



Mercedes-Benz

IMPORTANT SAFETY RECALL 2014040002

**This notice applies to your vehicle, Insert VIN here
Second Row Seat ISOFIX Anchor Access
NHTSA Recall # 14V-158**

Mercedes-Benz USA, LLC

Gareth Joyce
Vice President
Customer Services

May, 2014

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 in certain Model Year 2014 GL-Class vehicles the second row seat ISOFIX anchor access may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 225, "Child Restraint Anchorage Systems." 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 potentially affected Mercedes-Benz GL-Class vehicles are equipped with ISOFIX anchors to secure newer style child restraints. On a small number of GL-Class vehicles, DAG has determined that due to a deviation in the production process at the seat supplier, the mount for the second row 60% seat pan may have been welded to the seat structure at an incorrect angle. Consequently, the second row 60% seat base might not reach its lowest position which could prevent access to the ISOFIX child seat anchors as required in FMVSS 225 (Child Restraint Anchorage Systems). To correct this condition an authorized Mercedes-Benz dealer will replace the second row 60% seat base in your vehicle.

This service will be provided free of charge. We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately 1 hour, 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.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see www.MBUSA.com/dealerlocator. **Please mention you are scheduling an appointment to replace your second row 60% seat base under Recall Campaign #2014040002.** 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.

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 days to comply with federal regulations.

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 or MBUSA 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,

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

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