



Mercedes-Benz

Mercedes-Benz USA, LLC

Christian Treiber

Vice President

Customer Services

IMPORTANT SAFETY RECALL 2017100004

This notice applies to your vehicle, VIN:

Replace Electric Power Steering Rack

NHTSA Recall # 17V574

November, 2017

2017100004

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2017 C-Class, MY 2017 E-Class, and MY 2017 GLC-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain MY 2017 C-Class, MY 2017 E-Class, and MY 2017 GLC vehicles, the contacts inside the electric power steering control unit might not have been properly welded. If the pins completely lose contact, the electric power steering assist will deactivate, increasing the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer, will replace the electric power steering rack your vehicle. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to **3.5 hours**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbusa.com/recall. **Please mention you are scheduling an appointment to replace the electric power steering rack under Recall Campaign # 2017100004.**

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,



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VIN:

- ☐ EXPORTED
- ☐ LEASE, VEHICLE RETURNED
- ☐ SCRAPPED

- ☐ SOLD
- ☐ STOLEN
- ☐ OTHER

MY NEW NAME OR ADDRESS IS:

[illegible][illegible]

Apt

[illegible]

ZIP

[illegible][illegible][illegible]

Mobile (numbers only)

Signature

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

THANK YOU FOR YOUR COOPERATION