

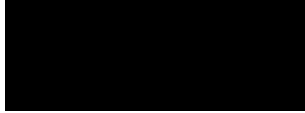


July, 2020

IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle, VIN: [REDACTED]
Sealing of Shock Absorber
NHTSA Recall # 20V329

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services



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, GLS-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has determined that 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 product 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.

To remedy this issue, an authorized Mercedes-Benz dealer will replace the shock absorbers on the affected vehicles. Unfortunately, the parts to remedy this issue are currently not yet available.

We are working to obtain the necessary parts to correct this condition 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

VIN: [REDACTED]

☐ EXPORTED ☐ SOLD
☐ LEASE, VEHICLE RETURNED ☐ STOLEN
☐ SCRAPPED ☐ OTHER _____

[illegible][illegible]

Apt

[illegible]

ZIP

[illegible][illegible][illegible]

Date _____

Signature

THANK YOU FOR YOUR COOPERATION