

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY ^ 100148	
				Date Received 20-MAR-2019 MAY 17 2019 MAY 17 2019	
OWNER INFORMATION (Type or Print)				Daytime Telephone Number [REDACTED]	
Name [REDACTED] Address [REDACTED] City GOLDEN BRIDGE State NY Zip Code [REDACTED]				E-mail Address [REDACTED] Evening Telephone Number	
<i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WDDGF8AB7ER [REDACTED]			Make MERCEDES BENZ	Model C300	Model Year 2014
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐		Dealer's City		State	Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain		Multiple Failure:		Incident Date(s) 06-MAR-2018
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 030000 BRAKES (PWS), 140000 AIR BAGS, 010000 STEERING, 110000 ELECTRICAL SYSTEM, 201000 WHEELS: RIM				Failure Mileage	Failure Speed
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM19ABC036)		☐ Original Equipment ☐ Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type:	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
APPLICABLE INCIDENT INFORMATION					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i>					
Crash ☐ Yes ☒ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Deaths	Reported to Police N	
Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).					
TL* THE CONTACT OWNS A 2014 MERCEDES-BENZ C300. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 19V10000 (AIR BAGS). THE CONTACT STATED THAT THE MANUFACTURER EXCEEDED A REASONABLE AMOUNT OF TIME FOR THE RECALL REPAIR. MERCEDES-BENZ OF GOLDEN BRIDGE (321 NY-22, GOLDEN BRIDGE, NY 10526, (914) 232-8122) WAS CONTACTED AND CONFIRMED THAT THE PARTS WERE NOT AVAILABLE FOR THE RECALL REMEDY. THE MANUFACTURER WAS MADE AWARE OF THE ISSUE AND WAS NOT ABLE TO CONFIRM WHEN THE PARTS WERE TO BECOME AVAILABLE. THE VEHICLE ALSO HAD ELECTRICAL FAILURES AND ONE OF THE RIMS FRACTURED. ALSO, THE POWER STEERING AND BRAKES WERE FAULTY. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS UNKNOWN. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.					
ATTACH ADDITIONAL SHEETS IF NECESSARY					
The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Mercedes Bens C 300 2014

At Mercedes Benz of Goldens Bridge NY

To Whom It May Concern:

The first MB C 300 certified preowned, I bought in 2015 and in the first 4 month of driving it, I had 2-3 tire and rim replacements. I got second car in 2/2017 with 20,000 miles, as certified preowned.

The dealership manager Kelly and Robert sales person, suggested to trade the 2013 into 2014 car, which I did.

Around 3/18, again the second car 2014 c300, got creaked rim on the wheel, which I replaced.

Around 1-2/18 I lost my work contact.

My driving was reduced to almost 15 miles a day.

2014 MB vehicle began to have technical issues, starting on 3/2018-1/2019 ending with the last service.

For that period of time, the car was more in the service, than me driving it.

Ironically I hardly drove this vehicle!

1. Damaged/cracked wheel, 3/18

2. Steering wheel and front board replacement, 7/18

3. Lane assist had electrical fault, 11/18

4. Replace Accelerator pedal. In addition

Replace horn plate, steering wheel again vibration motor malfunction, remove battery, replace, 12/18

1. 50,000 miles service I did in 1/19.
2. The service found, that all tires are worn and needed to be replaced.
3. It is very peculiar, when I got the car, Robert sales person told me, that my Yakahama tires on this car, are New!
4. I drove the car less than 30,000 miles. Why the tires needed to be replaced? Usually with the appropriate tire allayment, normal wear and tare of the tires is 45-50,000 miles.
5. White Plains M.B. dealership told me, when I visited them, that Yakahama tires, are not suppose to be on this car to begin with?!
6. Mercedes Benz certified preowned car should have Continental tires, when it's passing certification.
7. Battery replacement?!
8. I have got 4 safety recall letters on this car and out of 4 letters, 2 came in 2/19; 3/19
9. The car warranty is until 4/2019.
10. I found out, that future warranty, would not be covering issues, such as rims/tires and other tech issues, that this car had, or might have.
11. I tried to address my safety concerns numerous times; to Robert/ sales person, to Ray/general manager, to Tom/Brad; owner of the Goldens Bridge NY dealership.
12. All with out any help or and solution. I felt they are not interested to reach out and retain a customer. I had with them 2 cars!
13. I called to Mercedes Benz USA, lance customer service manager, without any solution or resolution.
14. As the result, I decided to sell the car, for the fear of my personal safety and people around me, when driving.
15. Because of All tech issues, the car depreciated greatly.
16. I was in financial loss of more than \$11,000, when I sold the it, on 2/19

I am driving cars for the past 35 years.

