



Mercedes-Benz

IMPORTANT SAFETY RECALL 2017090002

This INTERIM notice applies to your vehicle,

VIN:

Left Steering Knuckle

NHTSA Recall #17V447

Mercedes-Benz USA, LLC

Christian Treiber

Vice President

Customer Services

September, 2017



Dear smart Owner,

This 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 smart vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2017 smart fortwo vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. **Remedy parts are currently not available.** The purpose of this letter is to explain what the recall is about, what we are doing to correct it, and when parts will be available.

What is the Concern?

In certain smart fortwo vehicles, casting imperfections may result in the failure of the left front axle steering knuckle. Failure of the left front axle steering knuckle could affect vehicle control, increasing the risk of a crash. 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 smart dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter, please contact an authorized smart 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-smartUSA (1-800-762-7887). A Vehicle Identification Number (VIN)-based recall lookup tool, on the MBUSA.com website, 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. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter 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.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time once parts become available, 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,

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