



MERCEDES-BENZ USA, LLC
303 Perimeter Center North, Suite 202
Atlanta, GA, 30346
Phone: (770) 705-0600
Fax: (770) 705-0117
MBUSA.com

Service

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 2016 120005 MY 2017 Model 207(E-Coupe) Replace Electric Power Steering ECU	DATE: December 22, 2016

IMPORTANT NEW RECALL INFORMATION

Please see the attached document for the subject new recall campaign.





NEW RECALL CAMPAIGN NOTIFICATION

December 22, 2016

Campaign No. :	Electric Power Steering ECU Replacement	
2016120005		
<p>This is to notify you of a new Recall Campaign to replace the Electric Power Steering Electronic Control Unit on 70 MY2017 E-Class Coupe (207 platform) vehicles. Please review the recall information below. All affected VINs are flagged in VMI as "Pending". We are working to launch the recall in early February when parts become available. This recall will be posted to the NHTSA www.safercar.gov website shortly and may generate questions from customers or media. Customer inquiries should be directed to the CAC. Media inquiries should be directed to the MBUSA PR department.</p> <p>There is no action required until the next NCU is posted and the recall is launched.</p>		
Background		
Issue	Daimler AG ('DAG') the manufacturer of Mercedes-Benz vehicles has become aware that certain E-Class Coupe (207 platform) vehicles might have been built with electric power steering control units that were equipped with improperly soldered contacts. If the affected pins lose complete electrical contact, the vehicle's electric power steering may deactivate, increasing the risk of a crash. In addition, the complete loss of electrical contact could lead to a short circuit within the control unit, increasing the risk of a fire.	
What We're Doing	MBUSA will conduct a voluntary recall when parts become available in Early February. An authorized Mercedes-Benz dealer will replace the control unit on the affected vehicles.	
Parts	Parts are not yet available, and will likely become available in early February, 2017.	
Vehicles Affected		
Vehicle Model Year	2017	
Vehicle Models	E-Class Coupe (207 platform)	
Vehicle Populations		
Total Recall Population	70	
Total Vehicles in Dealer Inventory	0	
Dealer Notification (NCU)		
Documentation pertaining to this recall will be received by dealers in NetStar and Star TekInfo on the following date:	December 22, 2016	
Next Steps/Notes		
Owner notification letter timeline	Customer interim notification letters will be mailed in early January 2017, informing them that parts are not yet available. We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send owners another letter asking them to take their vehicle to an authorized Mercedes-Benz dealer to have the issue corrected free of charge. Customers may continue to drive their vehicles until parts become available.	
AOMS/SOMS	AOMs – Please make sure your dealers read and understand the details of this recall.	
<p>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. Please contact Allen Ambulo (x2579) or me with any questions.</p>		