



Mercedes-Benz

IMPORTANT SAFETY RECALL 2014050001

This notice applies to your vehicle,

**Rear Tail Lamp Bulb Carrier
NHTSA Recall # 14V-177**

November, 2014

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

REMEDY AVAILABLE

Please schedule a free tail lamp repair
with an authorized Mercedes-Benz Dealer

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 2008 - 2011 C-Class vehicles the tail lamps may fail to conform to the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 108, "Lamps, reflective devices and associated equipment." 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.

Daimler AG (DAG) has determined that oxidation on the ground pin connector for the rear tail lamps of subject vehicles can result in a dimming of the tail lights or loss of tail lamp functions. The loss of a rear tail lamp reduces the rearward visibility of subject vehicles, especially with respect to turn signal illumination. This oxidation can reduce the level of illumination below that is required for tail lamps by FMVSS 108 and may increase the likelihood of a rear end crash.

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 required 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 SUGAR LAND, 281-207-1500** 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 repair your tail lamps under Recall Campaign #2014050001.** 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 your tail lamp carriers were repaired at no charge at an authorized Mercedes-Benz dealer under the Interim Recall notice, mailed to you in June 2014, your vehicle was fully repaired at that time and you may disregard this notice.

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. 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.

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). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will report back 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.

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 regret any inconvenience this situation may cause you.

Sincerely,



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

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

**** 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.

To learn more about your vehicle and unrepaired recalls visit www.MBUSA.com/recall.



Mercedes-Benz

Mercedes-Benz USA, LLC

P.O. Box 301

Broadway, NJ 08808-0301

SAFETY RECALL NOTICE

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



BUSINESS REPLY MAIL

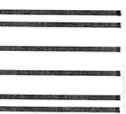
FIRST-CLASS MAIL

PERMIT NO. 37

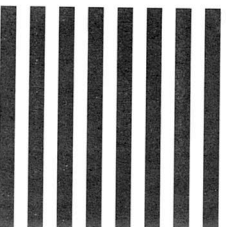
MONTVALE NJ

POSTAGE WILL BE PAID BY ADDRESSEE

ATTN: CUSTOMER ADVOCACY
CUSTOMER ASSISTANCE CENTER
MERCEDES-BENZ USA LLC
PO BOX 350
MONTVALE NJ 07645-9978



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



IMPORTANT SAFETY RECALL INFORMATION



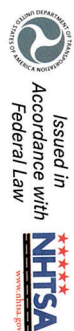
Issued in Accordance
With Federal Law



You may have noticed some changes to this recall letter including some additional customer based features. These are the results of recent regulatory changes and will serve to provide an increased understanding and reduction of the risks associated with vehicles that contain safety defects or fail to meet Federal Motor Vehicle Safety Standards (FMVSS).

A new vehicle identification number (VIN) based recall lookup tool on our MBUSA.com website www.MBUSA.com/recall, now offers a search function that will capture whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. It will also report a vehicle that been identified as covered by a safety recall, but for which the recall remedy is not yet available. To preserve consumer privacy, please be aware we are not retaining the VIN that you provide during a search initiated on our recall look-up feature, nor the result returned from the search tool. While we regret the inconvenience any recall may cause, we encourage you to schedule an appointment for the recall remedy at an authorized Mercedes-Benz dealer at your earliest convenience. To locate an authorized dealer see www.MBUSA.com/dealerlocator. Please retain the attached magnet as a reminder of the new recall lookup tool, and quick access to our Customer Assistance Center phone number.

IMPORTANT SAFETY RECALL INFORMATION



Visit the www.MBUSA.com/recall website to view vehicle recall status, customer letter and other recall related information.

Customer Assistance Center

1-800-FOR-MERCEDES

Connect directly to a Mercedes-Benz representative to assist you with any questions, comments or requests.

