



Mercedes-Benz USA, LLC

Christian Treiber

Vice President

Customer Services

IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle:

Replace Rear Insulation Mat

NHTSA Recall #18V273

June, 2018



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 (MY) 2008 – 2009 smart fortwo 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.

To remedy this issue, an authorized smart dealer will replace the rear insulation mat in the engine compartment on the affected vehicles. The replacement insulation mats 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 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 when parts are available, please contact an authorized smart dealer. If for any reason a dealer is unable to provide a remedy, please contact us at 1-800-367-6372. A vehicle identification number (VIN)-based recall lookup tool on our smartusa.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.smartusa.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 an authorized smart dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time once 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 USA, LLC

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

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:

[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

THANK YOU FOR YOUR COOPERATION