



Mercedes-Benz

Mercedes-Benz
South Africa (Pty) Ltd
A Daimler Company

01 November 2011

Dear vehicle owner

Ref: Vehicle Rectification Campaigns

VIN: JMYMYV68W2J000166

The corresponding vehicle identification number (VIN) on your vehicle indicates that your vehicle may be affected by one of the vehicle recall campaigns of Mercedes-Benz South Africa (Pty) Ltd (MBSA). If you have already had this vehicle inspected by an authorised MBSA dealer we thank you for having done so and ask that you please ignore this letter.

As a responsible manufacturer MBSA has exhausted all the normal processes to contact customers through repeated registered letters to owners listed on its databases, by attempting to call customers and by sending out general customer letters. Customers affected by the campaigns were urged to contact any of the authorised dealerships to arrange for free inspection of their vehicles. These campaigns vary and over the years have affected the brands sold and distributed by MBSA, namely, FUSO, Freightliner, Western Star and Mercedes-Benz, smart and Mitsubishi.

MBSA and its dealers urge owners of the relevant vehicles to contact any of its authorised dealers. Advance arrangements are required, so please quote your VIN number when making a booking for your vehicle.

If you do not own the vehicle that corresponds to the VIN number which appears on this campaign notification, we kindly ask that you notify our Customer Relation Manager (CRM) on the toll-free number 0800 133 3 55 with any information you may have that will assist us in locating the present owner. If you have leased this vehicle, please make sure this notification is immediately forwarded to the lessee.

We regret any inconvenience this action may cause, but feel certain you will understand the importance of meeting recall requirements.

Sincerely,

Rajan Reddi

125/ years of innovation

General representatives of Mercedes-Benz, smart, Maybach, Freightliner,
Mitsubishi FUSO and Western Star vehicles in South Africa
(Reg. No. 1962/000271/07)

Independent directors: Prof Dr hc JE Schrempf* (Chairman), CA Carolus, N Moola
Executive directors: Dr M Zimmermann* (Chief Executive Officer), JF Evertse, N Mangcu, BE Schwendtker*
Non-executive directors: Dr W Bernhard*, RA Howard**, F Lindenberg*, M Luehrs*
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Mercedes-Benz is a registered trademark of Daimler AG, Stuttgart, Germany

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