



## IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, [REDACTED]  
Differential Locking System  
NHTSA Recall #20V090

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services

March, 2020

[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.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2019 - 2020 G-Class (463 platform) vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

### What is the Concern?

In certain MY19-20 G-Class vehicles (463 platform), the control unit of the differential locking module might not meet current production specifications. Under certain conditions, the electrical contact of a specific resistor might become impaired and affect the communication between the differential control unit and the locking actuator. As a consequence, both the ESP and ABS systems would be deactivated. Deactivation of the vehicle stability control system or anti-lock brakes may increase the risk of a crash. The driver is made aware of the issue by an ABS and ESP message in the instrument cluster.

**An authorized Mercedes-Benz dealer will check the differential locking modules on the affected vehicles and replace them, if 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](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 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                      ☐ SOLD  
☐ LEASE, VEHICLE RETURNED                      ☐ STOLEN  
☐ SCRAPPED                      ☐ 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