

Part 573 Safety Recall Report

17V-252

Manufacturer Name : Mercedes-Benz USA, LLC.**Submission Date :** APR 12, 2017**NHTSA Recall No. :** 17V-252**Manufacturer Recall No. :** NR**Manufacturer Information :****Population :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Number of potentially involved : 168

Address : One Mercedes Dr, PO Box 350
Montvale NJ 07645-0350

Estimated percentage with defect : 1 %

Company phone : 1-800-367-6372

Vehicle Information :

Vehicle 1 : 2013-2014 Mercedes-Benz C250

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 204.047 GF4H 10 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2013-2013 Mercedes-Benz C250 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 204.347 GJ4H 12 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2013-2014 Mercedes-Benz C300 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 204.080 GF8A 15 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 4 : 2013-2013 Mercedes-Benz C350

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 204.057 GF5H 2 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2013-2013 Mercedes-Benz C350 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 204.388 GJ8J 1 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2013-2013 Mercedes-Benz C350 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 204.357 GJ5H 1 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 7 : 2013-2013 Mercedes-Benz C63 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 204.377 GJ7H 2 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 8 : 2013-2014 Mercedes-Benz GLK250 4MATIC BLUETEC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : DIESEL

Descriptive Information : 204.904 GG0E 31 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 9 : 2013-2014 Mercedes-Benz GLK350

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 204.957 GG5H 34 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 10 : 2013-2015 Mercedes-Benz GLK350 4MATIC

Vehicle Type : LIGHT VEHICLES

Body Style : SUV

Power Train : GAS

Descriptive Information : 204.988 GG8J 60 Vehicles

Production Dates : JAN 01, 2013 - DEC 31, 2014

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 determined that on certain C-Class and GLK vehicles (204 platform) the steering coupling bolt connection might have been incorrectly torqued.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : An incorrectly torqued steering coupling bolt and nut might loosen due to vibrations during vehicle operation. If the nut loosens completely and comes off the retaining bolt, the bolt could slide out of the steering coupling. Relative movements might subsequently lead to a separation of the steering coupling from the steering shaft and the vehicle will lose its ability to steer and increase the risk of a crash.

Description of the Cause : In January 2013 the production line was redesigned for the assembly of the successor models C-Class and GLC (205/253 platforms). This included a change in the torque process for the steering coupling for the models C-Class and GLK (204 platform).

Due to an assembly error during vehicle production, certain C-Class and GLK vehicles (204 platform) on which the steering coupling bolt connection was incorrectly torqued in the series production might not have been reworked.

Identification of Any Warning NR
that can Occur :

Supplier Identification :

Component Manufacturer

Name : NR

Address : NR

NR

Country : NR

Chronology :

In the end of November 2016, DAG initiated investigations based on an individual field report describing an instance in which a customer allegedly experienced the subject condition outlined above. In addition, parts of the affected vehicle were requested for further analysis.

DAG determined that on the subject vehicle, the steering coupling had separated due to an incorrectly torqued bolt connection. Analysis of the vehicle repair history determined that no work on the steering system had been carried out since production of the vehicle.

In January 2017, investigations of the processes in the vehicle assembly plant were conducted. A possible individual worker error during the rework of vehicles was identified.

In February 2017, a check for the torque results on the job cards of all produced vehicles was initiated in order to identify the potentially affected vehicles.

In early April 2017, DAG determined that a potential safety risk cannot be ruled out.

Description of Remedy :

Description of Remedy Program : An authorized Mercedes-Benz dealer will check the steering coupling bolt connection torque on the affected vehicles and rework it, if necessary. 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 : Owners will be notified in May 2017, approximately one week after recall launch to the dealers. Dealers will be notified of the voluntary recall campaign in April 2017. A copy of all communications will be provided when available.

Planned Dealer Notification Date : NR - NR

Planned Owner Notification Date : NR - NR

* NR - Not Reported