



IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC

This INTERIM notice applies to your vehicle, [REDACTED]

Replace LED headlamp

NHTSA Recall #21V509

August, 2021

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

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) number 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.

An authorized Mercedes-Benz dealer will replace the LED headlamps on the affected vehicles.

Unfortunately, the parts to remedy this are not yet available, but we are working to obtain them 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 remedy is 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

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

- ☐ 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