



Mercedes-Benz

Mercedes-Benz USA, LLC

Christian Treiber

Vice President

Customer Services

IMPORTANT SAFETY RECALL 2015 120002
This notice applies to your WDDSJ5CB6EN123456
Plug-in Hybrid On-board Charger
NHTSA Recall # 15V796

January, 2016

2015120002
WDDSJ5CB6EN123456
Daniel Selke
1 Mercedes Drive
Montvale, NJ 07645

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 related to motor vehicle safety exists in the on-board charger in certain Model Year 2015 S-Class Plug-in Hybrid sedan vehicles. 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.

On certain MY2015 S-Class plug-in hybrid vehicles, the circuit board in the high voltage on-board charger might not have been manufactured according to specifications. In the event of a circuit board malfunction, the charging function for an external charging cable might not be available. Additionally, the high voltage on-board charger might incorrectly detect a charging cable, even while the car is being driven. If the vehicle incorrectly detects a charging cable, the vehicle would request to place the transmission in "Park". Should this occur when the vehicle is in motion at speeds below 3 mph, the transmission would engage the parking lock function. This would abruptly stop the vehicle and could increase the risk of a crash.

An authorized Mercedes-Benz dealer will replace the onboard charger on the affected vehicles.

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 three 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.

Please mention you are scheduling an appointment to replace the on-board charger under Recall Campaign # 2015120002. 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.

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). A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function 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.

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 regret any inconvenience this situation may cause you.

Sincerely,



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