



IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, VIN: [REDACTED]
Rework Engine Oil Plugs
NHTSA Recall #20V173

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") 2018-2019 S-Class (222 platform) and S-Class Coupe/Convertible (217 platform) vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

MBAG has determined that on certain MY 2018-2019 S-Class (222 platform) and S-Class Coupe/Convertible (217 platform) vehicles equipped with 4.0L 8-cylinder engines, the material of two engine oil plugs might not withstand high engine loads during driving. The closure plug might fail to contain high engine oil pressures which can occur especially during dynamic driving and could result in engine oil leaking from the plugs. A resulting oil leak on the roadway could create a road hazard, increasing the risk of a crash for other road users. If the engine oil level falls below a certain limit, the driver will be made aware by a red warning message in the instrument cluster. However, if the vehicle is driven after the warning message appears, the engine could be damaged if it continues to run without the required oil. This could lead to a vehicle stall and increase the risk of a crash.

An authorized Mercedes-Benz dealer will replace the engine oil plugs on the affected vehicles. Unfortunately, the parts to remedy this issue are currently not yet available.

We are working to obtain the necessary parts as quickly as possible. As the 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 new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website, 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.

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: [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

THANK YOU FOR YOUR COOPERATION