Most of my experience was with Honda CRV. I leased it for at least 20 years.

In my driving memory with Honda, I replaced possible 1-2 tires.

All driving record was safe and trustworthy.

I am very frustrated and extremely upset with Mercedes Benz of Goldens Bridge NY dealership and the Cars, that they are offering to their costumers.

The dealership is Dysfunctional and not Trustworthy.

Mercedes Benz USA, is not willing to take any responsibility, for mechanical car issues.

At this junction I am, as I mentioned at loss of almost \$11,000.

I fill that in All, as a customer I was penalized for What? I am a solution oriented individual and would like to find One, for my sake and the sake of other costumers.

Again I am very interested in finding a resolution for my self and on behalf of other customers who should not be treated in this way.

The honorable solution to this situation,

in my opinion, is that I be reimbursed for my physical safety being endangered and for the financial loss.

OFFICE OF THE ATTORNEY GENERAL LETITIA JAMES
STATE OF NEW YORK DEPARTMENT OF LAW



Bureau of Consumer Frauds and Protection
44 South Broadway
White Plains, NY 10601-5008
Phone: (914) 422-8794 Fax: (914) 422-8792

Consumer Hotline
(800) 771-7755
TDD (800) 788-9898
<http://www.ag.ny.gov>

1. Please be sure to complain to the company or individual *before* filing a complaint.
2. Please type or print clearly in dark ink. Form may also be filled in online using Adobe Acrobat version 5.0 (or later) and printed out for mailing.
3. Complete the *entire* form. Incomplete or unclear forms will be returned to you.
4. Please attach *photocopies*—no originals—of supporting documents.

CONSUMER

Name

Home phone

Street Address

Email address

City/Town

County

State

Zip

GOLDENS BRIDGE WESCHESTER NY

COMPLAINT:

Name of seller or provider of services

Phone

Street Address

Email address

Website

City/Town

County

State

Zip

Date of transaction

Cost of product or service

Method of payment

Did you sign a contract? ☒ Yes ☐ No

Date signed:

Where signed:

MERCEDES BENZ
FINANCIAL
SERVICES

2/18/17 AT THE G. BRIDGE
MERCEDE BENZ

OPTIONAL: Other seller, provider of services, manufacturer or warrantor		Phone	
N/A		N/A	
Street Address		Email address	
N/A		N/A	
City/Town		Website	
N/A		N/A	
County	State	Zip	
N/A	N/A	N/A	
Was the product or service advertised? ☒ Yes ☐ No			
Date advertised:		Where/how advertised:	
N/A			
Date and method of complaint to company or individual:		Person contacted (include title):	
☐ Email ☒ Telephone ☒ In person ☐ Other:		N.B. OF GOLDEN BRIDGE ROBERT ALPERO RAY BAKER	
Date(s) and nature of response(s):			
See DOCUMENTATION in my files			
Has this matter been submitted to another agency or attorney? (If "Yes," please provide name and address.)			
☒ Yes ☐ No LIEFF CABRABER HELLMANN BERSTEIN SPOKE WITH AIGAN BROWN,			
Is court action pending? (If "Yes," please describe.)			
☒ Yes ☐ No 275 BATTERY ST SAN FRANCISCO CA 94111			

Briefly describe your complaint: See ATTACHED DOCUMENTS

What form of relief are you seeking? (e.g., refund, credit, exchange, repair, etc.)

PLEASE READ THE FOLLOWING BEFORE SIGNING BELOW

Please attach to this form *photocopies* of any paper involved (web printouts, contracts, warranties, bills, statements, cancelled checks, correspondence including email, etc.) **DO NOT SEND ORIGINALS**. Due to the volume of complaints we receive, any final resolution of this matter may take some time and your patience is greatly appreciated. In order to protect your privacy, we suggest you remove all confidential information from the complaint and documents you submit to us, such as your Social Security number, financial account numbers, and any medical information.

