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2005 MAY 25 AM 6:51

Columbus, Ohio

Dear Mercedes-Benz USA
(Klaus Ulkann) or any Customer Service
Representative

I had made a purchase of a ML430 - 2000
Mercedes-Benz SUV back in late February
of 2005. Sometime around March 8th
I noticed that my steering got real stiff.
I was coming back from Cleveland and
arrived home in Columbus, Ohio and parked
my car and set a appointment with
German Motorcars, Mercedes-Benz of Columbus.
They are located at 976 W. Fifth Ave.
I took my car in to have it checked
and they told me that the hose clamp
had come loose and there was no power
steering fluid in the pump. They also told
me that my power steering rack was
leaking and it had to be replaced. I
was having no trouble with these items
before. They told me that they will repair
the hose clamp for free but charge me
for replacing the steering rack and tie
rods.

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I felt that I should not had to pay for something that I didn't cause to happen. I feel that if that hose clamp had not come lose, Everything would have been fine. I had to pay a Total of \$826.15 to get my car repaired. It wasn't my fault that the hose clamp come lose which I feel damaged my steering rack because it had no fluid to run through it. I'm sure that caused it to heat and swell up. I like Mercedes Benz Automobiles but if this is the way Business is done. I might have to think about switching to Lexus or Acura. I feel that I should not had to pay for this especially now that you have a recall - 2003-040005

The Total cost was 925.99. I would like to at least recoup some of this money I spent on something I didn't cause

Please get back to me on this matter
Please write or call.

Thank You



Mercedes-Benz

Mercedes-Benz USA, LLC

Safety Recall #2003-040005

Klaus Ulkann
Vice President, Customer Services

* June, 2003

* Received in the mail on May 5th 2005

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

DaimlerChrysler AG (DCAG) has decided that a defect which relates to motor vehicle safety exists in certain Model Year 1998-2003 M-Class vehicles. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a voluntary recall of these vehicles. Our records indicate that your vehicle is included in this group.

DCAG has determined that M-Class vehicles in this group have a hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler which may not provide sufficient clamping force for this connection and must be replaced. A loss of power steering fluid may result in diminished power assist for steering the vehicle and ultimately can also damage the power steering pump. This could result in a loss of control and a crash without warning.

Your authorized Mercedes-Benz dealer is available to provide this service, free of charge. The working time required is approximately one half hour. We are sorry to inconvenience you, BUT IT IS IMPORTANT FOR YOUR SAFETY, AND THE SAFETY OF OTHERS, TO HAVE THE WORK PERFORMED IMMEDIATELY. Please contact your authorized Mercedes-Benz dealer to schedule an appointment. Please mention this is Safety Recall # 2003-040005.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter 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 lessor. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this power steering 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, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 888-327-4236.

Again, we apologize for any inconvenience this situation may cause you.

Sincerely,

Klaus Ulkann
Vice President, Customer Services



**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**