

Part 573 Safety Recall Report**14V-598****Manufacturer Name :** Mercedes-Benz USA, LLC.**Submission Date :** SEP 23,2014**NHTSA Recall No. :** 14V-598**Manufacturer Recall No. :** 2014090008**Manufacturer Information :**

Manufacturer Name : Mercedes-Benz USA, LLC.

Address : One Mercedes Dr, PO Box 350

Montvale NJ 07645-0350

Company phone : 201-573-5339

Population :

Number of potentially involved : 10,509

Estimated percentage with defect : 1

Vehicle Information :

Vehicle : 2015-2015 Mercedes Benz C Class

Vehicle Type : LIGHT VEHICLES

Body Style : 4-DOOR

Power Train : GAS

C-Class (205 platform)

Descriptive Information : C300 4Matic

C400 4Matic

Production Dates : MAR 28, 2014 - SEP 18, 2014

VIN (Vehicle Identification Number) Range

Begin : NR

End : NR

 Not sequential VINs

Description of Defect :

Description of the Defect : Daimler AG (DAG), advises you of a voluntary safety recall for certain Mercedes-Benz vehicles. Specifically, Mercedes-Benz USA, LLC (MBUSA) submits this report regarding the steering coupling interlock mechanism in certain Model Year 2015 Mercedes-Benz C-Class (205 platform) vehicles. DAG became aware of two independent individual cases on vehicles manufactured outside of the US, where two customers alleged that the steering function did not work properly at low speeds. No third party damages or personal injuries were reported. Initial analysis suggested that in these two instances the steering coupling interlock mechanism might not have been properly locked at the time of the occurrence.

Description of the Safety Risk : In the event that the steering coupling interlock mechanism is not in the locked position, the sliding shaft, which is part of the steering column, could potentially become disengaged from the steering coupling socket due to vibrations, steering thrust, or load feedback from the road surface. In a worst case, loss of steering control, which may increase the risk of a crash.

Description of the Cause : Further investigation showed that this was due to the fact that individuals in the assembly process for those two vehicles had not followed proper assembly procedures in those respective manufacturing plants.

Identification of Any Warning that can Occur : Perceptible noises, steering backlash,

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

At the end of August 2014, a field report from outside the US described an instance in which a customer allegedly experienced the subject condition outlined above. No third party damages or personal injuries were reported. Internal investigations were immediately launched and the affected parts of the affected vehicle were requested for further analysis. A second instance in which a customer alleged the subject condition was reported in mid-September 2014, also from outside the US. Again, no third party damages or personal injuries were reported. Also in this instance, investigations were immediately initiated and the affected parts of the affected vehicle were requested for further analysis.

DAG analysis determined that while both instances were independent from each other and both affected vehicles had been produced at different manufacturing plants outside of the US, both were caused by the steering coupling interlock mechanism, which had not been properly locked. Further analysis determined that this was caused by individuals in the manufacturing plants who did not follow proper assembly procedures.

To address this issue, assembly staff received additional training on this specific assembly operation. Furthermore, an additional check of the steering coupling interlock mechanism was implemented in all plants as a measure to further increase robustness and consistency of the assembly process.

In September 2014, DAG determined that the existence of a safety defect in vehicles already produced and shipped could not be excluded entirely, and a population of potentially affected vehicles was identified.

Description of Remedy :

Description of Remedy Program : MBUSA will conduct a voluntary recall campaign for the subject vehicles described above as a precautionary measure to check and confirm that the steering coupling interlock mechanism is in the locked position on the potentially affected C-Class vehicle. 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 : Precautionary measure to check and confirm that the steering coupling interlock mechanism is in the locked position on the potentially affected C-Class vehicles.

Identify How/When Recall Condition was Corrected in Production : To address this issue, assembly staff received additional training on this specific assembly operation. Furthermore, an additional check of the steering coupling interlock mechanism was implemented in all plants as a measure to further increase robustness and consistency of the assembly process.

Recall Schedule :

Description of Recall Schedule : Dealers will be notified, and the recall launched on September 24, 2014.
Dealers will have the instructions to repair the vehicles in inventory and in customer hands. Owners letters will be mailed once the draft is approved by the NHTSA.

Planned Dealer Notification Date : SEP 24, 2014 - SEP 24, 2014

Planned Owner Notification Date : OCT 03, 2014 - OCT 03, 2014

* NR - Not Reported