



IMPORTANT SAFETY RECALL 2022040003
This notice applies to your vehicle, VIN: [REDACTED]
Update Control Unit Software Configuration
NHTSA Recall #22V168 and CA DMV# 220403

- 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.

May, 2022

2022040003



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") 2007-2014 SLK Class, C Class, E Class Coupe/Convertible, CLK Class, SL Class and G Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

In certain vehicle models mentioned above, various control units may have been updated with incorrect software configuration during a service repair. Installation of incorrect software configurations could cause various control units to malfunction. System failures, such as loss of drive power, reduced exterior lighting, or loss of dynamic control functions including stability and traction control might occur, which could increase the risk of a crash and/or exhaust emissions depending on the control unit affected.

What will your DEALER DO?

An authorized Mercedes Benz dealer will update the software configuration of the affected control units on the 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 can be less than an **1 hour** 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 working time.

What should YOU DO?



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

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 www.MBUSA.com/recall. **Please mention you are scheduling an appointment to update the control unit software configuration under Recall Campaign # 2022040003 (CA DMV# 220403).** 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.

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. Vehicle 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 information 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.

A VIN based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any 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 <https://www.safercar.gov>.

FOR CALIFORNIA ONLY: A Proof of Correction certificate will be issued to you by the authorized servicing dealer (California only) showing that the vehicle has been repaired under the Recall Campaign. The certificate may be required by the CA Department of Motor Vehicles as a condition of vehicle registration or operation.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes Benz USA

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

IMPORTANT

VIN: XXXXXXXXXXXXXXXXXXXX

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:

Last Name, First Name

Street

Apt

City

State

ZIP

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

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