



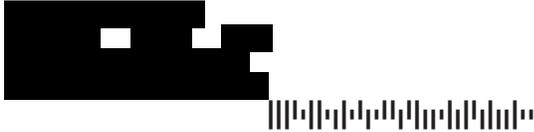
## IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, VIN: [REDACTED]  
Missing Information on 3<sup>rd</sup> Row Head Restraint  
NHTSA Recall #19V648

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

November, 2019



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 certain Model Year ("MY") 2020 GLE-Class and GLS-Class vehicles fail to comply with the requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 202a, "Head Restraints." Our records indicate that your vehicle is included in the affected population of vehicles.

### What is the Concern?

DAG has determined that the owner's manuals for certain MY 2020 GLE-Class and GLS-Class vehicles (167, X167 platform) do not include information specific to the adjustment of the head restraints on the third row seats, as required by federal regulation. The owner's manual is intended to provide information to the occupant about the appropriate adjustment and operation of head restraints. However, the owner's manuals for the subject vehicle population do not include a description specific to the third row seats. Occupants may not understand how to properly adjust the third row head restraints without the required description. Improperly adjusted head restraints increase the risk of injury to the third row seat passengers in the event of a crash.

**To remedy this recall issue, an authorized Mercedes-Benz dealer will provide a supplementary owner's manual booklet with the necessary information. Unfortunately, the supplementary booklet is not yet available.**

**We are working to obtain the supplementary booklet as quickly as possible. When it becomes available, we will send you another letter advising you of next steps.**

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation once parts are available, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (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

