



Mercedes-Benz USA, LLC

IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, [REDACTED]
Update Engine Control Unit Software
NHTSA Recall #21V843

December, 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 a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2021 S-Class and Maybach vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

In certain MY21 S-Class and Maybach vehicles, the engine control unit software might not meet current production specifications. In this case, the vehicle may stall shortly after engine start, and a subsequent restart might not be possible. This might occur suddenly without warning, and independent of the driving situation, which could increase the risk of a crash.

An authorized Mercedes-Benz dealer will update the engine control unit software on the affected vehicles.

Unfortunately, the software to remedy this is not yet available. We are working to obtain the necessary software to correct this condition as quickly as possible. When the software becomes 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 the software 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