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Service

newschannel update

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers	FROM: Gregory Gunther, Department Manager, Vehicle Compliance and Analysis, Engineering Services
RE: Recall Campaign Initial Notification Replace Steering Rack MY15-17 205 (C-Class) & MY18-19 Various Models	DATE: December 17, 2018

IMPORTANT NEW RECALL CAMPAIGN INFORMATION





RECALL CAMPAIGN INITIAL NOTIFICATION

December 17, 2018

Campaign No. :	NHTSA ID	Campaign Desc. :	Replace Steering Rack
TBA	18V850	PEND STR LKNUT	
<p>This is to notify you of a new Recall Campaign regarding the steering locknuts on certain 6156 Model Year (“MY”) 2015-19 C-Class (205 platform), E-Class (213 platform), E-Class Coupe (238 platform), and CLS-Class (257 platform) vehicles. The recall campaign will be visible on the www.safercar.gov website and may generate questions from customers. Affected VINs will be flagged in VMI as “PENDING” on December 17, 2018.</p>			
Background			
Issue	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), and CLS-Class (238 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. As a precautionary measure an authorized Mercedes-Benz dealer will replace the steering rack on the affected vehicles.		
What We’re Doing	MBUSA will conduct a voluntary recall. An additional notification will be sent when the remedy is available.		
Parts	Parts are not yet available. An additional notification will be sent once the parts are available for repairs.		
Vehicles Affected			
Vehicle Model Year(s)	2015-2017 (6 vehicles), 2018-2019		
Vehicle Model	C-Class, E-Class, E-Class Coupe, CLS-Class		
Vehicle Populations			
Total Recall Population	6156		
Total Vehicles in Dealer Inventory	191		
<p>Given this notice, it is a violation of Federal law for a dealer to sell or lease any new MY15-17 C-Class, MY18-19 C-Class, E-Class, E-Class Coupe, or CLS-Class vehicles in dealer inventory covered by this notification until the vehicle has been repaired. Once the remedy is available, the vehicles will be flagged as “OPEN” and Work Instructions will be available in Star TekInfo Once the repair is complete, the vehicle may be sold or leased.</p> <p style="text-align: center;">Loaner and demonstrator vehicles may continue to be driven, but must not be retailed until repaired.</p> <p>Additionally, given this notice, it is a violation of Federal Law for car rental companies to rent new MY15-17 C-Class, MY18-19 C-Class, E-Class, E-Class Coupe, or CLS-Class vehicles covered by this notification until the vehicle has been repaired.</p>			
Next Steps/Notes			
Customer Notification Timeline	Customer letters will be mailed approximately one week after the remedy becomes available.		
AOMS/SOMS	AOMs – This recall may generate questions from your dealers. Please forward this notice to your dealers ASAP.		
Rental Fleet Partners	This recall may affect vehicles in your fleet. Please contact your respective MBUSA fleet representative for further information and next steps. For repairs, please contact your preferred MBUSA dealer.		
<p>While we regret any inconvenience this may cause, MBUSA is determined to maintain a high level of vehicle quality and customer satisfaction. Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEDES.</p>			