



Mercedes Benz

Mercedes-Benz USA, LLC

A DaimlerChrysler Company

VIA CERTIFIED MAIL

November 14, 2003

National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Recall Analysis Division
Office of Defect Investigation
Washington, D.C. 20590

Attn: George Person, Chief

Re: 49 CFR Part 573; Recall of Mercedes-Benz M-Class

Dear Mr. Person:

Pursuant to 49 CFR Part 573.5(c)(9), this letter contains 1 document that was communicated to our dealers on the above subject.

Manufacturer's Campaign Identification Number
2003040005

NHTSA Recall Number
03V-121

Sincerely,

Stephen Kraitz
Senior Staff Engineer
Product Compliance and Analysis

Enclosure

RECEIVED
11-18-2003
2003 NOV 20 A 8:58
OFFICE OF
DEFECTS INVESTIGATION



NetStar Messages

NCA: ML Power Steering Hose Clamp Recall

Date: November 10, 2003

Attn: Parts Managers & Parts Advisors

Subject: ML Power Steering Hose Clamp Recall

Please be aware that part number 163 460 53 24 05 for the above referenced recall applies to the ML 55 AMG ONLY. Please keep this in mind when forecasting your needs as we have noticed many dealers ordering these at the same rate as for non-AMG variants. As there are far fewer ML 55's in service, we have stocked accordingly. Please take care when ordering these to ensure only those kits needed are ordered.

Thank you.

Bill Mohrmann
Department Manager
Parts Assistance Center

Attachments:

(none)



Mercedes-Benz
RECEIVED

2003 NOV 14 10:51 AM
Mercedes-Benz USA, LLC
A DaimlerChrysler Company

OFFICE OF DEFECTS
INVESTIGATION

VIA CERTIFIED MAIL

November 7, 2003

National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Recall Analysis Division
Office of Defect Investigation
Washington, D.C. 20590

Attn: George Person, Chief

Re: 49 CFR Part 573; Recall of Mercedes-Benz M-Class

Dear Mr. Person:

Pursuant to 49 CFR Part 573.5(c)(9), this letter contains 3 documents that were communicated to our dealers on the above subject.

Manufacturer's Campaign Identification Number
2003040005

NHTSA Recall Number
03V-121

Sincerely,

Stephen Kraitz
Senior Staff Engineer
Product Compliance and Analysis

Enclosure



FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER
 PARTS: GROUP I OF INFORMATION – PARTS & ACCESSORIES BINDER

Campaign No. 2003040005 May 2003
 Revised June 2003,
 Revised July 2003,
 Revised November 2003

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **MODEL 163.154/157/172/174/175
 REPLACEMENT OF CLAMP FOR LOWER POWER STEERING HOSE DUE TO
 POSSIBLE FLUID LOSS AT RADIATOR**

This revised Recall Campaign bulletin 2003040005 supercedes previously issued Recall Campaign bulletin 2003040005 released in July 2003. It contains new and updated work instructions and warranty information. The revised work instructions provide for replacement of both the hose clamp and lower power steering hose at the same time to eliminate the intervening testing procedure. Replacement parts sets will now be provided in complete packages by model, and where appropriate, model and VIN range. Please destroy all previous Recall Campaign bulletin versions.

DCAG has determined that the lower power steering hose and hose clamp (1 and 2, Figure 1) at the lower left hand corner of the radiator must be replaced. The hose clamp may not provide sufficient clamping force for this connection and may cause fluid loss.

Please review the Effective Serial Number Chart located on page 2

Attached is a sample copy of a letter which owners of the affected vehicles have received.

Please review the entire Recall Campaign bulletin prior to performing this repair.

