



Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle,
VIN: [REDACTED]
Check Front Seatback Lock
NHTSA Recall #19V130

April, 2019

[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") 2017-2018 C-Class and E-Class Coupe and Cabriolet vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

DAG has determined that on certain MY17-18 C-Class Coupe and E-Class Coupe and Cabriolet vehicles (205 and 238 platforms), the front driver and/or passenger side seatback may not fully lock. If the seatback does not properly lock, in the event of a crash, the seatbacks may fold forward, increasing the risk of injury.

To remedy this recall issue, an authorized Mercedes-Benz dealer will check the front driver and passenger side seatback lock and replace the seat frame if necessary. 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.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation once parts are available, 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 a 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
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

