

IMPORTANT SAFETY RECALL 2021070035

This notice applies to your vehicle, VIN: **Replace Overflow Pipe and Transmission Fluid Filter** NHTSA Recall #21V539

September, 2021

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· A remedy is 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.

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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") 2013 GLK-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

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| What is the CO | NCERN? | In certain MY 2013 Mercedes-Benz GLK250 BluTec vehicles, an incorrect type of overflow pipe and transmission fluid filter might have been installed by an authorized Mercedes-Benz dealer while performing a prior repair. Installation of an incorrect overflow pipe could lead to overfilling the transmission with transmission fluid. Depending on the driving situation, this might result in an overflow of transmission fluid through the transmission vent, which can increase the risk of a fire. Depending on the quantity of leaked fluid, the risk of a crash for other road users could increase. In addition, due to the reduced filtration performance of the installed transmission oil filter, a failure of the transmission control unit might occur, which could cause a vehicle stall and increase the risk of a crash. | | | | | | |
| What will your i | DEALER DO? | An authorized Mercedes-Benz dealer will replace the overflow pipe and transmission fluid filter on the affected vehicles. <u>This service will be provided free of charge.</u> We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be less than 3 hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of 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 Y | To find the most convenient authorized Mercedes-Benz dealer from your | For additional information and to schedule an appointment, please contact your preferred authorized Mercedes- Benz dealer at your earliest convenience. To locate authorized dealers see <u>www.MBUSA.com/recall</u> . Please mention you are scheduling an appointment to replace the overflow pipe and transmission fluid filter on the affected vehicles under Recall Campaign # 2021070035. 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. | | | | | | |
| | 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. Pick-up and delivery may be available. Your preferred authorized Mercedes-Benz dealer can confirm availability. | | | | | | |
| | | 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. | | | | | | |
| Information for Owners | | If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this informat by first class mail to the lessee within 10 business days to comply with Federal Regulations. | | | | | | |
| | | 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. Please see the following page for more information. | | | | | | |
| recall, and whether difficulty regarding | that vehicle has this Recall Cam | bur MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety had the free remedy performed. See www.mbusa.com/recall . Should you have any questions or encounter any paign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your ear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372). | | | | | | |
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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 https://www.safercar.gov.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA

Mercedes-Benz USA, LLC A Daimler AG Company One Mercedes-Benz Drive Sandy Springs, GA 30328 Phone (770) 705-0600

IMPORTANT

VIN:

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 | | | | | | | | | | | | SOL STO OTH | LEN | | | | | | | | | | | | | | | |
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| Date | | | | | | | - | Sign | ature | e | | | | | | | | | | | | | | | | | | |

**** 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. If your claim is denied you will receive a
- letter from MBUSA within 60 days of receipt with the reason(s) for the denial.