

COMPLAINTS

RECALLS

INVESTIGATIONS

MANUFACTURER COMMUNICATIONS

27 Complaints for 2017 MERCEDES-BENZ E-CLASS

FILTER COMPLAINTS BY AFFECTED COMPONENTS

- All (27)
- AIR BAGS (5)
- ELECTRICAL SYSTEM (7)
- ELECTRONIC STABILITY CONTROL (1)
- ENGINE (4)
- ENGINE AND ENGINE COOLING (1)
- EQUIPMENT (1)
- FORWARD COLLISION AVOIDANCE (1)
- FUEL/PROPULSION SYSTEM (2)
- PARKING BRAKE (1)
- SERVICE BRAKES (2)
- STEERING (2)
- STRUCTURE (4)
- SUSPENSION (1)
- TIRES (1)
- UNKNOWN OR OTHER (7)
- VISIBILITY (1)
- VISIBILITY/WIPER (1)

June 27, 2018

NHTSA ID NUMBER: 11104186



Components: FORWARD COLLISION AVOIDANCE

NHTSA ID Number: 11104186

Incident Date February 1, 2018

Consumer Location BLUFFTON, SC

Vehicle Identification Number WDDZF4JBXHA****

Summary of Complaint

CRASH	No	TL* THE CONTACT OWNS A 2017 MERCEDES-BENZ E300. THE CONTACT STATED THAT THE ACTIVE BRAKING ASSIST DRIVING ASSISTANCE PACKAGE ACTIVATED SEVERAL TIMES WITHOUT WARNING WHILE DRIVING OVER BRIDGES. THE FAILURE CAUSED THE VEHICLE TO STOP ABRUPTLY SEVERAL TIMES. THE DEALER (MERCEDES-BENZ OF ATHENS, 4735 ATLANTA HIGHWAY, BLDG. A, ATHENS, GA 30606, (706) 549-6585) WAS NOTIFIED, BUT COULD NOT DUPLICATE THE FAILURE BECAUSE FAILURE SITE IS IN BLUFFTON, S.C. THE FAILURE CONTINUED TO OCCUR. THE VEHICLE WAS THEN TAKEN TO MERCEDES-BENZ OF HILTON HEAD (155 FORDING ISLAND RD, BLUFFTON, SC 29910, (843) 815-0300). THE ASSOCIATES FROM THE DEALER TEST DROVE THE VEHICLE WHILE ONE OF THEM RECORDED A VIDEO OF THE SYSTEM ENGAGING. THE SECOND DEALER INDICATED THAT A FORM WOULD
FIRE	No	
INJURIES	0	
DEATHS	0	

NEED TO BE SIGNED TO DEACTIVATE THE SYSTEM; HOWEVER, THE CONTACT WANTED TO ENSURE THAT THE SYSTEM FUNCTIONED PROPERLY. A TECHNICIAN WAS SENT FROM THE MANUFACTURER WHO INDICATED THAT THE ACTIVE BRAKING ASSIST DRIVING ASSISTANCE PACKAGE DETECTED AN OBSTACLE AND WAS ENGAGING WHEN THERE WAS NO OBSTACLE. THE MANUFACTURER PROVIDED NO REMEDY AND STATED THAT THE SYSTEM WAS PERFORMING AS DESIGNED. THE FAILURE MILEAGE WAS NOT AVAILABLE. *TT

1 Affected Product ▾

1 Associated Document ▾

Request Research (Services fees apply)

May 26, 2018

NHTSA ID NUMBER: 11098119

Components: ELECTRICAL SYSTEM, UNKNOWN OR OTHER



May 13, 2018

NHTSA ID NUMBER: 11093515

Components: ENGINE



May 7, 2018

NHTSA ID NUMBER: 11092301

Components: AIR BAGS, ELECTRICAL SYSTEM, STEERING



March 20, 2018

NHTSA ID NUMBER: 11080358

Components: ELECTRONIC STABILITY CONTROL

