



IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, VIN: [REDACTED]
Airbag Warning Labels
NHTSA Recall #19V914

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

February, 2020



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that certain Model Year ("MY") 2019 GLC-Class vehicles fail to conform with the airbag warning label requirements of Federal Motor Vehicle Safety Standard (FMVSS) number 208 "Occupant Crash Protection." Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

MBAG has determined that certain Model Year ("MY") 19 GLC-Class (253 platform) vehicles might be equipped with incorrect country variants of the airbag warning labels on the outside/inside of the passenger side sun visor. In such case, the airbag warning labels in affected vehicles may not meet US requirements specified by FMVSS 208 "Occupant Crash Protection." The labels are intended to provide information to the occupant about the safety risks a deploying airbag may pose to children. The affected vehicles are equipped with labels that include pictograms indicating the proper use of a child seat but the accompanying explanations might not be understood in the US. If a sun visor label is in a foreign language, an occupant may not be aware of the potential risks that a deploying airbag may pose to children sitting in the front seat, potentially increasing the risk of injury in the event of a crash.

An authorized Mercedes-Benz dealer will check the airbag warning labels on the passenger-side sun visor of the affected vehicles and replace the sun visor, including the warning label, as necessary.

Unfortunately, the parts to remedy this situation are not available. We are working to obtain the necessary parts 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 repair completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to resolve your question or concern, we are always happy to hear from you. Please contact us at 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 Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

IMPORTANT

VIN: [REDACTED]

If for any reason YOU NO LONGER 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.

- ☐ EXPORTED
 - ☐ LEASE, VEHICLE RETURNED
 - ☐ SCRAPPED

- ☐ SOLD
- ☐ STOLEN
- ☐ OTHER _____

- ## NEW OWNER INFORMATION

- ☐ MY NEW NAME OR ADDRESS IS:

[illegible]

Last Name, First Name

[illegible]

Street

Apt

[illegible]

City

State

ZIP

[illegible]

Email Address

[illegible]

Phone (numbers only)

[illegible]

Mobile (numbers only)

Date

Signature

THANK YOU FOR YOUR COOPERATION