



Mercedes-Benz USA, LLC

IMPORTANT SAFETY RECALL 2021120011

This notice applies to your vehicle, VIN: [REDACTED]
Check and replace LED headlamp
NHTSA Recall #21V509

January, 2022

[REDACTED]
[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") 2018-2021 GLE-Class, C-Class, A-Class and GLB-Class vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) 108 "Lamp, Reflective Devices and Associated equipment". Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

In certain MY 2018-2021 GLE-Class, C-Class, A-Class and GLB-Class vehicles with Light Emitting Diode "LED" headlamps, the headlamps might be incorrectly adjusted, and not meet current production specifications. In this case, the light intensity of the high beam, low beam, and the model-specific turn signal indicator may not conform to certain requirements of FMVSS 108. Incorrectly adjusted headlights may reduce visibility, which could increase the risk of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will check the LED headlamps on the affected vehicles and replace them, if 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 1 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. **Please mention you are scheduling an appointment to check and replace the LED headlamps under Recall Campaign # 2021120011.** 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.

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. 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

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A Daimler AG Company
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Sandy Springs, GA 30328
Phone (770) 705-0600

VIN: [REDACTED]

☐ EXPORTED
☐ LEASE, VEHICLE RETURNED
☐ SCRAPPED

☐ SOLD
☐ STOLEN
☐ OTHER _____

☐ MY NEW NAME OR ADDRESS IS:

[illegible][illegible]

Apt

[illegible]

ZIP

[illegible][illegible][illegible]

Mobile (numbers only)

Signature

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