



IMPORTANT SAFETY RECALL 2020040011

This notice applies to your vehicle, VIN: [REDACTED]
Check Sunroof Glass Bonding
NHTSA Recall # 19V918
Reminder Notification

March, 2022

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

- A remedy is available for your vehicle.
- Schedule an appointment with an authorized Mercedes Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes Benz Owner:

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 Mercedes Benz 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 authorized Mercedes Benz 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 September 2020.

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") 2001 2011 C Class, CLK Class, E Class, and CLS Class. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

MBAG determined that on certain Model Year ("MY") 2001 2011 C Class, CLK Class, E Class, and CLS Class vehicles, the bonding between the glass panel and the sunroof frame might deteriorate gradually over time. If the bonding adhesion were to deteriorate, the durability requirements might not be met, which could lead to a separation of the sunroof glass panel from the vehicle. A detached sunroof glass panel could become a road hazard, increasing risk of a crash or injury for other road users.

What will your DEALER DO?

An Authorized Mercedes Benz Dealer will check the glass panel bonding on the affected vehicles and replace the sunroof 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 **3 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 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. **Please mention you are scheduling an appointment to have the sunroof glass panel bonding checked under Recall Campaign # 2020040011.** 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.

Impacts from COVID-19: Your health and safety remain our top priority. The Mercedes Benz dealerships remaining open for recall repairs and service 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.

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.

A VIN based recall lookup tool on our MBUSA.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.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

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG 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]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone]

Phone (numbers only)

[Grid for Mobile]

Mobile (numbers only)

Date

Signature

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE