

**IMPORTANT SAFETY RECALL 2013110009**  
**This notice applies to your vehicle, <insert VIN here>**  
**Front Passenger Seat Occupant Classification System**  
**NHTSA Recall # 13V-542**

December, 2013

2013110009  
WDBAH33Q2CA123456  
John Public  
125 Maple Avenue  
Montvale, NJ 07645-0301

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2013 SL-Class vehicles with regard to the front seat occupant classification system. Our records indicate that your vehicle is included in the affected population of vehicles.

**WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.**

The potentially affected Mercedes-Benz SL-Class vehicles are equipped with an Occupant Classification System (OCS). The OCS detects whether a child seat is installed, or a person is sitting on the passenger seat. When the OCS detects either a child seat or that the front passenger seat is not occupied, the front passenger airbag is automatically deactivated. On a limited number of SL-Class vehicles the passenger seat OCS may fail to properly detect an occupant on the front passenger seat and it could erroneously deactivate the front passenger side airbag. This may result in an increased risk of injury in the event of a crash. An authorized Mercedes-Benz dealer will replace the front passenger seat cushion in your vehicle to correct this condition.

**This service will be provided free of charge.** We are dedicated to always delivering the Best or Nothing – and respect for your time is a top priority. While the minimum repair time is approximately 2 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.

For additional information and to schedule an appointment please contact **MERCEDES-BENZ OF ANYTOWN, 201-555-1234** or another authorized dealer, at your earliest convenience. To locate additional authorized dealers see [www.MBUSA.com/dealerlocator](http://www.MBUSA.com/dealerlocator). **Please mention you are scheduling an appointment to replace your front passenger seat cushion under Recall Campaign #2013110009.** 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.

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 days to comply with federal regulations.

On behalf of Mercedes-Benz USA, (MBUSA) I wanted to take a moment to thank you for choosing Mercedes-Benz. We hope that you're enjoying your 2013 SL-Class. Here at MBUSA, we are committed to delivering an exceptional ownership experience. 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 or MBUSA fails or is unable to perform this service without charge within 60 days, 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.

Sincerely,

**IMPORTANT**

**IF FOR ANY REASON YOU DO NOT NOW 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.**

- SCRAPPED**
- STOLEN**
- OTHER** \_\_\_\_\_
- SOLD**                                   **I HAVE SOLD THE VEHICLE TO:**
- MY NEW ADDRESS IS:**

**NAME** \_\_\_\_\_

**STREET** \_\_\_\_\_ **APT.** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** \_\_\_\_\_

**THANK YOU FOR YOUR COOPERATION**