Mercedes-Benz

IMPORTANT RECALL
This INTERIM notice applies to your vehicle,

Left Rear Door Locks
NHTSA Recall #17V816

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

February, 2018

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 ("DAG"), the manufacturer of Mercedes-Benz vehicles, has decided that certain Model Year ("MY") 2017-2018 S-Class, GLE-Class, GLS-Class, and GLE-Coupe fail to conform to Federal Motor Vehicle Safety Standard ("FMVSS") number 206 (Door Locks and Door Retention Components). Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?
On certain S-Class, GLE-Class, GLS-Class, and GLE-Coupe vehicles (222, 166, 292 platform), the left rear door lock may indicate a locked position although the door is in fact not locked. If the interior or exterior door handle is pulled while the door lock is in the locked position, the door may still open, which may increase the risk of injury, and would not satisfy the requirements of Federal Motor Vehicle Safety Standard 206 S4.1.3.2. An authorized Mercedes-Benz dealer will check the left rear door lock and exchange it, if necessary.

The parts to remedy this are currently not available.

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 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 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. 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 after parts are 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,

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

VIN: _____

IMPORTANT

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.

❑ EXPORTED   ❑ SOLD
❑ LEASE, VEHICLE RETURNED   ❑ STOLEN
❑ SCRAPPED   ❑ OTHER _____

❑ NEW OWNER INFORMATION   ❑ MY NEW NAME OR ADDRESS IS:

Last Name, First Name

Street   Apt

City   State   ZIP

Email Address

Phone (numbers only)   Mobile (numbers only)

_____ _____

Date   **Signature**

THANK YOU FOR YOUR COOPERATION