

# Part 573 Safety Recall Report

# 18V-850

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** AUG 22, 2019**NHTSA Recall No. :** 18V-850**Manufacturer Recall No. :** 2019080012**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : 13470 International Parkway  
Jacksonville FL 32218

Company phone : 1-877-496-3691

**Population :**

Number of potentially involved : 6,162

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2015-2016 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.048 WF4J 2 Vehicles

The recall population was determined through production records and small number with an earlier production date when a potentially affected steering rack was installed during an earlier repair. Unaffected vehicles contain locknuts that meet production specifications

Production Dates : JUL 16, 2015 - FEB 02, 2016

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2019-2019 Mercedes-Benz E450 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 238.367 1J6H 3 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 3 : 2017-2017 Mercedes-Benz C300 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.348 WJ4J 1 Vehicle

The recall population was determined through production records and small number

with an earlier production date when a potentially affected steering rack was installed during an earlier repair. Unaffected vehicles contain locknuts that meet production specifications

Production Dates : MAR 07, 2016 - MAR 07, 2016

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 4 : 2017-2017 Mercedes-Benz C63 Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.486 WK8G 1 Vehicle

The recall population was determined through production records and small number with an earlier production date when a potentially affected steering rack was installed during an earlier repair. Unaffected vehicles contain locknuts that meet production specifications

Production Dates : DEC 21, 2016 - DEC 21, 2016

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 5 : 2015-2015 Mercedes-Benz C63S AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.087 WF8H 1 Vehicle

The recall population was determined through production records and small number with an earlier production date when a potentially affected steering rack was installed during an earlier repair. Unaffected vehicles contain locknuts that meet production specifications

Production Dates : DEC 05, 2014 - DEC 05, 2014

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 6 : 2018-2019 Mercedes-Benz C300

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.048 WF4J 3864 Vehicles  
205.083 WF8D 16 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 7 : 2018-2019 Mercedes-Benz C300 Cabrio  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : 205.448 WK4J 337 Vehicles  
205.483 WK8D 1 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 8 : 2018-2019 Mercedes-Benz C300 Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : 205.348 WJ4J 248 Vehicles  
205.383 WJ8D 2 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 9 : 2018-2019 Mercedes-Benz C350e  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : HYBRID ELECTRIC

Descriptive Information : 205.047 WF4H 135 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 10 : 2018-2019 Mercedes-Benz C63 AMG  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : 205.086 WF8G 28 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 11 : 2018-2018 Mercedes-Benz C63 AMG Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.486 WK8G 17 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 12 : 2018-2018 Mercedes-Benz C63 AMG Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.386 WJ8G 33 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 13 : 2018-2018 Mercedes-Benz C63S AMG

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

Descriptive Information : 205.087 WF8H 36 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 14 : 2018-2019 Mercedes-Benz C63S AMG Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.487 WK8H 44 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin :

NR

End : NR

 Not sequential

Vehicle 15 : 2018-2018 Mercedes-Benz C63S AMG Coupe  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : 205.387 WJ8H 92 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 16 : 2019-2019 Mercedes-Benz CLS450  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : 257.358 2J5J 2 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 17 : 2018-2018 Mercedes-Benz E300  
Vehicle Type : LIGHT VEHICLES  
Body Style : 4-DOOR  
Power Train : GAS

Descriptive Information : 213.048 ZF4J 749 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 18 : 2018-2018 Mercedes-Benz E400 Cabrio  
Vehicle Type : LIGHT VEHICLES  
Body Style : 2-DOOR  
Power Train : GAS

Descriptive Information : 238.465 1K6F 277 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin : NR End : NR

Not sequential

Vehicle 19 : 2018-2018 Mercedes-Benz E400 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 238.365 1J6F 270 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 20 : 2019-2019 Mercedes-Benz E450 Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 238.467 1K6H 2 Vehicles

The recall population was determined through production records. Unaffected vehicles contain locknuts that meet production specifications.

