



Mercedes-Benz

MERCEDES-BENZ USA, LLC

One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350

Phone (201) 573-0600

Fax (201) 573-0117

MBUSA.com

## newschannel UPDATE

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Thomas Brunner; Department Manager; Vehicle Compliance and Analysis; Engineering Services

DATE: October 5, 2010

RE: **Recall Campaign- Power Steering Line Connection Fitting, Models 204, 207, 212, Model Years 2010 - 2011**

On Monday, October 4, 2010 the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA, LLC (MBUSA) will conduct a voluntary Recall Campaign on certain Model Years 2010 - 2011 C-Class (204), E-Class Coupe/Cabriolet (207) and E-Class Sedan (212) vehicles with regard to the power steering line connection fitting. This notification will be posted on the NHTSA web site and may generate some customer questions.

DAG has determined that the power steering system in the subject vehicles may fail due to the loss of power steering fluid. The connection fitting on the high-pressure power steering line at the connection to the pump did not have sufficient torque applied during the production process. Loss of torque on the connection fitting may, over time, result in the backing off of the connection fitting by no more than approximately 0.1 - 0.3 mm, due to the positioning of a clamping plate. As a result of the loss of power steering fluid, owners may not have sufficient control of the vehicle in areas, such as parking where maximum power steering is required, and could lead to a vehicle crash.

Mercedes-Benz USA, LLC therefore has initiated a recall of all potentially affected vehicles described above. The recall will be conducted to check, and retorque the connection fitting. The O-ring seal will be exchanged as a precautionary measure in all cases where the connection fitting shows evidence of loosening.

**Given this notice, it is illegal to retail any affected Model Years 2010 - 2011 C-Class (204), E-Class Coupe/Cabriolet (207) and E-Class Sedan (212) vehicles in your inventory manufactured from June, 2009 – February, 2010 until the vehicle has been repaired. (See Drivers Door B-Pillar Label for vehicle manufacturing date and attached Excel VIN file.)**

**This Recall Campaign will be launched in mid - late October, 2010, based on special tool availability, and affects approximately 85,078 vehicles in the U.S.**

Owner notification will to be sent approximately one week after recall launch.

While we regret any inconvenience this causes, Mercedes-Benz USA, LLC 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 (1-800-367-6372).





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## newschannel UPDATE

TO: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

FROM: Thomas Brunner; Department Manager; Vehicle Compliance and Analysis; Engineering Services

DATE: October 14, 2010

RE: **Recall Campaign 2010100002 - UPDATE- Power Steering Line Connection Fitting, Models 204, 207, 212, Model Year 2010 and 207.4 Model Year 2011**

### **IMPORTANT UPDATE CONCERNING THIS RECALL CAMPAIGN**

We wish to re-emphasize several points presented in yesterday's NetStar message and StarTekInfo work instructions concerning this recall.

- Not all vehicles require this repair. **Only ZF power steering pumps are affected.** The first step of the repair is to check for the manufacturer of the power steering pump.
- All dealers have received at least one special tool that is required to re-torque the power steering line connection fitting. ZF provided these tools and only a very small quantity of this special tool remains for emergencies. No additional orders for this tool will be accepted as we simply can not obtain additional quantities. **Treat this tool with extra special care.**
- All dealers received at least two non-vented power steering pump caps. **The cap is not to be left on the vehicle, but is a repair aid.** These caps are placed on the pump to reduce the amount of leakage of power steering oil when the high pressure hose is removed during the work procedure. Paint the cap white as a reminder to the technician to remove the cap at the conclusion of the repair and reinstall the original power steering pump cap.
- All dealers received at least three O-Rings. As stated in the repair instructions and the **"Primary Parts Information"** the O-Ring is replaced **only** when the power steering line connection fitting is found hand tight. **This "hand tight" condition is expected only in about 1% of the vehicles repaired. The O-ring is not to be exchanged on vehicles where the power steering line connection fitting is found tight.**
- **We understand that due to the limited number of special tools available to your facility you will only be able to process a certain number of vehicles per day for this recall repair. Therefore, Owner notification letters will start to be mailed beginning approximately one week after recall launch so you can prepare to schedule customers appropriately. Additional Owner notification letters will continue throughout the remainder of October, 2010 and November, 2010, due to the high volume of affected vehicles and your anticipated capacity.**

