



Mercedes-Benz USA, LLC

IMPORTANT SAFETY RECALL 2022040006
This notice applies to your vehicle, VIN: [REDACTED]
Check Steering Column Module Electrical Connector
NHTSA Recall #22V214 and CA DMV # 220406

May, 2022

2022040006
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

- 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.

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") 2021 S580 4Matic and S500 4Matic vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

The tamper resistant cover for the electrical connector on the steering column module might not have been secured correctly. The electrical connector on the steering column module might loosen due to vibrations during driving. Different functions (e.g. electronic stability program (ESP), driver airbag, turn signal indicators) might not be available, and gear shifts might not be possible, which could increase the risk of crash and/or injury. A loose electrical connector may also lead to the illumination of a Malfunction Indicator Lamp ("MIL"), and the unavailability of the different affected functions may influence the exhaust emissions as well as fail to recuperate energy.

What will your DEALER DO?

An authorized Mercedes Benz dealer will check the tamper resistant cover on the affected vehicles and reinstall it as necessary. **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 1 hour, 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 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 check the steering column module electrical connector on the affected vehicles under Recall Campaign # 2022040006.** 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. **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.

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.

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).

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

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

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

VIN: [REDACTED]

☐ EXPORTED
☐ LEASE, VEHICLE RETURNED
☐ SCRAPPED

☐ SOLD

☐ STOLEN

☐ OTHER _____

☐ MY NEW NAME OR ADDRESS IS:

[illegible][illegible]

Apt

[illegible]

ZIP

[illegible][illegible][illegible]

Mobile (numbers only)

Signature

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