

02W-338

Safety Recall #2001-120004

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 determined that a defect which relates to motor vehicle safety exists in certain Model Year 1998 and 1999 C-Class vehicles. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a voluntary recall of these Model Year 1998 and 1999 C-Class vehicles. Our records indicate that your vehicle is included in this group.

DCAG has determined that C-Class vehicles in this group have scheduled battery maintenance that may not be sufficient to maintain proper electrolyte levels in your starter battery. Low electrolyte levels may result in accelerated battery cell deterioration, increased potential for inter-cell rupture and sparking, and the possibility of the battery rupturing and splashing its acidic electrolyte in the vehicle trunk area.

MBUSA is conducting this voluntary recall campaign in order to inspect your battery for damage, assure proper electrolyte levels and add labels to your vehicle owner's manual and engine compartment to conspicuously remind owners as well as dealer and service personnel of the need to perform battery maintenance. MBUSA will also issue a service bulletin to all dealers notifying them of a change to the battery maintenance schedule so that it is included in both A and B vehicle maintenance intervals. If after inspection your battery is found damaged, it will be replaced free of charge.

Your Mercedes-Benz dealer is available for this battery inspection program, free of charge. The working time required is approximately 1 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 # 2001-120004. Please bring you vehicles owner's manual to the appointment.

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 lessee.

Please contact your 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 battery inspection 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

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

- SCRAPPED**
- STOLEN**
- OTHER** _____
- SOLD** **I HAVE SOLD THE VEHICLE TO:**
- MY NEW ADDRESS IS:**

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

THANK YOU FOR YOUR COOPERATION

****** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ******
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE