



IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, VIN: [REDACTED]
Replace Wheel-Hub Cap
NHTSA Recall #20V800

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

January, 2021



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") 2019-2020 AMG GT-Class 4 Door Coupe vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

In certain MY 2019-2020 AMG GT-Class 4 Door Coupe vehicles, the wheel hub caps that display the Mercedes-Benz emblem might not have been manufactured according to current production specifications. The fastening clip mechanism on the caps might not withstand induced stresses while driving, and could detach from the wheel-hub. If the wheel-hub caps detach from the vehicle while driving, they could become a road hazard for following traffic, which could increase the risk of a crash or risk of injury for other road users.

An authorized Mercedes-Benz dealer will replace the wheel-hub caps 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 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 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.

- [illegible]

- ☐ **NEW OWNER INFORMATION** ☐ **MY NEW NAME OR ADDRESS IS:**

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date

Signature

THANK YOU FOR YOUR COOPERATION