

IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

This notice applies to your vehicle, [REDACTED]
Replace Rear Insulation Mat
MBUSA ID: 2018060010, NHTSA Recall ID: 18V273
Urgent Reminder Notification

- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided **FREE** of charge.

[REDACTED]

August, 2024

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Our most recent records indicate that the Mercedes-Benz vehicle registered in your name is affected by the subject recall, **and still has not been repaired**. We want to stress the importance of making an appointment at your preferred authorized Mercedes-Benz dealer as soon as possible for this **FREE** recall repair. The original communication for this recall was sent to the owner who was on file as of July 2018.

Mercedes-Benz AG, 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.**

What is the issue?



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 could increase the risk of a fire.**

What will your Mercedes-Benz Dealer do?



An authorized Mercedes-Benz dealer will replace the rear insulation mat in the engine compartment on the affected vehicles. **This vehicle repair will be provided at no cost to you.** While the repair time can be less than **2 hours**, your dealer can provide you with a better estimate of the overall time for this visit. As a matter of normal service process, the authorized Mercedes-Benz dealer will also check for other repair measures that might be applicable to your vehicle, which may increase the required working time. You will not be charged for other services or repairs unless so requested.

Steps to take.



- Find your nearest authorized Mercedes-Benz dealer at www.mbusa.com/recall to schedule your recall repair as soon as possible.
- Please mention you are scheduling an appointment for Mercedes-Benz recall **2018060010**.
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall immediately.

Sincerely,
Mercedes-Benz USA

Don't wait. Find an authorized Mercedes-Benz dealership near you
at mbusa.com/recall and schedule the recall repair right away.



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What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit www.mbusa.com/recall (or scan the QR Code to the left), submit your VIN using the VIN recall lookup tool, and complete the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

Additional Information for Owners:

A VIN-based recall lookup tool is available at www.mbusa.com/recall, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this recall, please contact an authorized Mercedes-Benz dealer.

Should an authorized Mercedes-Benz dealer be unable to address your concerns, please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

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.

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 <https://www.nhtsa.gov>.

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.

Don't wait. Find an authorized Mercedes-Benz dealership near you at mbusa.com/recall and schedule the recall repair right away.