NOTE: In order to resolve your complaint, we may send a copy of this form to the person or company about whom you are complaining.

In filing this complaint, I understand that:

- The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.
- The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.
- In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.
- The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

The above complaint is true and accurate to the best of my knowledge. I also understand that any false statements made in this complaint are punishable as a Class A Misdemeanor under Section 175.30 and/or Section 210.45 of the Penal Law.

Signature

Date

3/21/19

Return completed form and documents to:

**Office of the Attorney General
Bureau of Consumer Frauds and Protection
44 South Broadway
White Plains, NY 10601-5008**

**Lieff
Cabraser
Heimann &
Bernstein**

Attorneys at Law

Aidan Brown
Case Clerk
abrown@lchb.com
t 415.956.1000
f 415.956.1008

Lieff Cabraser Heimann & Bernstein, LLP
275 Battery Street, 29th Floor
San Francisco, CA 94111-3339
www.lieffcabraser.com

This message is intended for the named recipients only. It may contain information protected by the attorney-client or work-product privilege. If you have received this email in error, please notify the sender immediately by replying to this email. Please do not disclose this message to anyone and delete the message and any attachments. Thank you.

**Takata Airbag Recall Case Inquiry**

4 messages

Brown, Aidan <abrown@lchb.com>

Thu, Mar 21, 2019 at 2:15 PM

To: [REDACTED]

Dear [REDACTED]

Thank you for contacting us about the Takata airbag issues with your Volkswagen, Audi, and/or Mercedes-Benz vehicle.

On May 14, 2018, we filed a consolidated class action complaint as part of multi-district litigation in federal district court in the Southern District of Florida concerning defective Takata airbags installed in Volkswagen, Audi, and Mercedes-Benz vehicles. The case number is [REDACTED]

The case was filed on behalf of those who purchased or leased the following Volkswagen, Audi, and Mercedes-Benz vehicles:

Model Year(s)	Make	Model
2005-2013	Audi	A3
2004-2008	Audi	A4
2005-2008	Audi	A4 Avant
2006-2009	Audi	A4 Cabriolet
2005-2008	Audi	A4 Sedan
2010-2011	Audi	A5 Cabriolet

2011	Mercedes-Benz	AMG SLS
2012	Mercedes-Benz	AMG SLS Cabrio
2011-2014	Mercedes-Benz	AMG SLS Coupe
2013-2014	Mercedes-Benz	AMG SLS GT
2009-2014	Mercedes-Benz	C Class
2005-2007	Mercedes-Benz	C230
2005	Mercedes-Benz	C230 Kompressor
2012-2015	Mercedes-Benz	C250
2008-2014	Mercedes-Benz	C300
2008-2011	Mercedes-Benz	C300 4Matic
2008-2011	Mercedes-Benz	C300 4Matic Sedan
2005	Mercedes-Benz	C320
2006-2015	Mercedes-Benz	C350
2008-2011	Mercedes-Benz	C350 Sedan
2010-2015	Mercedes-Benz	C63 AMG
2011-2017	Mercedes-Benz	E Class Cabrio
2010-2017	Mercedes-Benz	E Class Coupe

From [REDACTED]
Subject: Mercedes Takata Airbag Recall Lawsuit Filed by Two Plaintiffs
Date: March 21, 2019 at 11:08 AM
To [REDACTED]



Mercedes Takata Airbag Recall Lawsuit Filed by Two Plaintiffs



Two plaintiffs have filed a proposed class action lawsuit against the makers of the airbags in their respective vehicles. They claim that their airbags were defective under the Mercedes Takata airbag recall and that they and others stand to receive damages.

Plaintiffs [REDACTED] have both filed this Mercedes Takata airbag recall lawsuit claiming that defective airbags made by Takata lessened the value of their vehicles.

New Jersey plaintiff [REDACTED] purchased a certified pre-owned 2012 Mercedes-Benz C300 in January 2015. His vehicle was covered by a written warranty, according to the complaint. He believed that the airbags in his Mercedes had never been repaired or replaced.

[REDACTED] asserts that the value of his vehicle is diminished because of the potentially deadly defects of the Takata airbags. The plaintiff says that he "would not have purchased his 2012 C300 or would not have paid as much for it if he had known of the problems associated with the vehicle's Inflator Defect."

The second named plaintiff, [REDACTED] of Iowa, purchased a new 2011 Mercedes-Benz E550 from a Mercedes-Benz dealership in Des Moines, Iowa. She alleges that her car was covered by a written warranty. According to this Mercedes Takata airbag recall lawsuit, [REDACTED] believes that the value of her car has been diminished by the defective nature of the Takata airbags.

She, like [REDACTED] claims that she would not have paid as much for her car had she known that it contained potentially deadly defects.

She received the Mercedes Takata airbag recall letter in June 2016 informing her that her vehicle needed repaired. According to this lawsuit, she "contacted Mercedes about the timing of the airbag replacement and was told that there was no current plan to begin installing replacement airbags and that no other information was available regarding the timing or availability of replacement airbags."

Both plaintiffs assert that the defective airbags in their automobiles affect the value of their cars and that they purchased vehicles that were of a lesser standard or grade of automobile.

According to this Mercedes Takata airbag recall lawsuit, the plaintiffs "did not receive vehicles that met ordinary and reasonable consumer expectations regarding safe and reliable operation." In essence, they were "deprived" of having a safe and reliable car because of the Mercedes Takata airbag recall.

Additionally, there was a significant delay in recalling these airbags, from which, the plaintiffs claim, the defendants



IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle
VIN: WDDGF8AB7ER [REDACTED]
Replace Passenger-side Airbag Module
NHTSA ID #19V010 - PND TAK PHASE 4

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services



February, 2019

[REDACTED]
WDDGF8AB7ER [REDACTED]
[REDACTED]
Goldens Bridge, NY [REDACTED]
[REDACTED]

- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2010-2017 C-Class, E-Class Coupe/Cabrio, GLK-Class, and SLS-Class Mercedes-Benz vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

The passenger-side airbag in your vehicle is affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your passenger-side airbag inflator may cause the airbag to explode. A **passenger-side inflator explosion during deployment could result in sharp metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.**

What will MBUSA do?

We want to assure you that Mercedes-Benz USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. **Unfortunately, replacement parts are not yet available for your vehicle, but we will contact you again once parts become available. You may visit www.mbusa.com/recall and enter your vehicle model, Model Year, and State your vehicle is registered to check when remedy parts will be available.**

What should YOU do?



To enter your most recent contact information from your smartphone, scan the QR code to the left.

As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz dealer to repair your vehicle **free of charge**. In the meantime, please visit www.MBUSA.com/mercedes/recall and enter your 17 digit Vehicle Identification Number ("VIN") in the VIN Look-up tool, then enter your most recent contact information. We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

For additional questions about this recall, please visit www.mbusa.com, and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the MBUSA Customer Assistance Center, use the "Email/Write" section under Customer Support, or call our Takata hotline at 1-877-496-3691. MBUS

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, NHTSA, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>. 833 619 7579

We apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Mercedes-Benz.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600



9:15 AM
THURS @ JULY 5th

Mercedes-Benz USA, LLC

Christian Treiber

Vice President
Customer Services

IMPORTANT SAFETY RECALL

2017110011, 2017110013, 2017120022, 2017120024,
2008030002, or 2018030018

This notice applies to your vehicle, VIN: WDDGF8AB7ER [REDACTED]
Steering Column Module Grounding
NHTSA Recall # 17V627

WDDGF8AB7ER [REDACTED]
[REDACTED]
Goldens Bridge, NY [REDACTED]
[REDACTED]

