

IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372

This notice applies to your vehicle, VIN: [REDACTED]
Interim Letter: Update ESP Control Unit Software
NHTSA Recall ID: 23V807

[REDACTED]
13470 International Parkway
Jacksonville, FL 32218
January, 2024

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with 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 2024 GLE Plug-in-Hybrid vehicles. **Our records indicate that your vehicle is included in the affected population.**



What is the issue?

Due to a software error in the electronic stability program (ESP) control unit, the braking force required to stop the vehicle while driving in electric mode and in certain conditions (such as wet weather), may increase. This could require an extended distance to stop the vehicle, which can increase the risk of a crash.

Unfortunately, the remedy is not yet available. We are working to obtain the necessary parts and/or software to address this important safety recall as quickly as possible. When the remedy becomes available, we will send you another letter informing you to schedule an appointment with an authorized Mercedes-Benz dealer to have your vehicle repaired, **at no cost to you.**

Should you have any concerns or questions regarding your vehicle before you receive the next letter when the remedy becomes available, please contact 1-(800) FOR-MERCEDES (1-800-367-6372).

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall immediately.

Sincerely,
Mercedes-Benz USA



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What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit www.mbusa.com/recall (or scan the QR Code to the left), submit your VIN using the VIN recall lookup tool, and complete the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

Additional Information for Owners:

A VIN-based recall lookup tool is available at www.mbusa.com/recall, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this recall, please contact an authorized Mercedes-Benz dealer.

Should an authorized Mercedes-Benz dealer be unable to address your concerns, please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

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 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>.

