

## Service Campaign Notification

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: WDBRFXXXXNNNNMM**  
**Service Campaign – 2022100016**

Customer Name  
13470 International Parkway  
Jacksonville, FL 32218  
XXXX, 2022

Dear Mercedes-Benz Owner:

We recently notified you that your Mercedes-Benz vehicle is eligible to receive an Approved Emission Modification (“AEM”) as part of a settlement that Daimler AG and Mercedes-Benz USA, LLC (“MBUSA”) reached with the United States Department of Justice, the Environmental Protection Agency, the California Air Resources Board, and the California Attorney General’s Office.

This notice is to inform you that your vehicle may be affected by a software issue impacting the operation of the water pump diagnostic. This issue has an extremely low rate of occurrence in the field and has no known emissions or fuel economy impact. However, in the rare instance this issue does occur in your vehicle, it may prevent your vehicle from passing certain state inspection requirements (e.g., California smog check).

A service campaign is being conducted to address this issue. Our records indicate that your vehicle is included in the population of affected vehicles.

### What should you do?



- **If you have already received the Approved Emission Modification for your vehicle:**  
An authorized Mercedes-Benz dealer will perform an update to your Approved Emission Modification software free of charge at your next service visit.
- **If you have not yet received the Approved Emission Modification for your vehicle:**  
Please schedule an appointment with an authorized Mercedes-Benz dealer to receive your Approved Emission Modification, available to you free of charge.



### To Schedule your next service:

- Locate your nearest authorized Mercedes-Benz dealership at [www.mbusa.com](http://www.mbusa.com) to schedule your repair or call **1-833-841-9362**. If you have any questions regarding the Approved Emission Modification, please visit <https://BlueTECUpdate.mbusa.com>
- You may be asked for your VIN, which for your convenience is located at the top of this letter.

We apologize for any inconvenience this may have caused and look forward to taking care of this important service campaign.

Sincerely,  
Mercedes-Benz USA

**Don't wait. Find an authorized Mercedes-Benz dealership near you  
at [www.mbusa.com](http://www.mbusa.com) and schedule the update.**



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In the event you no longer own or drive this vehicle, please visit [mbusa.com/recalls](http://mbusa.com/recalls) to update your information by submitting your VIN using our VIN recall lookup tool and filling out the "No longer Own" section on the website. If possible, please provide any contact information of the current owner/driver so we may contact them.

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