

## IMPORTANT SAFETY RECALL

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

This notice applies to your vehicle, VIN: [REDACTED]

Inspect Brake Booster

NHTSA Recall ID: 24V298

MBUSA ID: 2024050001 & 2024050002

**STOP DRIVE ORDER!**

**STOP DRIVE** – Your vehicle can be towed to an authorized dealer and a mobility solution provided or a mobile repair may be possible

- The 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.

[REDACTED]  
[REDACTED]  
[REDACTED]  
May, 2024

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, the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2006-2012 ML-Class, GL-Class, and R-Class vehicles. **Our records indicate that your vehicle is included in the affected population.**

### What is the issue?



Moisture may accumulate and cause corrosion in the brake booster housing unit, which can result in reduced brake performance. In some cases of severe corrosion, a particularly strong or hard braking application may cause mechanical damage in the brake booster, which can result in brake failure. In this case, it would not be possible to decelerate the vehicle via the brake pedal. Reduced brake performance or brake failure can increase the risk of a crash or injury.

**Owners are advised not to drive their vehicles until the inspection is performed.**

### What will your Mercedes-Benz Dealership do?



An authorized Mercedes-Benz dealer will inspect and, if necessary, replace the brake booster. **This vehicle repair will be provided at no cost to you.** While the repair time can be less than 3 hours, your dealer can provide you with a better estimate of the overall time for this visit. As a matter of normal service process, the 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. You will not be charged for other services or repairs unless so requested.

### How do I schedule an inspection?

MBUSA strongly encourages you to schedule a mobile inspection with your local dealer. In the event a mobile inspection cannot be performed, a tow to your nearest authorized Mercedes-Benz dealership will be provided free of charge. To locate authorized dealers see [www.MBUSA.com/recall](http://www.MBUSA.com/recall). Please mention you are scheduling an appointment to inspect the brake booster housing under **Recall Campaign # 2024050001 or 2024050002**. 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.

Don't wait. Find an authorized Mercedes-Benz dealer near you at [www.mbusa.com/recall](http://www.mbusa.com/recall) and schedule the recall inspection right away.



## IMPORTANT SAFETY RECALL

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

### **I need alternate transportation, what are my options?**

A dealer may be able to provide a loaner vehicle, when available. If no loaner vehicles are available, other solutions may be offered such as taxi/rideshare, public transportation cost reimbursement, and/or rental reimbursement. Please discuss with your dealer the conditions and availability of each option.

### **Will this affect other brake system components?**

This recall relates to potential advanced corrosion on the brake booster housing. If other brake system component(s) are in need of repair/replacement such that they would impair or hinder inspecting the brake booster housing, the repair/replacement must be completed first to allow the brake booster housing to be inspected. These parts and labor costs are not covered under this recall and are the responsibility of the owner.

### **I no longer feel safe in my car. What if I no longer want to drive this vehicle?**

We ensure you that the inspection program has been thoroughly vetted. If you still have concerns please contact our customer service center at **1-(800) FOR-MERCEDES (1-800-367-6372)**.

### **Steps to take.**



- Find your nearest authorized Mercedes-Benz dealership at **[mbusa.com/recall](https://www.mbusa.com/recall)** to schedule your recall inspection.
- Please mention you are scheduling an appointment for the Mercedes-Benz Brake Booster Recall Campaign **2024050001** or **2024050002**.
- You may be asked for your VIN, which for your convenience is located at the top of this letter.
- Based on the outcome of your vehicle's inspection, further steps will be provided as outlined above.



### **What if I no longer own or drive the vehicle or would like to update my contact information?**

In the event you need to update your contact information or have updates concerning the vehicle, please visit **[mbusa.com/recall](https://www.mbusa.com/recall)** (or scan the QR Code to the left) and submit your VIN using the VIN recall lookup tool and complete the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

### **Additional Information for Owners:**

A VIN-based recall lookup tool is available at **[mbusa.com/recall](https://www.mbusa.com/recall)**, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer.

Should an authorized Mercedes-Benz dealer be unable to address your concerns please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

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 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.nhtsa.gov>.

**Don't wait. Find an authorized Mercedes-Benz dealer near you at [www.mbusa.com/recall](https://www.mbusa.com/recall) and schedule the recall inspection right away.**



## IMPORTANT SAFETY RECALL

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

### Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall repair completed you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer, and can take up to 60 days to process.

Please speak with your dealer concerning this matter. Thank you for your cooperation.

Don't wait. Find an authorized Mercedes-Benz dealer near you at  
[www.mbusa.com/recall](http://www.mbusa.com/recall) and schedule the recall inspection right away.

