



Mercedes-Benz

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

**IMPORTANT SAFETY RECALL 2015 120006**  
**This notice applies to your vehicle, WDDSJ5CB6EN123456**  
**Electric Power Steering Control Unit Software**  
**NHTSA Recall # 15V845**

January, 2015

2015120006  
WDDSJ5CB6EN123456  
Daniel Selke  
1 Mercedes Drive  
Montvale, NJ 07645

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, the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 C-Class 4Matic vehicles. 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.**

On certain Model Year 2015 C-Class 4Matic vehicles, an error in the electric power steering control unit software could result in a deactivation of the electric power steering assist. If this occurs, the driver is able to continue to steer the vehicle, but an increased steering effort might be required, and could increase the risk of a crash.

An authorized Mercedes-Benz dealer will update the power steering software on the affected vehicles.

**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 ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see [www.MBUSA.com/dealerlocator](http://www.MBUSA.com/dealerlocator).

**Please mention you are scheduling an appointment to receive an electric power steering control unit software update under Recall Campaign # 2015120006.** 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](http://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  
303 Perimeter Center North  
Suite 202  
Atlanta, GA 30346  
Phone (770) 705-0600  
Fax (770) 705-0117  
[www.MBUSA.com](http://www.MBUSA.com)



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

**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**