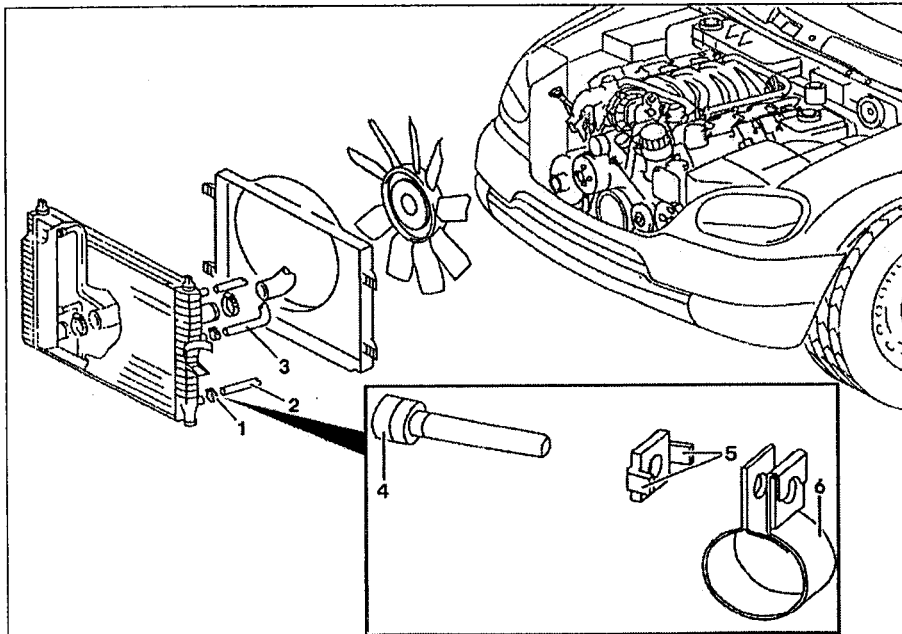


Figure 1

Order No. T-RC-2003040005

This bulletin has been created and maintained in accordance with MBUSA-SLP 5.1, Document and Data Control and MBUSA-SLP 16.1, Control of Quality Records.

Approximately 225,901 vehicles are involved.

Effective Serial Number Range

Model	Plant Code	Chassis End Number	
		From	To
163.154	A	043552	402227
163.157	A	383106	449826
163.172	A	050601	288097
163.174	A	110288	440701
163.175	A	262002	449822

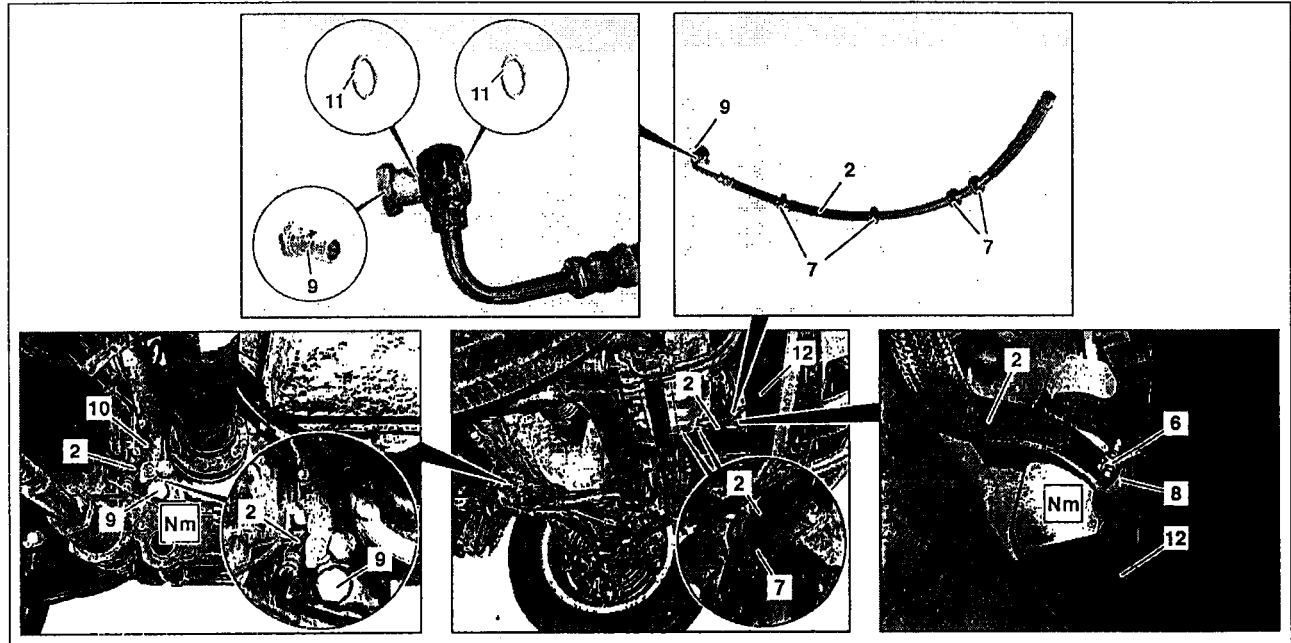



Figure 2 (sealing ring vehicle shown, vehicles with flare fitting and O-ring may be different)

Replacement Procedure

1. Prior to performing this revised Recall Campaign, please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.
2. Drive vehicle onto a lift, shut-off engine and remove ignition key from ignition lock.
3. Open engine hood.
4. Remove engine cover and set aside.

Warning!

- Risk of Bodily injury if skin or eyes are exposed to high pressure hydraulic fluid release.
 - Risk of poisoning if hydraulic fluid is ingested.
- Please refer to WIS AS00.00-Z0013-01A for all applicable safety precautions and information

 Before opening the hydraulic system, clean areas surrounding lower power steering hose connections (radiator, steering rack etc.). Any foreign material entering the hydraulic component may cause component failure or total loss of the hydraulic system operation.

5. Remove fluid from power steering reservoir using hand pump (Special Tool 210 589 00 71 00).

6. Raise vehicle on lift.

- ⓘ Before removing hose, observe orientation of lower power steering hose at steering rack to ensure proper positioning of replacement hose.
- 7. Detach lower power steering hose mounting grommets (7, Figure 2) from 4 holders (attached to the frame rail on the left front of vehicle).
- 8. Loosen hose clamp (6, Figure 2) and disconnect lower power steering hose (2) from radiator fitting.
- 9. Remove banjo bolt (9, Figure 2) securing lower power steering hose (2) to power steering rack (10) and remove power steering hose by routing out towards rear of vehicle.
- ⓘ Carefully clean lower power steering hose connection (8, Figure 2) at the radiator, using a lint-free shop towel to ensure that no power steering fluid residue is present on the hose connection. Install the lower power steering hose **DRY** onto the hose connection (8, Figure 2) at the radiator (12, Figure 2).
- 10. Install new power steering hose (2, Figure 1) in reverse order. (use new hose clamp, as provided in the repair kit).
- ⓘ Install **new** sealing rings (11, Figure 2) or rubber O-ring as applicable when installing new lower power steering hose (2)
- 11. As equipped: torque banjo bolt to 30 Nm or flare fitting with O-ring to 45 Nm, see WIS document: AR46.30-P-0500B
- 12. Slide the installed new hose clamp toward the radiator and locate in the proper position on the lower steering hose (1, Figure 1) as shown and tighten hose clamp screw (6, Figure 2).
- ⓘ Observe tightening torque of: Nm 2.0 + .5 / - 0.0 and proper orientation of the anti-rotation tabs (5, Figure 1).

Ensure that only the lower power steering hose clamp, as supplied in the repair kit, is used during the reinstallation of the lower power steering hose.



NOTE: Do not exceed the specified torque value, even if the hose can still be rotated on the fitting.

- 13. Lower vehicle.
- 14. Refill power steering fluid reservoir with Mercedes-Benz approved power steering fluid.
- 15. Start up engine and check function of the power steering system, check all connections for fluid leaks.
- 16. Lower vehicle, check power steering fluid for proper level. Replenish power steering fluid as necessary, to bring fluid level to the correct level.
- 17. Reinstall remaining components in reverse order.



DTB

Date: December 21, 2007
 Order No.: T-B-46.30/13a
 Supersedes: T-B-46.30/13 dated March 5, 2004
 Group: 46

Revision History

Revision	Date	Purpose
a	12/21/07	Additional Information on When Not to Replace Hose and Clamp
-	3/5/04	Initial issue

SUBJECT: Model 163.154/157/172/174/175
Model Year 1998 from VIN-043552 up to and including Model Year 2003
10 Year/Unlimited Mile EXTENDED WARRANTY FOR CLAMP AND LOWER POWER STEERING HOSE

If you receive customer reports in the above model vehicles of power steering leaks from the connection to the power steering cooler, please replace hose and clamp according to WIS document Number AR-46.25-U-0008GH with repair set.

i Note: The hose could move by approximately $\frac{1}{4}$ of an inch on the nipple as depicted in Figure 1. However, if there are no signs of leakage and the hose will not slide easily by pulling on it, the tight connection is still preserved. In such a case, hose and clamp replacement is not necessary.

