



Mercedes-Benz

May 5, 2017

Mercedes-Benz USA, LLC
A Daimler Company

VIA NHTSA Portal

National Highway Traffic Safety Administration
Attention: Recall Management Division
1200 New Jersey Avenue, S.E.
NVS-200, Room W45-306
Washington, D.C. 20590

Re: NEF-107 16V438 Software Error May Disable Power Steering Assist

In an email dated April 13, 2017 to Mercedes-Benz USA, LLC ("MBUSA"), NHTSA reiterated that recall notification letters must be mailed to owners within 60 days of filing a Part 573 Report with NHTSA. The letters for the subject recall did not meet this deadline. NHTSA requested an explanation from MBUSA for the delay in notifying owners of this safety recall and what steps we will take to ensure future recall notifications are issued within 60 days.

MBUSA submitted the Part 573 Report on June 13, 2016, 2016, for the subject recall involving 17 vehicles. The recall was launched to dealers on July 8, 2016. Based on the small number of vehicles affected, the authorized Mercedes-Benz dealers were provided with the customer contact information via an MBUSA Field representative and advised to contact customers directly. At the time, no customer letters were mailed based on MBUSA's understanding of low volume recall customer notification. On August 4, 2016, NHTSA provided MBUSA with an email reminder regarding the 60 day threshold. On August 5, 2016, the undersigned and Jennifer Timian discussed the topic via phone call, where it was confirmed with MBUSA that owner notification consistent with part 577 is due for all campaigns, no matter the size. Also, while it is true that under 573.6(c)(10) that a representative copy of a notification issued to only one purchaser does not have to be submitted to the agency, the notification must nevertheless occur.

It was also confirmed that OEMs should always be prepared to issue a mailed notification within the required 60 days no matter the vehicle population size.

MBUSA has incorporated the recommendations for low volume recalls, and will continue to work diligently to meet the 60 day notification deadline for any future recalls.

Should you have any questions, please do not hesitate to contact Mr. R. Thomas Brunner at brunnert@mbusa.com.

Sincerely,

R. Thomas Brunner
Department Manager,
Vehicle Compliance and Analysis

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