



Mercedes-Benz

IMPORTANT SAFETY RECALL 2015020001

This notice applies to your vehicle

WDDHF8JB2EA979057

Secondary Bulkhead Hood Seal

NHTSA Recall # 15V088

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President
Customer Services

March, 2015

2015020001
WDDHF8JB2EA979057
Mary O'Callaghan
11 Ramkay Dr
Fairfield, NJ 07004-1120



Dear Mercedes-Benz Owner,

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

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2013 - 2015 E-Class and CLS -Class vehicles concerning the secondary bulkhead hood seal. Our records indicate that your vehicle is included in the potentially affected population of vehicles.

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

The rubber seal on the top edge of the secondary bulkhead in the engine compartment may not be secured properly and may temporarily adhere to the engine hood when the hood is opened. If this occurs, a portion of the seal might be lifted from the secondary bulkhead, and under adverse circumstances, may drop into the area between the engine and the secondary bulkhead and contact parts of the exhaust system, specifically the catalytic converter. Should the catalytic converter be sufficiently hot at the time of contact with the seal, the risk of fire increases. To correct this condition an authorized Mercedes-Benz dealer will attach four additional retaining clips on the rubber seal in the engine compartment.

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 one half 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 CALDWELL, 973-227-3600** 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 attach retaining clips to the secondary bulkhead hood seal under Recall Campaign # 2015020001.** 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). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate 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 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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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



Mercedes-Benz

Mercedes-Benz USA, LLC

P.O. Box 301

Broadway, NJ 08808-0301

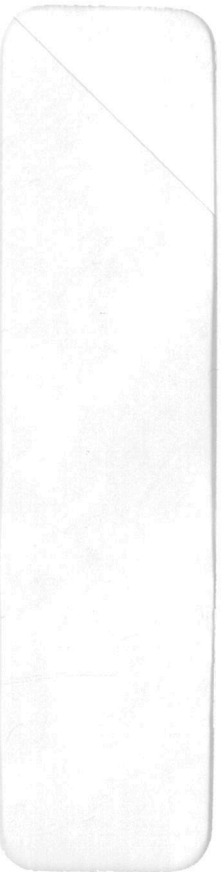
SAFETY RECALL NOTICE

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