Production Dates : JAN 02, 2018 - OCT 05, 2018

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Vehicle 21 : 2017-2017 Mercedes-Benz C300 Cabrio

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.448 WK4J 1 Vehicle

The recall population was determined through production records and small number with an earlier production date when a potentially affected steering rack was installed during an earlier repair. Unaffected vehicles contain locknuts that meet production specifications

Production Dates : JAN 23, 2017 - JAN 23, 2017

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 Model Year ("MY") 2018-2019 C-Class (205 platform), E-Class (213 platform), E-Class Coupe (238 platform), CLS-Class (257 platform) vehicles with rear-wheel drive a locknut in the steering rack might have internal material cracks. Additionally, six MY 2015-2017 C-Class (205 platform) vehicles were identified as having been previously repaired using the affected locknut.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** In the unlikely event that such a locknut was installed in the affected vehicle population, large lateral forces, such as those encountered by impacting a curb during maneuvering or parking, could cause the locknut to break. This could cause the steering to become fixed in a static position, which would increase the risk of a crash.

**Description of the Cause :** Due to a production deviation at a sub-supplier (Tier-4), a certain batch of locknuts might have internal material cracks and thereby not meet the strength requirements specified.

**Identification of Any Warning that can Occur :** The customer will not receive an advance warning due to the nature of the failure mechanism.

## Supplier Identification :

### Component Manufacturer

Name : thyssenkrupp Presta Aktiengesellschaft

Address : Essanestrasse 10  
Eschen FOREIGN STATES 9492

Country : Liechtenstein

## Chronology :

In February 2018, the supplier of the steering rack informed DAG about instances of broken locknuts in the supplier's production process.

Subsequently, DAG launched investigations of this issue together with the supplier. It was determined that the material of a certain batch of locknuts might have internal cracks due to a process deviation at a sub-supplier (Tier-4). As a result, it was concluded that locknuts exhibiting this issue would be identified in the production process of the supplier by the installed quality inspections and application of defined loads and forces to the steering racks in the production process. These conclusions were confirmed by additional high-stress load testing of potentially affected locknuts.

After this investigation was completed, DAG determined in March 2018 that no safety relevance for this issue existed, as all potentially affected locknuts or steering racks would be identified in the supplier's production process.

In June 2018, DAG was informed about an instance of a fixed steering assembly during unloading of a new vehicle at a dealer in Asia. The steering rack of this vehicle was shipped to the supplier for investigation and in mid-July 2018 a broken locknut was identified as the root cause.

Subsequently, the investigation of the aforementioned issue was re-opened in order to clarify why the locknut was not identified as faulty during the production process of the supplier.

In the course of this investigation in August and September 2018, it was concluded that the locknut in question had internal cracks in the material, thus making it impossible for those cracks to be detected by the installed quality inspections at the supplier. Until then, it was assumed that all cracks would be visible on the surface and thus be detectable by the installed magnetic particle testing (fluxing).

Furthermore, it was concluded that the existing conformity-of-production tests that apply defined forces to each steering rack might not in ev

### Description of Remedy :

Description of Remedy Program : As a precautionary measure an authorized Mercedes-Benz dealer will replace the steering rack on the affected vehicles. 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 : The steering racks to be installed in the scope of the recall contain locknuts which meet production specifications.

Identify How/When Recall Condition was Corrected in Production : A change in the production procedure of our supplier ensures that this issue can no longer occur from October 16, 2018 onwards.

### Recall Schedule :

Description of Recall Schedule : Dealers will be notified of the pending voluntary recall campaign in December 2018. Owners were initially notified approximately of the recall in January 2019 via interim letter. Dealers will be notified of the recall launch in August 2019. Owners will be notified approximately a week after recall launch to dealers in September 2019. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 17, 2018 - NR

Planned Owner Notification Date : JAN 25, 2019 - NR

\* NR - Not Reported