

April 21, 2017

Mr. R. Thomas Brunner Dept Manager VCA Mercedes-Benz USA, LLC. 1 Mercedes Drive Montvale, NJ 07645

Subject: Possible Loss of Electric Power Steering Assist

Dear Mr. Brunner:

This letter serves to acknowledge Mercedes-Benz USA, LLC.'s notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

#### Makes/Models/Model Years:

MERCEDES BENZ/E300/2017 MERCEDES BENZ/E400/2016 MERCEDES BENZ/GL350/2016-2017 MERCEDES BENZ/GL450/2016-2017 MERCEDES BENZ/GL550/2016-2017 MERCEDES BENZ/GL63/2016 MERCEDES BENZ/GL63/2016 MERCEDES BENZ/GLE300D/2016 MERCEDES-BENZ/GLE350/2016 MERCEDES-BENZ/GLE4300/2016 MERCEDES-BENZ/GLE43/2016 MERCEDES-BENZ/GLE43/2016 MERCEDES-BENZ/GLE63/2016

Mfr's Report Date: April 11, 2017

NHTSA Campaign Number: 17V-241

**Components:** 

STEERING: ELECTRIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 58,323

## **Problem Description:**

Mercedes-Benz USA, LLC. (MBUSA) is recalling certain 2016 GLE300d 4Matic, E400 4Matic Coupe, GL63 AMG, GLE350, GLE350 4Matic, GLE350d 4Matic, GLE400 4Matic, GLE43 AMG Coupe 4Matic, GLE550e 4Matic, GLE63 AMG 4Matic, GLE63S AMG 4Matic and GLE63S AMG Coupe 4Matic vehicles, 2017 E300 4Matic and GLS63 AMG 4Matic vehicles, and 2016-2017 GL350 4Matic BlueTec, GL450 4Matic, and GL550 4Matic vehicles. The affected vehicles have an electric power steering connector that may be insufficiently sealed, allowing water to enter the control unit.



1200 New Jersey Avenue SE Washington, DC 20590

> NEF-150TB 17V-241

# **Consequence:**

If water enters the power steering control unit, the power steering assist may be deactivated, increasing the risk of a crash.

# **Remedy:**

MBUSA will notify owners, and dealers will replace the connector and inspect the electric power steering rack, replacing the rack as necessary. These repairs will be performed free of charge. The recall is expected to begin in May 2017. Owners may contact MBUSA customer service at 1-800-367-6372.

# Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Tariq Bond who may be reached by phone at 1-202-366-5472, or by email at tariq.bond@dot.gov or through the office email at rmd.odi@dot.gov. We look forward to working with you.

Sincerely,

Jennifer Timian Chief, Recall Management Division Office of Defects Investigations Enforcement

