



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

1200 New Jersey Avenue SE
Washington, DC 20590

October 8, 2010

MR. FRANK J. DIERTL
GENERAL MANAGER
ENGINEERING SERVICES
MERCEDES-BENZ USA, LLC
PO BOX 350
MONTVALE, NJ 07645-0350

NVS-215dgl
10V-459

SUBJECT: POWER STEERING PUMP

DEAR MR. DIERTL:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles 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/ C-CLASS/2010
MERCEDES BENZ/ E-CLASS/2010-2011

NHTSA Campaign Number: 10V-459

Mfg's Report Date: October 4, 2010

Components: STEERING: HYDRAULIC: POWER ASSIST: PUMP

Potential Number of Units Affected: 85,078

Summary:

MERCEDES BENZ IS RECALLING CERTAIN MODEL YEAR 2010 C-CLASS, MODEL 204, E-CLASS, MODEL 212, AND MODEL YEAR 2010-2011 E-CLASS COUPE/CABRIOLET MODEL 207 VEHICLES. THE POWER STEERING SYSTEM IN THE SUBJECT VEHICLES MAY FAIL DUE TO THE LOSS OF POWER STEERING FLUID.

Consequence:

OWNERS MAY NOT HAVE SUFFICIENT CONTROL OF THE VEHICLE IN AREAS, SUCH AS PARKING LOTS, WHERE MAXIMUM POWER STEERING IS REQUIRED, INCREASING THE RISK OF A VEHICLE CRASH.

Remedy:

DEALERS WILL CHECK AND RETORQUE THE CONNECTION FITTING FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2010. OWNERS MAY CONTACT MERCEDES-BENZ AT 1-800-367-6372.

Notes:

CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

The chronology of principal events in your defect report does not satisfy the requirements of 49 CFR 573.6. Please provide a chronology that meets the minimum requirements of 573.6(c)(6) including, but not limited to, a summary of the complaints and field information referenced, with dates of receipt, as well as the date when the production process modification was made.

Please provide the following additional information and 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).

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 Delia Lopez who may be reached by phone at 202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is written in a cursive style with a large initial "J" and a long horizontal stroke at the end.

Jennifer Timian
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement