



**IMPORTANT SAFETY RECALL 2020090001**  
**This notice applies to your vehicle, VIN: [REDACTED]**  
**Replace Shock Absorbers**  
**NHTSA Recall #20V329**

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

October, 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 a defect which relates to motor vehicle safety exists in certain Model Year 2020 GLE-Class and GLS-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

On certain Model Year ("MY") 2020 GLE-Class and GLS-Class vehicles, the piston seals on the front struts and rear shock absorbers might not meet current production specifications. A piston seal could leak over time, leading to premature wear of the front strut or rear shock absorber. If this occurs and the vehicle continues to be driven, it could affect the vehicle's handling and control, increasing the risk of a crash.

**What will your DEALER DO?**

An authorized Mercedes-Benz dealer will replace the shock absorbers on the affected vehicles. **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 7.5 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 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](http://www.MBUSA.com/recall). **Please mention you are scheduling an appointment to replace the shock absorbers on the affected vehicles under Recall Campaign # 2020090001.** 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. Free Mobile Repair at your home or business as well as 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.

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. 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

## 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
 ☐ SOLD  
☐ LEASE, VEHICLE RETURNED
 ☐ STOLEN  
☐ SCRAPPED
 ☐ OTHER \_\_\_\_\_

- ☐ **NEW OWNER INFORMATION** ☐ **MY NEW NAME OR ADDRESS IS:**

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date \_\_\_\_\_

**Signature**

\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*

**DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE**