



Mercedes-Benz

**IMPORTANT SAFETY RECALL**

**This interim notice applies to your vehicle, WDBAH33Q2CA123456  
Rear Tail Lamp Bulb Carrier  
NHTSA Recall # 14V-177**

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President  
Customer Services

June, 2014

WDBAH33Q2CA123456  
John Public  
125 Maple Avenue  
Montvale, NJ 07645-0301

Dear Mercedes-Benz Owner,

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

Recently, Mercedes-Benz USA, LLC (MBUSA) announced a recall involving certain Model Year 2008 - 2011 C-Class vehicles. The purpose of this letter is to explain what the recall is about, what MBUSA is doing to correct it, and when parts will be available.

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 complete loss of tail lamp function. 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 required for tail lamps by FMVSS 108 and may increase the likelihood of a rear end crash.

**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 repair conducted free of charge.**

Should you have any concerns, or experience any difficulty with your rear tail lamps, before you receive the next recall letter, please contact an authorized Mercedes-Benz dealer who will repair your tail lamp free of charge. If you have paid to have this recall condition corrected prior to this notice you will receive reimbursement instructions with your second recall letter.

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.

In case you have any questions or concerns that your dealer is unable to resolve, please contact the Mercedes-Benz USA Customer Assistance Center at 1-800-FOR-MERCEDES (1-800-367-6372) or call the toll-free NHTSA 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,



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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](http://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**