



July, 2020

**URGENT - IMPORTANT SAFETY RECALL 2020060011**  
This notice applies to your vehicle VIN: [REDACTED]  
**Incorrect Passenger-Side Airbag Module Installed**  
NHTSA Recall #20V298

Mercedes-Benz USA, LLC

Christian Treiber  
Vice President  
Customer Services



2020060011  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]



- A safety defect exists in your vehicle
- Remedy parts are now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided **FREE** of charge.

Dear Mercedes-Benz owner:

This notice is being 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") 2012 C-Class (204 platform) vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the CONCERN?**

On certain MY 2012 C-Class (204 platform) vehicles that are part of the Takata airbag recall, an incorrect replacement passenger airbag may have been installed during the recall repair that is not approved for the specified carline. If an incorrect passenger airbag was installed, the airbag may not provide adequate protection, increasing the risk of injury in the event of a crash.

**What will your DEALER DO?**

An authorized Mercedes-Benz dealer will install the correct passenger-side airbag module on the affected vehicles. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time is approximately two hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of the normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

**What should YOU DO?**

**Schedule an appointment immediately** at your preferred authorized Mercedes-Benz Dealer. See [www.mbusa.com/recall](http://www.mbusa.com/recall) for the Dealer locator. **Please mention that you are scheduling an appointment to replace the passenger-side airbag module under Recall Campaign #2020060011.** You may be asked for your 17-digit Vehicle Identification Number (VIN), which for your convenience is located above your name at the top of this letter.



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

**Impacts from COVID-19:** Your health and safety remain our top priority. The Mercedes-Benz dealerships remaining open for recall repairs and service are closely following the guidelines set forth by the CDC. **Free Mobile Repair** at your home or business as well as vehicle pick-up and delivery may be available. Your preferred authorized Mercedes-Benz dealer can confirm availability.

**Information for Owners**

We encourage you to sign up for recall alerts at [www.nhtsa.gov/alerts](http://www.nhtsa.gov/alerts). In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information 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 business days to comply with Federal Regulations.

Should you have any questions or difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

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 apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Mercedes-Benz.

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:

[Grid for Name]

Last Name, First Name

[Grid for Street]

Street

Apt

[Grid for City, State, ZIP]

City

State

ZIP

[Grid for Email Address]

Email Address

Phone (numbers only)

Mobile (numbers only)

\_\_\_\_\_  
Date Signature

\*\*\*\* PLEASE DO NOT DETACH. RETURN COMPLETE LETTER \*\*\*\*  
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer.

Please speak with your dealer concerning this matter. THANK YOU FOR YOUR COOPERATION.

[Grid]

[Grid]