



IMPORTANT SAFETY RECALL 2020030009
This notice applies to your vehicle, VIN: [REDACTED]
Replace High-Voltage Battery
NHTSA Recall # 20V107

Mercedes-Benz USA, LLC

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 Vice President
 Customer Services

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2020030009



- 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 smart 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 smart vehicles, has decided that a defect which relates to motor vehicle safety exists in a certain Model Year ("MY") 2019 smart EQ fortwo vehicle. Our records indicate that your vehicle is included in the affected vehicles.

What is the CONCERN?

MBAG determined that on a certain MY 19 smart EQ fortwo electric drive vehicle (453 platform), the cell-internal welding of the main cell conductors (connecting the individual cells and cell modules) of the high-voltage battery might not meet current production specifications. In case of an insufficient welding of the main cell conductor, the welded joint might detach under thermomechanical loads or vibrations. As a result, the electrical contact within a cell of the high-voltage battery could be interrupted, leading to failure of the entire high-voltage battery. This condition would lead to a loss of propulsion and a stalling of the vehicle while driving, increasing the risk of a crash. In addition, depending on the characteristic of the detachment of the welded joint of the main cell conductor, an electric arc could possibly occur. In this case, neighboring cells could ignite thereby increasing the risk of fire.

What will your DEALER DO?

An authorized Mercedes-Benz smart dealer will replace the high-voltage battery on the affected vehicle. **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 3.5 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 smart 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 smart dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are scheduling an appointment to replace the high-voltage battery under Recall Campaign # 2020030009.**

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. 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

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