



Mercedes-Benz

IMPORTANT SAFETY RECALL 2015110002
This interim notice applies to your vehicle,
WDCGG8 [REDACTED]
Replace SRS Control Unit
NHTSA Recall # 15V711

Mercedes-Benz USA, LLC
Gareth Joyce
Vice President
Customer Services

December, 2015

2015110002
WDCGG8 [REDACTED]

[REDACTED]



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.

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 2008 and 2009 C-Class, and Model Year 2010 GLK-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

Recently, Mercedes-Benz USA, LLC (MBUSA) announced a recall involving certain Model Year 2008 and 2009 C-Class, and Model Year 2010 GLK-Class vehicles that relates to the SRS control unit. 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.

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

Due to a manufacturing error, the SRS control unit may corrode and cause the control unit to malfunction. In the affected vehicles, a malfunctioning control unit may cause components of the SRS system, such as a seatbelt Emergency Tensioning Device or the air bags, to unexpectedly deploy increasing the risk of injury and the possibility of a vehicle crash. Alternatively, the control unit malfunction may cause the SRS components to not deploy in the event of a crash that necessitates SRS deployment, increasing the risk of occupant injury.

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.

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

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