

# Part 573 Safety Recall Report

# 18V-872

**Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** DEC 07, 2018**NHTSA Recall No. :** 18V-872**Manufacturer Recall No. :** NR**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 : 2

Estimated percentage with defect : 1 %

**Vehicle Information :**

Vehicle 1 : 2018-2018 Mercedes-Benz E400 Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 238.365 1J6F 1 vehicle.

The recall population was determined through production records. Vehicles not affected have a documented steering coupling locking status.

Production Dates : MAY 17, 2018 - MAY 17, 2018

VIN Range 1 : Begin : NR End : NR

 Not sequential

Vehicle 2 : 2018-2018 Mercedes-Benz C300 4MATIC Coupe

Vehicle Type : LIGHT VEHICLES

Body Style : 2-DOOR

Power Train : GAS

Descriptive Information : 205.349 WJ4K 1 vehicle.

The recall population was determined through production records. Vehicles not affected have a documented steering coupling locking status.

Production Dates : MAY 14, 2018 - MAY 14, 2018

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 E-Class Coupe/Convertible vehicles (205/238 platforms) the locking status of the steering coupling was not correctly documented during assembly in the production plant.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Due to the incorrect documentation, no confirmation is available that the steering coupling was correctly locked during the assembly process. There is no actual evidence indicating incorrectly locked steering couplings. If a steering coupling would not be correctly locked, the mechanical connection between steering wheel and steering rack might loosen during driving. This could cause the steering to be impaired, which could increase the risk of a crash.

**Description of the Cause :** Due to a software bug in the documentation of the test results regarding the locking status of the steering coupling, no confirmation about the correct locking is available for the affected vehicles.

**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 : NR

Address : NR

NR

Country : NR

## Chronology :

In May 2018, during an internal quality inspection in the vehicle assembly plant one instance of incorrect documentation of the steering coupling locking status was detected.

Subsequently, investigations into this issue were launched. It was determined that due to a programming error in a new software version for the testing station, the locking status of the steering coupling might not be correctly documented.

From June 2018 onwards, the potentially affected vehicle range was analyzed, based on the introduction of the affected software version in the testing station, analysis of the stored documentation data and the production records.

On all potentially affected vehicles that could be reached in the assembly plant or the VPCs, the locking status of the steering coupling was checked and until October 2018 it was determined that on all vehicles the steering coupling was correctly locked.

In parallel, historical documentation data of the final test regarding locking status of the steering coupling was analyzed in order to determine how often the steering coupling was not correctly locked during initial assembly. It was determined that in rare cases the initial assembly did not guarantee correct locking of the steering coupling and the vehicles were reworked accordingly.

Therefore, the correct documentation of the locking status needs to be ensured.

The potential consequences of an incorrectly locked steering coupling were analyzed as well in this period of time.

In November 2018, DAG determined that due to the lack of correct documentation for those vehicles, a potential safety risk cannot be ruled out.

## Description of Remedy :

Description of Remedy Program : As a precautionary measure, an authorized Mercedes-Benz dealer will check the steering coupling on the affected vehicles and lock 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 : None.

Identify How/When Recall Condition was Corrected in Production : The correction of the software in the testing station ensures that this issue can no longer occur from May 18, 2018 onwards.

## Recall Schedule :

Description of Recall Schedule : Owners will be notified approximately one week after recall launch to the dealers in January 2018.

Dealers will be notified of the pending voluntary recall campaign in December 2018. A copy of all communications will be provided when available.

Planned Dealer Notification Date : DEC 21, 2018 - NR

Planned Owner Notification Date : JAN 31, 2019 - NR

\* NR - Not Reported