



**IMPORTANT SAFETY RECALL 2020080015**  
**This notice applies to your vehicle, VIN: [REDACTED]**  
**Update Software for Seat Belt Warning in the Instrument Cluster**  
**NHTSA Recall # 20V449**  
**Reminder Notification**

Mercedes-Benz USA, LLC

February, 2022

2020080015



- 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") 2017-2019 C-Class, E-Class, S-Class, E-Class Coupe/Convertible and CLS-Class vehicles.

**What is the CONCERN?**

In certain MY 2017-2019 C-Class, E-Class, S-Class, E-Class Coupe/Convertible and CLS-Class vehicles, the seat belt warning system does not meet current production specifications. If the driver or passenger seat belt is not fastened, the seat belt warning would not warn the driver as intended by means of a blinking warning lamp in the instrument cluster and by an audible warning tone, but only with a permanently activated warning lamp. Thus, the driver would not receive the full scope of intended warnings in the event of an unfastened seatbelt. An unfastened seatbelt increases the risk of injury in the event of a crash. The customer may be made aware of the issue by the absence of the blinking warning lamp and the audible warning tone if the vehicle is driven without the seat belt fastened.

**What will your DEALER DO?**

An authorized Mercedes-Benz dealer will update the software of the instrument cluster 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 is approximately 1 hour, 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 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 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 update the software for the seat belt warning in the Instrument Cluster under Recall Campaign # 2020080015.** 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. Please visit [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 1-800-367-6372.

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 Last Name, First Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City]

City

State

ZIP

[Grid for Email Address]

Email Address

[Grid for Phone (numbers only)]

Phone (numbers only)

[Grid for Mobile (numbers only)]

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

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

**Reimbursement to Customers for Repairs Performed Prior to Recall**

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. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer.

Please speak with your dealer concerning this matter. Thank you for your cooperation.