



**IMPORTANT SAFETY RECALL 2020060012**  
**This notice applies to your vehicle, VIN: [REDACTED]**  
**Passenger Occupant Classification System Detection**  
**NHTSA Recall #19V892**

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

July, 2020



- 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.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2015-2018 CLA-Class (117 platform) vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

MBAG has determined that on certain MY 15-18 CLA-Class (117 platform) vehicles, the calibration of the Occupant Classification System ("OCS") for the front passenger seat might not meet current production specifications. If the OCS is not calibrated according to production specifications, an installed child seat might be classified as an occupant, or a small and light occupant might be classified as a child seat. Therefore, the passenger airbag might be activated despite the presence of an installed child seat. Conversely, the front passenger airbag might be deactivated despite an occupant sitting on the front passenger seat. Both cases would increase the risk of injuries to the passenger in the event of a crash. The customer may be made aware of the status of the passenger airbag by the PASSENGER AIRBAG ON / OFF lamp in the lower center console.

**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 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 Mercedes-Benz 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 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 have the front passenger seat replaced under Recall Campaign # 2020060012.**

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. 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. Please see the following page for more information. **Impacts from COVID-19:** Your health and safety remain our top priority. The Mercedes-Benz dealerships are closely following the guidelines set forth by the CDC. Vehicle pick-up and delivery may be available. Your preferred authorized Mercedes-Benz dealer can confirm availability.

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 <https://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

## VIN: [REDACTED]

☐ EXPORTED

☐ LEASE, VEHICLE RETURNED

☐ SCRAPPED

☐ SOLD

☐ STOLEN

☐ OTHER

☐ MY NEW NAME OR ADDRESS IS:

[illegible][illegible]

Apt

[illegible]

ZIP

[illegible][illegible][illegible]

Mobile (numbers only)

**Signature**

**DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE**

**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. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

**Please speak with your dealer concerning this matter. THANK YOU FOR YOUR COOPERATION.**