- Remedy parts are now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2014-2017 B-Class electric, MY 2012-2018 C-Class, MY 2012-2017 E-Class, MY 2014-2018 CLA, MY 2015-2018 GLA, MY 2016-2018 GLC, and MY 2013-2015 GLK-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain Model Year ("MY") 2014-2017 B-Class electric, MY 2012-2018 C-Class, MY 2012-2017 E-Class, MY 2014-2018 CLA, MY 2015-2018 GLA, MY 2016-2018 GLC, and MY 2013-2015 GLK-Class vehicles, an electrostatic discharge, when combined with a broken steering column module clock spring and an insufficient grounding of the steering components, could lead to an inadvertent deployment of the driver airbag. An inadvertent driver airbag deployment may cause a risk of injury to the driver and might increase the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will add sufficient grounding to the steering components on the affected vehicles. This service will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to 30 minutes, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbusa.com/recall. Please mention you are scheduling an appointment to add sufficient grounding to steering components under Recall Campaign # 2017110011, 2017110013, 2017120022, 2017120024, 2018030002, or 2018030018. Your dealer will confirm in which respective campaign your vehicle is included.

You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600



IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle
VIN: WDDKJ8JBXCF [REDACTED]
Replace Passenger-side Airbag Module
NHTSA ID #19V010 – PND TAK PHASE 4

Mercedes-Benz USA, LLC

Christian Treiber

Vice President
Customer Services



March, 2019

[REDACTED]
WDDKJ8JBXCF [REDACTED]
[REDACTED]
Goldens Bridge, NY [REDACTED]
[REDACTED]

- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2010–2017 C-Class, E-Class Coupe/Cabrio, GLK-Class, and SLS-Class Mercedes-Benz vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

The passenger-side airbag in your vehicle is affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your passenger-side airbag inflator may cause the airbag to explode. A passenger-side inflator explosion during deployment could result in sharp metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.

What will MBUSA do?

We want to assure you that Mercedes-Benz USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. Unfortunately, replacement parts are not yet available for your vehicle, but we will contact you again once parts become available. You may visit www.mbusa.com/recall and enter your vehicle model, Model Year, and State your vehicle is registered to check when remedy parts will be available.

What should YOU do?



To enter your most recent contact information from your smartphone, scan the QR code to the left.

As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz dealer to repair your vehicle free of charge. In the meantime, please visit www.MBUSA.com/mercedes/recall and enter your 17 digit Vehicle Identification Number ("VIN") in the VIN Look-up tool, then enter your most recent contact information. We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

For additional questions about this recall, please visit www.mbusa.com, and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the MBUSA Customer Assistance Center, use the "Email/Write" section under Customer Support, or call our Takata hotline at 1-877-496-3691.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, NHTSA, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Mercedes-Benz.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600



Mercedes-Benz

IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle, WDDGF8AB7ER [REDACTED]
Steering Column Module Ground
NHTSA Recall #17V627

Mercedes-Benz USA, LLC

Christian Treiber

Vice President
Customer Services

November, 2017

WDDGF8AB7E [REDACTED]
[REDACTED]
[REDACTED]
Goldens Bridge, NY [REDACTED]
[REDACTED]

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2012-2018 B-Class electric, C-Class, E-Class, CLA, GLA, GLC, and GLK-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

Certain Model Year ("MY") 2014-2017 B-Class electric, MY 2012-2018 C-Class, MY 2012-2017 E-Class, MY 2014-2018 CLA, MY 2015-2018 GLA, MY2016-2018 GLC, and MY 2013-2018 GLK-Class vehicles, may have insufficient electrical grounding. If the insufficiently grounded components are exposed to an electrostatic discharge, and the steering column module clock spring is broken (due to wear), this could lead to an inadvertent deployment of the driver airbag. Such an airbag deployment may cause a risk of injury to the driver and may increase the risk of a crash.

Unless the SRS light illuminates and a warning message appears in the instrument cluster, there is no issue. Should the SRS light illuminate, bring the vehicle to your preferred authorized Mercedes-Benz dealership to be diagnosed and determine if the illuminated SRS light is related to this recall.

To remedy this recall issue, an authorized Mercedes-Benz dealer will add sufficient grounding to the steering components on your vehicle. Unfortunately, the parts to remedy this are currently not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,



Mercedes-Benz - are registered trademarks of Daimler AG, Stuttgart, Germany

Mercedes-Benz USA, LLC
303 Perimeter Center North
Suite 202
Atlanta, GA 30346
Phone (770) 705-0600
Fax (770) 705-0117
www.MBUSA.com