

Part 573 Safety Recall Report

16V-438

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** JUN 13, 2016**NHTSA Recall No. :** 16V-438**Manufacturer Recall No. :** NR**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 : 17

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2016-2016 Mercedes-Benz C-Class C300 4Matic

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.049 WF4K 17 vehicles

Production Dates : NOV 04, 2015 - MAR 01, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential**Description of Defect :**

Description of the Defect : Daimler AG ('DAG'), the manufacturer of Mercedes-Benz vehicles has become aware that on certain C-Class (205 platform) vehicles, the result of the torque sensor control calculation in the electric power steering control unit might be implausible due to a software issue. In rare cases, this could lead to temporary deactivation of the electric power steering assist.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Depending on the traffic situation, most likely while parking the vehicle at low speed with high torque at the steering wheel, the loss of the power steering assist could lead to an increased risk of a crash.

Description of the Cause : Should an offset-value beyond the critical threshold have been added by the supplier, the result of the torque sensor control calculation in the electric power steering control unit might be affected. In this case, a fault code would be stored and the power steering assist would be deactivated while driving.

Identification of Any Warning that can Occur : If this occurs, the customer would immediately receive a display message in the instrument cluster as well as an acoustic chime.

Supplier Identification :**Component Manufacturer**

Name : Robert Bosch Automotive Steering GmbH
Address : 73527 Schwäbisch Gmünd
FOREIGN STATES
Country : Germany

Chronology :

On June 16, 2015, the power steering supplier included an offset-value into the electric power steering control unit in order to optimize production. On December 21, 2015, the first vehicle showing the mentioned failure mode was reported from the DAG-plant in Bremen, Germany, followed by a field incident from Canada. On January 13, 2016, a second vehicle was reported from the Bremen-plant. Even though the final root-cause for the issue was not yet known, the supplier was asked to set the offset in the control module to zero as an immediate countermeasure. This was executed at the supplier's production site on February 10, 2016 for the 205 platform. On February 11, 2016, the supplier confirmed a fault in the algorithm of the control calculation. This failure mode can only occur if the offset value of the electric power steering control module is beyond a certain critical threshold. Upon completion of the in-depth analysis, and identification of the production range of all potentially affected steering gears and respective VINs, DAG decided to conduct a voluntary safety recall for this issue on June 6, 2016.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will update the software for the electric power steering control unit. 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 : NR

Identify How/When Recall Condition
was Corrected in Production : NR

Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign in June, 2016. A copy of all communications will be provided when available. Owners will be notified in July 2016, approximately one week after recall launch to the dealers.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported