



Mercedes-Benz

**CSC-10054840-8091**

**Service Campaign # 2013110005  
Spare Tire Replacement**

Mercedes-Benz USA, LLC

Gareth Joyce

Vice President  
Customer Services

December, 2013

Dear Mercedes-Benz Owner,

On behalf of Mercedes-Benz USA, I wanted to take a moment to thank you for choosing Mercedes-Benz. We hope that you're enjoying your 2013 C-Class. Here at Mercedes-Benz USA, we are committed to delivering an exceptional ownership experience. In our continuing efforts to ensure the proper performance of your vehicle, we are writing to inform you that an incorrect spare tire was installed in your vehicle. As a result, you may not be able to install the spare tire, should you need to. Please contact an authorized Mercedes-Benz dealer who will replace the spare tire, free of charge.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see [www.MBUSA.com/dealerlocator](http://www.MBUSA.com/dealerlocator). **Please mention you are scheduling an appointment to replace your spare tire under Service Campaign #2013110005.** 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.

We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately ½ hour, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

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) FOR-MERCEDES (1-800-367-6372).

We sincerely apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC  
One Mercedes Drive  
P.O. Box 350  
Montvale, NJ 07645-0350  
Phone 1-800-FOR-MERCEDES (1-800-367-6372)  
Fax (201) 476-6211  
[www.MBUSA.com](http://www.MBUSA.com)



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**IMPORTANT**

IF FOR ANY REASON YOU DO NOT NOW 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.

- SCRAPPED
- STOLEN
- OTHER \_\_\_\_\_
- SOLD \_\_\_\_\_ I HAVE SOLD THE VEHICLE TO:
- MY NEW ADDRESS IS:

NAME \_\_\_\_\_

STREET \_\_\_\_\_ APT. \_\_\_\_\_

CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP \_\_\_\_\_

PHONE \_\_\_\_\_

THANK YOU FOR YOUR COOPERATION

\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\*  
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE