



IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC

This INTERIM notice applies to your vehicle, [REDACTED]

Replace Curtain Airbag
NHTSA Recall #21V404

July, 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") 2020 GLB-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

In certain MY 20 GLB-Class vehicles, the curtain airbags might not meet current production specifications. In the event of a crash with activation of the curtain airbags, the cushion might not inflate as intended which could reduce the restraining effects of the airbag and increase the risk of injury.

An authorized Mercedes-Benz dealer will check the curtain airbags on the affected vehicles and replace it, if necessary.

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 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

Mercedes-Benz USA, LLC
A Daimler AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

VIN: [REDACTED]

[illegible]

☐ MY NEW NAME OR ADDRESS IS:

Mobile (numbers only)

Signature _____

THANK YOU FOR YOUR COOPERATION