



IMPORTANT SAFETY RECALL 2018060010
 This notice applies to your vehicle, VIN: [REDACTED]
 Replace Rear Insulation Mat
 NHTSA Recall # 18V273
 Reminder Notification

Mercedes-Benz USA, LLC

Christian Treiber
 Vice President
 Customer Services

April, 2020



- 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:

At Mercedes-Benz USA your safety is our first priority. This notification is a reminder sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Our most recent records indicate that the smart 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 smart 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 (MBAG), 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 which 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](http://www.smartusa.com) website 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 Mercedes-Benz AG Company
 One Mercedes-Benz Drive
 Sandy Springs, GA 30328
 Phone (770) 705-0600

IMPORTANT

VIN: XXXXXXXXXX

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
- LEASE, VEHICLE RETURNED
- SCRAPPED
- SOLD
- STOLEN
- 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

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.**