

IMPORTANT SAFETY RECALL 2020030019

This notice applies to your vehicle, VIN: Interior Switch Illumination NHTSA Recall #20V089

Mercedes-Benz USA, LLC

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.

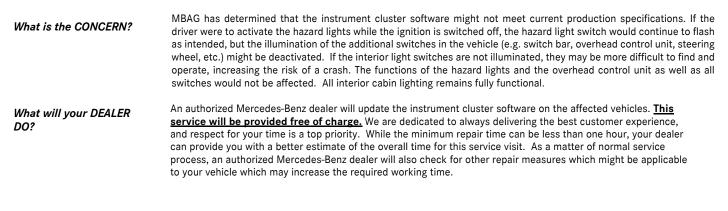
Christian Treiber Vice President Customer Services

March, 2020

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") 2020-2021 CLA-Class (118 platform), GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles fail to conform with the airbag warning label requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 101 "Controls and Displays." Our records indicate that your vehicle is included in the affected population of vehicles.



What should YOU DO?



Information for Owners

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 update the instrument cluster software under Recall Campaign # 2020030019.

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.

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. 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,

The Juser

Mercedes-Benz USA, LLC A Mercedes-Benz AG Company One Mercedes-Benz Drive Sandy Springs, GA 30328 Phone (770) 705-0600 IMPORTANT

VIN:

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.

	LEASE, VEHICLE RETURNED																													
	NEW OWNER INFORMATION																MY NEW NAME OR ADDRESS IS:													
																											Γ	Τ		
Last	Na	me, F	irst N	lame				1						1					1						1	1	<u> </u>			
Stre	Street																				Apt									
City	City														State Z							Z	IP							
Ema	il A	ddres	S				•	•	•	•		•						•	•		•		•			•				
Pho	Phone (numbers only)												Mob	ile (n	umb	ers o	only)	1	<u> </u>	1				4						
																				-										

Date

Signature

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