



URGENT - IMPORTANT SAFETY RECALL 2019110016
This notice applies to your vehicle VIN: [REDACTED]
Replace Front Passenger-side Airbag Module
NHTSA Recall #17V017

Mercedes-Benz USA, LLC

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Vice President
Customer Services



December, 2019

2019110016
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- 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 being 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 2012 C-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. In 2017, we sent you an interim letter notifying you of this recall and advising you that a second letter would be mailed once parts were available.

Remedy parts are now available for your vehicle.

What is the CONCERN?

Your front passenger-side airbag is 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 passenger-side frontal airbag inflator may cause the airbag to **explode** during airbag deployment and **could result in sharp metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.**

What will your DEALER DO?

An authorized Mercedes-Benz dealer will replace the passenger-side airbag module. **This service will be provided free of charge.** While the minimum repair time is approximately **2 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?



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

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 passenger-side airbag module under Recall Campaign #2019110016.** 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. **Many Mercedes-Benz dealers offer free Mobile Service to repair vehicles included in the Takata airbag recall and will repair your vehicle at your home or workplace.** Your authorized Mercedes-Benz dealer can confirm if this is available.

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,

Mercedes-Benz USA, LLC

A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

VIN: [REDACTED]

- ☐ EXPORTED
- ☐ LEASE, VEHICLE RETURNED
- ☐ SCRAPPED

☐ SOLD
☐ STOLEN
☐ OTHER

☐ MY NEW NAME OR ADDRESS IS:

[illegible][illegible]

Apt

[illegible]

State

ZIP

[illegible][illegible][illegible]

Mobile (numbers only)

Signature

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.

- 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.