

URGENT - IMPORTANT SAFETY RECALL 2019050010

This notice applies to your vehicle

VIN: **Insert VIN here**

Replace Driver-side and Front Passenger-side Airbag Modules

NHTSA Recall #16V081, #16V363



June, 2019

- A safety defect exists in your vehicle
- Remedy parts are now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided **FREE** of charge.

Dear **Mercedes-Benz Owner**:

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

Mercedes-Benz USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2011 C-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. In early 2016, we sent you an interim letter notifying you of this recall, and that a second letter will be mailed once parts are available. **Remedy parts are now available for your vehicle.**

What is the CONCERN?

Your driver-side and front passenger-side airbags are affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your driver-side and passenger-side frontal airbag inflators may cause the airbag to **explode** during airbag deployment and **could result in sharp metal fragments striking the driver or other occupants, possibly causing serious injury or death.**

What will your DEALER DO?

An authorized Mercedes-Benz dealer will replace the driver-side and passenger-side airbag modules. The steering wheel will not be replaced. **This service will be provided free of charge.** While the minimum repair time is approximately **1½ hours**, 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. You will not be charged for other service or repairs unless so requested.

What should YOU DO?

Schedule an appointment immediately at your preferred authorized Mercedes-Benz Dealer. See www.mbusa.com/recall for the Dealer Locator. **Please mention you are scheduling an appointment to replace the Takata driver-side and passenger-side airbag modules under Recall Campaign #2019050010.** 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.



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

Information for Owners

We encourage you to sign up for recall alerts at www.nhtsa.gov/alerts. 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 business days to comply with Federal Regulations.

Should you have any questions or 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 1-877-496-3691.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, 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 apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Mercedes-Benz.

Sincerely,

VIN: **Insert VIN here**

If for any reason YOU NO LONGER 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.

- [illegible]

- ☐ NEW OWNER INFORMATION ☐ MY NEW NAME OR ADDRESS IS:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date

Signature

**** 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.

Please speak with your dealer concerning this matter. THANK YOU FOR YOUR COOPERATION.