

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: [REDACTED]
Install Additional 12 Volt Battery Support
NHTSA Recall ID: 22V733

November 2022



Dear Mercedes-Benz Owner:

This notice is being sent to you in accordance with 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") 2019–2022 CLS-Class and E-Class vehicles. Our records indicate that your vehicle is included in the affected population.

What is the concern?

The 12-Volt battery in the trunk might not remain properly secured in the event of a crash, which could lead to electrical connection failure, and the disabling of various safety features including, emergency call (eCall) system, electric seat adjustment, hazard warning lights, and automatic door locks. The inability to operate safety features (eCall system, hazard lights, electric seats, or automatic door locks) can increase the risk of injury during a crash.



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.

An authorized Mercedes-Benz dealer will install additional support for the 12V battery on the affected vehicles 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.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,

Mercedes-Benz USA



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Additional Information for Owners:

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>.

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.

If you are no longer the vehicle owner, or have a change of address, please visit www.mbusa.com/recalls, input your VIN into the VIN lookup tool and input your updated information on the site. Additionally, you may also contact our customer assistance center at 1-800-367-6372. 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.

