



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

October 2, 2017

Mr. R. Thomas Brunner
Dept Manager VCA
Mercedes-Benz USA, LLC.
13470 International Parkway
Jacksonville, FL 32218

NEF-150SM
17V-574

Subject: Loss of 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/C43 AMG/2017
MERCEDES BENZ/E300/2017
MERCEDES BENZ/E43 AMG/2017
MERCEDES BENZ/GLC300/2017

Mfr's Report Date: September 19, 2017

NHTSA Campaign Number: 17V-574

Components:

STEERING:ELECTRIC POWER ASSIST SYSTEM

Potential Number of Units Affected: 4

Problem Description:

Mercedes-Benz USA, LLC. (MBUSA) is recalling one 2017 C43 AMG, one E300 4Matic sedan, one GLC300, and one E43 AMG 4Matic sedan. These vehicles have electrical power steering control units with improperly welded contact pins.

Consequence:

The improperly welded pins may lose contact, deactivating the power steering assist and increasing the risk of a crash.

Remedy:

MBUSA will notify owners, and dealers will replace the electric power steering rack, free of charge. The recall is expected to begin November 10, 2017. Owners may contact MBUSA customer service at 1-877-496-3691.

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).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

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 Sarah Mcshane who may be reached by phone at (202) 366-7401, or by email at sarah.mcshane@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