



Mercedes-Benz USA, LLC

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Customer Services

IMPORTANT SAFETY RECALL

2018100004

This notice applies to your vehicle, VIN:

Occupant Classification System

NHTSA Recall # 18V515

November, 2018



- Remedy parts are available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- Your dealer will need to order parts, please be ready to provide your 17-digit VIN.
- This repair will be provided free of charge.

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 a defect which relates to motor vehicle safety exists in certain Model Year 2018 Mercedes-Benz E-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain E300, E300 4MATIC, AMG E43, E400 4MATIC, and AMG E63 S vehicles, the passenger seat Occupant Classification System ("OCS") might not function as specified. The OCS detects whether a child seat is installed, or whether a person is sitting on the passenger seat. On these E-Class vehicles, the OCS may not function properly. A very light person may be misclassified as a child seat or a child seat may be misclassified as a person which would result in the erroneous deactivation or activation of the airbag respectively. An incorrect classification could result in an increased risk of injury in the event of a crash. The occupants of the vehicle will be made aware of the airbag status by the "PASSENGER AIR BAG OFF" indicator.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will replace the passenger seat cushion 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 can be up to **approximately 2.5 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.

What should YOU DO?



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

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbusa.com/recall. **Please mention you are scheduling an appointment to replace the passenger seat cushion under Recall Campaign # 2018100004. Please note that replacement parts are VIN-specific. Your dealer can provide an estimate of parts timing and schedule your appointment accordingly.**

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 MBUSA.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. See www.mbusa.com/recall. Should you have any questions or encounter any 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-(800) FOR-MERCEDES (1-800-367-6372).

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.

Sincerely,

Mercedes-Benz USA, LLC

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