



Mercedes-Benz

URGENT SAFETY RECALL 2012080006
All-Weather floor mats for MY 2012-2013 M-Class
NHTSA Recall #12E-028

Mercedes-Benz USA, LLC

Gareth Joyce
Vice President
Customer Services

December, 2012

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, LLC (MBUSA) and Daimler AG (DAG) (collectively "Mercedes-Benz"), have decided that a defect which relates to motor vehicle safety exists in certain accessory all-weather floor mats/trays designed for Model Year 2012 - 2013 M-Class vehicles (the "subject all-weather mat"). As a result, MBUSA is conducting this safety recall. Our records indicate that your vehicle is a model for which the subject floor mats were designed, and therefore it is possible that you purchased the subject all-weather mat as an accessory from a Mercedes-Benz dealer.

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

Mercedes-Benz has determined that the subject all-weather floor mat, which you may have purchased as an accessory from your authorized Mercedes-Benz dealer for use in your M-Class (166 platform), may have the potential to temporarily interfere with the gas pedal of this vehicle under certain circumstances. The all-weather floor mats designed for the M-Class vehicle may not fully conform to the contour of the vehicle's floor pan as intended. In cases where the mats do not properly conform, the designed clearance between the mat and gas pedal may be reduced. In extreme cases, the possibility cannot be ruled out that the clearance could be reduced to a level where a temporary interference between the subject floor mats and the gas pedal could occur when the gas pedal is in the fully depressed position. This might lead to delayed gas pedal retraction. If this were to occur, the vehicle may not decelerate as expected when the driver's foot is lifted from the gas pedal, which could increase the risk of a crash. The Mercedes-Benz electronic Brake-Override-Function is standard equipment in all current Mercedes-Benz models, including your vehicle. Therefore, drivers can bring the vehicle to a stop by continuously pressing the brake pedal, even if the gas pedal is fully depressed due to interference with the all-weather floor mat.

MBUSA is conducting a voluntary recall campaign for the subject all-weather floor mats. The recall campaign will be conducted to collect the subject floormats from customers who purchased them, replace the subject mats with mats that cannot interfere with the gas pedal, and provide customers with the option of a full refund if they do not want replacement all-weather mats. If you are uncertain whether your floor mat is subject to this recall, please bring your vehicle to your dealer who will be happy to assist you.

If you have purchased all-weather mats, please remove the all-weather floor mat from the driver's position immediately and place it in the cargo area of the vehicle and properly secure the carpet floor mat that came with the vehicle. Please schedule an appointment at an authorized Mercedes-Benz dealer where your driver's all-weather floor mat will be removed and replaced with a mat that cannot interfere with the gas pedal. At your option, you may also request a full refund for the cost of the all-weather floor mats by visiting your dealer and turning in the subject all-weather mats. If you have not purchased a set of all-weather floor mats from your Mercedes dealer you need not do anything.

This service will be provided free of charge. The working time required is approximately 10 minutes. 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.

Please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or other authorized dealer, for additional information and to schedule an appointment at your earliest convenience. To locate additional authorized dealers please see www.MBUSA.com/dealerlocator. Please mention Recall Campaign #2012080006.

Mercedes-Benz USA, LLC
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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If you are no longer the vehicle owner, or have a change of address, please complete 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.

Please contact an authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If a 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,



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