



**IMPORTANT SAFETY RECALL 2021080021**  
This notice applies to your vehicle, VIN: [REDACTED]  
**Check the Rear Seat Row Seat Belts**  
NHTSA Recall #21V483

September, 2021

2021080021  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.



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 certain Model Year ("MY") 2021 2022 CLS Class, AMG GT Class 4 door, E Class and G Class vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 208, "Occupant Crash Protection". Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

In certain MY21 22 CLS Class, AMG GT Class 4 door, E Class and G Class vehicles, the Automatic Locking Retractor (ALR) function for the rear seat belts might not meet current production specifications or fulfill the requirements of FMVSS 208. The ALR function automatically retracts and tightens the rear seat belt when fastening a child restraint system. Due to a deviation within the seatbelt retractor, the rear seat belt ALR may deactivate early, which can result in preventing the child restraint system from being properly secured. An unsecured child restraint system can increase the risk of injury during a crash. You may be made aware of the issue by an audible clicking noise that can be heard when the ALR function is activated which stops well before the seat belt webbing is fully retracted.

**What will your DEALER DO?**

An authorized Mercedes Benz dealer will check the rear seat belts on the affected vehicles, and replace as necessary. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be less than **half an hour**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes Benz dealer will also check for other repair measures that might be applicable to your vehicle which may increase the required working time.

**What should YOU DO?**



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes Benz dealer at your earliest convenience. To locate authorized dealers see [www.MBUSA.com/recall](http://www.MBUSA.com/recall). **Please mention you are scheduling an appointment to check the Rear Seat Row Seat Belts under Recall Campaign # 2021080021.** You may be asked for your 17 digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

**Impacts from COVID-19:** Your health and safety remain our top priority. The Mercedes Benz dealerships remaining open for recall repairs and service are closely following the guidelines set forth by the CDC. **Free Mobile Repair** at your home or business as well as vehicle pick up and delivery may be available. Your preferred authorized Mercedes Benz dealer can confirm availability.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

**Information for Owners**

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 business days to comply with Federal Regulations.

A VIN based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See [www.mbusa.com/recall](http://www.mbusa.com/recall). Should you have any questions or encounter any difficulty regarding this Recall Campaign, 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) FOR MERCEDES (1 800 367 6372).

If an authorized 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 <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes Benz USA

Mercedes-Benz USA, LLC  
A Daimler 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:

Last Name, First Name

Street

Apt

City

State

ZIP

Email Address

Phone (numbers only)

Mobile (numbers only)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature

**\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\***  
**DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE**