



## IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, VIN: [REDACTED]

Replace Rear Crossmember

NHTSA Recall # 20V172

Mercedes-Benz USA, LLC

Christian Treiber

Vice President

Customer Services

April, 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 a defect, which relates to motor vehicle safety, exists in certain Model Year ("MY") 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?**

In certain MY 2020 GLE-Class (167 platform) and GLS-Class (X167 platform) vehicles, the tensile strength of the welds on the rear crossmember might not meet current production specifications. When the rear towing eye is used for towing, cracks might occur in the weld seams which could lead to the rear crossmember detaching from the vehicle, increasing the risk of a crash for other road users.

**An authorized Mercedes-Benz dealer will replace the rear crossmember on the affected vehicles.**

**Unfortunately, the parts to remedy this are not yet available. We are working to obtain the necessary parts to correct this condition 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 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 remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A 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

