



**IMPORTANT SAFETY RECALL**

**This INTERIM notice applies to your vehicle, VIN: [REDACTED]**  
**Replace High-Voltage Battery**  
**NHTSA Recall # 20V107**

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

March, 2020



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 the affected vehicle.

**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.

**An authorized Mercedes-Benz dealer smart dealer will replace the high-voltage battery on the affected vehicle.**

**Unfortunately, the parts to remedy this situation are not available. We are working to obtain the necessary parts as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall repair completed free of charge.**

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to resolve your question or concern, we are always happy to hear from you. Please contact us at 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 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.

- EXPORTED
- LEASE, VEHICLE RETURNED
- SCRAPPED
- NEW OWNER INFORMATION
- SOLD
- STOLEN
- OTHER \_\_\_\_\_
- MY NEW NAME OR ADDRESS IS:

--

Last Name, First Name

--

Street

Apt

--

City

State

ZIP

--

Email Address

--

Phone (numbers only)

--

Mobile (numbers only)

\_\_\_\_\_ **Date**

\_\_\_\_\_ **Signature**

**THANK YOU FOR YOUR COOPERATION**