

IMPORTANT EMISSIONS RECALL

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

This notice applies to your vehicle, VIN: [REDACTED]
Update Engine Control Unit Software
Campaign # 2024090003 /CA DMV # 240903

- Remedy is now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealership as soon as possible.
- This repair will be provided **FREE** of charge.

[REDACTED]
December, 2024

Dear Mercedes-Benz Owner:

Mercedes-Benz AG, the manufacturer of Mercedes-Benz vehicles, has determined that on certain Model Year 2021 - 2022 G-Class vehicles, the engine control unit software characteristics may not meet local regulatory requirements for the vehicle's On-Board Diagnostics and/or exhaust gas emissions. Our records indicate that your vehicle is included in the affected population.



What is the issue?

During low-load operations, the vehicle's air/fuel ratio diagnostic system may not be activated as intended.



What will your Mercedes-Benz Dealership do?

An authorized Mercedes-Benz dealership will check and, if necessary, update the Engine Control Unit Software. **This vehicle repair will be provided at no cost to you.** While the minimum repair time can be **up to 30 minutes**, your dealership 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. You will not be charged for other service or repairs unless so requested.



Steps to take.

- Find your nearest authorized Mercedes-Benz dealership at mbusa.com/recall to schedule your recall repair.
- Please mention you are scheduling an appointment for Mercedes-Benz Emissions Recall Campaign # **2024090003 (CA DMV # 240903)**
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

FOR CALIFORNIA ONLY: A Proof of Correction certificate shall be issued to you by the dealer (California only) showing that the vehicle has been repaired under this Recall Campaign. The certificate may be required by the California Department of Motor Vehicles as a condition of vehicle registration or operation.

We apologize for any inconvenience this may have caused and look forward to taking care of this important emissions recall.

Sincerely,
Mercedes-Benz USA

Don't wait. Find an authorized Mercedes-Benz dealership near you
at mbusa.com/recall and schedule the recall repair right away.



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What if I no longer own or drive the vehicle?

In the event you no longer own or drive this vehicle, please visit mbusa.com/recalls to update your information by submitting your VIN using our VIN recall lookup tool, and completing the “No longer Own” 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/recalls, which can be used to check whether a vehicle has been subject to a 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 dealership.

Should an authorized Mercedes-Benz dealership 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.

Don't wait. Find an authorized Mercedes-Benz dealership near you at mbusa.com/recall and schedule the recall repair right away.

