steering control unit software could result in a deactivation of the electric power steering assist.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : In a worst case scenario electric power steering assist might be deactivated. Should this occur, the steering function would still be available but increased steering effort might be required. Depending on the driving situation this might increase the risk of a crash.

Description of the Cause : Due to a software design issue at a supplier, a certain software version in rare circumstances might not meet the required performance specifications.

Identification of Any Warning that can Occur : The driver is made aware of the electric power steering deactivation by a red warning message in the instrument cluster.

Supplier Identification :

Component Manufacturer

Name : Robert Bosch Automotive Steering GmbH

Address : Richard-Bullinger-Straße 77
Schwäbisch Gmünd FOREIGN STATES 73527

Country : Germany

Chronology :

In November 2014, DAG and the supplier launched initial investigations based on two individual field reports describing instances in which customers allegedly experienced the subject condition outlined above. No third party damages or personal injuries were reported.

In January 2015, the supplier reported that the reason for the deactivation of the power steering assist in the subject cases related to the software buffer memory.

To determine the root cause of the software buffer memory overflow, additional investigations were conducted from February 2015 until June 2015. This included on-vehicle testing with measuring equipment and software simulations to analyze the influence of diagnostic routines on the software buffer memory.

As the results of the analyses were not conclusive, a Black Belt project was initiated in July 2015.

In September 2015, this project determined that the subject software version buffer memory size might not meet the requirements in a worst-case scenario.

In October and November 2015, these results were reviewed with the supplier to determine the influencing factors for the buffer memory overflow. Furthermore, DAG reviewed logistics documents together with the supplier to determine the potentially affected vehicle population.

In December 2015, DAG determined that a potential safety risk cannot be excluded in the subject vehicles.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the power steering software on the affected vehicles. Pursuant to 49 C.F.R. § 577.11(e), MBUSA does not plan to provide notice about pre-notice reimbursement to owners since all involved vehicles remain covered under the new vehicle warranty.

How Remedy Component Differs from Recalled Component : Software with increased buffer memory

Identify How/When Recall Condition was Corrected in Production : New software with different buffer

memory size parameters ensures that this complaint can no longer occur in C-Class vehicles produced from 12/01/2014 onwards

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign in December 2015.
MBUSA estimates an owner notification will be mailed in January 2016, after NHTSA has approved the draft customer letter.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported