



**IMPORTANT SAFETY RECALL**  
**This INTERIM notice applies to your vehicle, [REDACTED]**  
**Replace Battery Mounting Bracket**  
**NHTSA Recall #19V586**

Mercedes-Benz USA, LLC

Christian Treiber  
 Vice President  
 Customer Services

October, 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”) 2018-2019 C-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles. The purpose of this letter is to explain what the recall is about, what we are doing to correct it, and when parts will be available.

**What is the Concern?**

DAG has determined that on certain Model Year (“MY”) 2018-2019 C-Class vehicles (205 platform) the mounting bracket for the 12V starter battery might not have been manufactured according to current production specification. If the battery is not properly secured, it could shift and disconnect the terminals in the event of a crash. If this were to occur, the vehicle’s power supply would be interrupted, impairing different post-crash functionalities. Furthermore, if the battery detaches from the vehicle in a crash, it could become a road hazard.

**To remedy this recall issue, an authorized Mercedes-Benz dealer will replace the battery mounting bracket on the affected vehicles. 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](http://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

