

Letter to Customers

(Note: Letter for E & SL Class)

Please fill in the appropriate details in the brackets & send this letter on your Dealerships Letter head)

Sub: Recall for free inspection of your vehicle as a precautionary measure.

Dear Sir/ Madam,

Greetings from all of us at (Dealer Name)

As you are aware, examinations related to safety aspects always have priority during our servicing / repair process. As part of our quality checks, we have determined that malfunction in the SBC hydraulic unit may arise in vehicles of the E & SL - Class as a result of fluctuations in the production process of the supplier. Furthermore, natural vibrations of the SBC hydraulic unit may affect the SBC brake system functioning. In this case, greater braking force will be required. To avoid any risk, we intend to check the vehicle SBC system thoroughly.

We therefore request that you make an appointment as soon as possible with the service advisor at your Mercedes-Benz Authorised Service center / dealership. The fixed appointment will reduce the down time to a minimum. The work will require approx. 5.0 hours and will of course be carried out free of charge.

If you have in the meantime sold your vehicle, we kindly request that you write the address of the new owner or the whereabouts of the vehicle on the back of this letter and return it to us.

We are convinced that by proceeding in this manner we are also acting in your best interests, and we apologize for the need for you to make an unscheduled visit to the workshop.

Awaiting your reply and assuring you of our best services at all times, we remain.

Yours sincerely,  
For (Dealer Name)

(Name)  
Workshop Incharge

Reverse side of letter

To

(Dealer Name & address)

.....  
.....  
.....

Mercedes-Benz model .....

Chassis number .....

**Recall for free inspection of your vehicle as a precautionary measure.**

The vehicle has been sold to the following address:

Name/company \_\_\_\_\_

Postal Address \_\_\_\_\_

City / Pin code \_\_\_\_\_

Country\* \_\_\_\_\_

\*if abroad

Please tick the following additional statements (if applicable):

New owner/whereabouts of vehicle unknown:

Vehicle stolen:

Date..... Signature.....