



Mercedes-Benz USA, LLC

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Customer Services

**IMPORTANT SAFETY RECALL 2019080007**

This notice applies to your vehicle, VIN: [REDACTED]  
**Impaired Active Brake Assist**  
**NHTSA Recall # 19V540**

September, 2019



- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- 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 (“MY”) 2019-2020 GLE-Class, C-Class, E-Class/E-Class Coupe, S-Class Coupe/S-Class, GLC-Class, CLS-Class, and AMG GT-Class 4 Door vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

DAG determined that on certain MY 2019-2020 GLE-Class (167 platform), C-Class (205 platform), E-Class/E-Class Coupe (213/238 platform), S-Class Coupe/S-Class (217/222 platform), GLC-Class (253 platform), CLS-Class (257 platform), and AMG GT-Class 4 Door (290 platform) vehicles with the Driver Assistance Package, the radar control unit software might not meet current production specification. Due to the impaired signal matching of the radar sensor, autonomous partial or full braking might not function as intended. In this case, the vehicle’s Active Brake Assist feature for reducing or avoiding collisions could be impaired, increasing the risk of an injury or a crash.

**What will your DEALER DO?**

An authorized Mercedes-Benz dealer will update the radar sensor control unit software 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 **30 minutes**, 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](http://www.mbusa.com/recall). **Please mention you are scheduling an appointment to update the radar sensor control unit software under Recall Campaign #2019080007.**

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](http://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

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:

[Empty grid for name entry]

Last Name, First Name

[Empty grid for street entry]

Street

Apt

[Empty grid for city, state, and zip entry]

City

State

ZIP

[Empty grid for email address entry]

Email Address

[Empty grid for phone number entry]

Phone (numbers only)

[Empty grid for mobile number entry]

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature