



Mercedes-Benz USA, LLC

IMPORTANT SAFETY RECALL 2018060010

This notice applies to your vehicle, VIN: [redacted]
Replace Rear Insulation Mat
NHTSA Recall # 18V273

Christian Treiber
Vice President
Customer Services

July, 2018

2018060010



- A remedy is available for your vehicle.
- Schedule an appointment with an authorized smart dealer as soon as possible.
- This repair will be provided free of charge.

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 2008-2009 smart fortwo vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain MY 2008-2009 smart fortwo coupe and cabrio vehicles (451 platform), the rear insulation mat in the engine compartment may deform, deteriorate, and loosen over time, allowing the mat to contact hot exhaust system components, which would increase the risk of a fire.

What will your DEALER DO?

An authorized smart dealer will replace the rear insulation mat in the engine compartment on the affected vehicles. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. 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 smart dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



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

For additional information and to schedule an appointment, please contact your preferred authorized smart dealer at your earliest convenience. The vehicle may continue to be driven until the repair is completed. To locate authorized dealers see www.smartusa.com/find-a-dealer. **Please mention you are scheduling an appointment to replace the rear insulation mat under Recall Campaign # 2018060010.**

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.

Information for Owners

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.

A VIN-based recall lookup tool on our smartusa.com website now offers a search feature 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.smartusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, 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 1-800-367-6372.

If an authorized smart 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.

Sincerely,

Mercedes-Benz USA, LLC

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

IMPORTANT

VIN:

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.

- | | |
|--|--------------------------------------|
| <input type="checkbox"/> EXPORTED | <input type="checkbox"/> SOLD |
| <input type="checkbox"/> LEASE, VEHICLE RETURNED | <input type="checkbox"/> STOLEN |
| <input type="checkbox"/> SCRAPPED | <input type="checkbox"/> OTHER _____ |

- | | |
|--|---|
| <input type="checkbox"/> NEW OWNER INFORMATION | <input type="checkbox"/> 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

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.