



**IMPORTANT SAFETY RECALL 2020020014**  
**This notice applies to your vehicle, VIN: [REDACTED]**  
**Airbag Warning Labels**  
**NHTSA Recall #19V914**

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

March, 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 certain Model Year ("MY") 2019 GLC-Class vehicles fail to conform with the airbag warning label requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 208 "Occupant Crash Protection." Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

MBAG has determined that certain Model Year ("MY") 19 GLC-Class (253 platform) vehicles might be equipped with incorrect country variants of the airbag warning labels on the outside/inside of the passenger side sun visor. In such case, the airbag warning labels in affected vehicles may not meet US requirements as specified by FMVSS 208 "Occupant Crash Protection." The labels are intended to provide information to the occupant about the safety risks a deploying airbag may pose to children. The affected vehicles are equipped with labels that include pictograms indicating the proper use of a child seat but the accompanying explanations might not be understood in the US. If a sun visor label is in a foreign language, an occupant may not be aware of the potential risks that a deploying airbag may pose to children sitting in the front seat, potentially increasing the risk of injury in the event of a crash.

**What will your DEALER DO?**

An authorized Mercedes-Benz dealer will check the airbag warning labels on the passenger-side sun visor of the affected vehicles and replace the sun visor including the warning label, as necessary. **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 less than 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 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 airbag warning labels on the sunvisor checked under Recall Campaign # 2020020014.**

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 <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] [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**