



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan McLaren
Vice President, Customer Services

Recall Campaign #2007-100002

November, 2007

Dear Mercedes-Benz Owner,

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

DaimlerChrysler AG (DCAG), the manufacturer of Mercedes-Benz vehicles, has decided that the rear outboard seat belt child restraint locking mechanisms in certain model year 2008 C-Class vehicles fail to conform to Federal Motor Vehicle Safety Standard No. 208, S7.1.1.5(a)(Occupant Crash Protection/Seat Belt Assembly/Adjustment). Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

The non-compliance relates to the use of the rear outboard seat belts in your vehicle to secure child restraints. Your vehicle is equipped with rear seat belts designed with a mechanism that locks when used to secure a child restraint in the rear seat. In the event that the rear outboard seatbelts are used to secure a child restraint in these vehicles, the locking mechanism in the rear outboard seat belts may not perform as required by the applicable federal motor vehicle safety standard in the event of a crash or emergency braking situation. Failure of the locking mechanism to perform properly in those circumstances could lead to injury. As a result, MBUSA is conducting a preventive recall to replace the rear outboard seat belts in your vehicle and requests that you not use the rear outboard seat belts to secure a child restraint until you have had the recall repair work performed.

The center rear seating position of your vehicle is not affected by this condition. Accordingly, the center rear seat belt's adjustable lap restraint can continue to be used to secure child restraints, in the center rear seating position, pending completion of the recall replacement of the rear outboard seat belts.

Please note: Your vehicle is also equipped with a child restraint anchoring system known as LATCH. When combined with a newer child restraint that has a LATCH compatible attachment mechanism designed to connect with the LATCH system, the restraint can be secured to the rear outboard seats without the use of the rear seat belt. Thus, while you must not use the rear outboard seat belts to secure a child restraint until the recall seat belt replacement has been performed, the LATCH system is fully operational in your vehicle and is the best way to secure a LATCH compatible child restraint. Mercedes strongly encourages you always to restrain children properly in the rear seat using LATCH-equipped child restraints whenever possible. The National Highway Traffic Safety Administration has mandated that new motor vehicles and new child restraints be LATCH-equipped because the LATCH systems better protect children in the event of a crash.

Your authorized Mercedes-Benz dealer has available replacement rear outboard seat belts that it will install in your vehicle to correct the situation described above. This service will be provided free of charge. The working time required is approximately 2 hours. As a matter of normal service process, your 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. Please contact your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2007-100002.

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. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, 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,

One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350, Phone 1-800-FOR-MERCEdes (1-800-367-6372), Fax (201) 476-6211
www.MBUSA.com



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IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED**
- STOLEN**
- OTHER** _____
- SOLD** **I HAVE SOLD THE VEHICLE TO:** _____
- MY NEW ADDRESS IS:** _____

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

****** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE**

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- **The name and address of the person who paid for the repair.**
- **The Vehicle Identification Number (VIN) of the vehicle that was repaired.**
- **What problem occurred, what repair was done, when it was done and who repaired it.**
- **The total cost of the repair expense that is being claimed.**
- **Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).**
- **Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.**

Please speak with your dealer concerning this matter.