



Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

**IMPORTANT SAFETY RECALL**  
**This INTERIM notice applies to your vehicle,**  
**VIN: [REDACTED]**  
**Occupant Classification System**  
**NHTSA Recall #18V514**

October, 2018

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

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 CLA-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the Concern?**

DAG has determined that on certain CLA-Class vehicles (117platform) 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 CLA-Class vehicles, the OCS may not function properly. In this instance a 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 front passenger airbag. 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.

**To remedy this issue, an authorized Mercedes-Benz dealer will replace the OCS mat on the affected vehicles. Unfortunately, the parts to remedy this are currently not yet 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 Mercedes-Benz 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 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 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now 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.MBUSA.com/recall](http://www.MBUSA.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 a 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 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

**IMPORTANT**

VIN: [REDACTED]

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:

[Grid for Name: 26 boxes]

Last Name, First Name

[Grid for Street: 26 boxes, with 1 box shaded black]

Street

Apt

[Grid for City/State/ZIP: 26 boxes, with 2 boxes shaded black]

City

State

ZIP

[Grid for Email Address: 26 boxes]

Email Address

[Grid for Phone: 12 boxes]

Phone (numbers only)

[Grid for Mobile: 12 boxes]

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**THANK YOU FOR YOUR COOPERATION**