



IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, [REDACTED]
Update DISTRONIC Software
NHTSA Recall #18V910

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

February, 2019

[REDACTED]
[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.

Daimler AG (“DAG”), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year (“MY”) 2018 S-Class (222 platform) and S-Class Coupe (217 platform vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

DAG determined that on certain MY 2018 S-Class vehicles (217 and 222 platforms) equipped with Active Distance Assist DISTRONIC and Active Steering Assist, the Hands-off-Detection function (“HoD”) might not function as intended due to the installed software not meeting current production specifications. Incorrect software could prevent the system from measuring certain driving data values of the steering system, resulting in HoD function of the Active Steering Assist incorrectly assuming the driver’s hands are on the steering wheel. As a result, the system would not provide any warnings to return the driver’s hands to the wheel nor bring the vehicle to a stop, which could increase the risk of a crash.

To remedy this issue, an authorized Mercedes-Benz dealer will update the software of the steering control unit. Unfortunately, the software to remedy this is currently 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 software is available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to address your questions or concerns, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now 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 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 <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company
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Sandy Springs, GA 30328
Phone (770) 705-0600

