



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

1200 New Jersey Avenue SE  
Washington, DC 20590

April 9, 2018

Mr. Greg Gunther  
Mercedes-Benz USA, LLC.  
13470 International Parkway  
Jacksonville, FL 32218

NEF-150JK  
18V-207

**Subject:** Seatbacks may Not Lock

Dear Mr. Gunther:

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/C300/2017-2018  
MERCEDES BENZ/C43 AMG/2017-2018  
MERCEDES BENZ/C63 AMG/2017  
MERCEDES BENZ/C63S AMG/2017-2018  
MERCEDES BENZ/E400/2018

**Mfr's Report Date:** March 29, 2018

**NHTSA Campaign Number:** 18V-207

**Components:**  
SEATS

**Potential Number of Units Affected:** 3,088

**Problem Description:**

Mercedes-Benz USA, LLC (MBUSA) is recalling certain 2017-2018 C43 AMG 4Matic Coupe, C300 Coupe, C300 4Matic Coupe, C300 4Matic Cabriolet, C300 Cabriolet, C43 AMG 4Matic Cabriolet and C63S AMG Cabriolet, 2017 C63 AMG Cabriolet, C63S AMG Coupe and C63 AMG Coupe, 2018 E400 Coupe and E400 4Matic Coupe vehicles. The seatbacks of the front seats may not properly lock on the right side of the seat.

**Consequence:**

If the seatback does not properly lock, in the event of a crash, the seatbacks may fold forward, increasing the risk of injury.

**Remedy:**

MBUSA will notify owners, and dealers will inspect the locking of the seatbacks, replacing the seatbacks lock, as necessary, free of charge. The recall is expected to begin May 25, 2018. 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](http://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 Jennifer Kruger who may be reached by phone at (202) 366-2461, or by email at [jennifer.kruger@dot.gov](mailto:jennifer.kruger@dot.gov) or through the office email at [rmd.odi@dot.gov](mailto:rmd.odi@dot.gov). We look forward to working with you.

Sincerely,



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