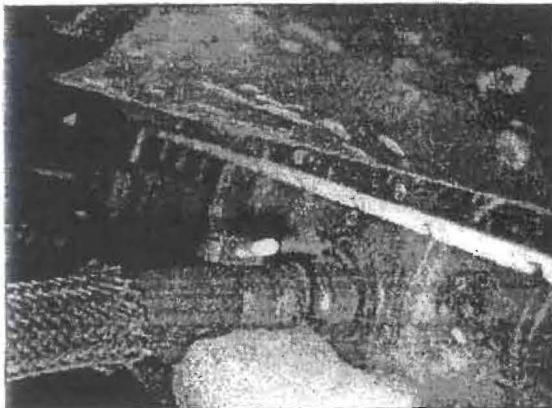


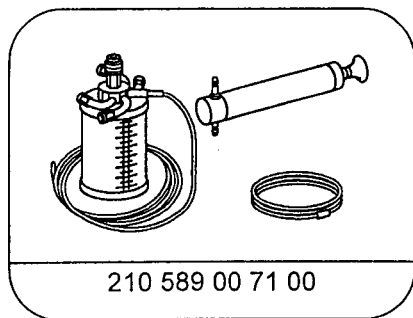
Figure 1

T-B-46.30/13a

i Note: Figure 1 illustrates the new hose and clamp (screw type clamp) connection design listed in the parts information section. Further movement of the hose is prevented by a flare at the end of the nipple extending from the radiator.

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

Special Tools



Hand Pump

Tool Information

Tool Number	Group	Cat.	Tool Description	Retailer Net (\$)
210 589 00 71 00	27	A	Hand pump	\$172.00

Note: This MBUSA Special Tool: 210 589 00 71 00 should be in Dealer Special Tool Inventory.

Parts Information

Qty.	Model:	Part Name	Part Number (repair set)
1	163.154:	Lower power steering hose repair set from VIN 043552 to 289559	A 163 460 52 24 05
1	163.154:	Lower power steering hose repair set as of VIN 289560	A 163 460 51 24 05
1	163.172:	Lower power steering hose repair set	A 163 460 52 24 05
1	163.174:	Lower power steering hose repair set	A 163 460 53 24 05
1	163.157:	Lower power steering hose repair set	A 163 460 51 24 05
1	163.175:	Lower power steering hose repair set	A 163 460 51 24 05
1 Liter		Power Steering Fluid	Q 146 0001

Warranty Information

Operation: 1. Replace lower power steering hose and replace hose clamp at radiator fitting (02 3902).

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
46 950 27	02 3902	1.0 hrs.	K1, K2, K3, K4, K5

NOTE REGARDING CUSTOMER REIMBURSEMENT

Reimbursement to customers for repairs performed prior to this recall:

If the customer already paid to have this recall condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. See "Reimbursement to customer for repairs performed prior to recall" in MBUSA's Warranty Policy and Procedures Manual.

Reimbursement will only be made with adequate documentation for repairs performed between March 26, 2002 and June 30, 2003

Please note the claim submitted for customer reimbursement will **not** close the campaign (if still open). If the customer is still in possession of the vehicle with an open campaign, please arrange to close the recall in the usual manner.

When performing the recall as indicated, the proper hose and hose clamp (as noted on page 4) must be used.

Safety Recall #2003-040005

June, 2003

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 lessee. 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.

Klaus Ulkann
Vice President, Customer Services

Route: All
To: All Mercedes-Benz Dealers

Subject: Voluntary Recall Campaign, MY 1998 - 2003 M-Class Power Steering Fluid Cooling Hose Clamp

Date: November 6, 2003

Ladies and Gentlemen:

We appreciate and thank you for your support in conducting this recent recall. Please note the following revisions to further assist you in completing this campaign:

Technical Aspects – In order to simplify your quality control efforts, and reduce unnecessary delay in completing the repairs, we require that you immediately replace the July 2003 Recall Campaign Bulletin with the revised November 2003 Recall Campaign Bulletin (which will be posted on NetStar and StarTek today and also mailed to you shortly). The bulletin's revised work instructions eliminate the abrupt steering test (step #11) for confirmation of seal integrity of the replacement hose clamp after installation onto the original lower power steering hose. The revised work instructions also provide for replacement of both the hose clamp and the lower power steering hose at the same time to eliminate the intervening testing procedure.

Parts Information – Replacement part sets will now be provided in complete packages designated by model, and where appropriate, model and VIN range. See Dealer Parts Services NetStar message for part number, allocation and old part disposition information.

We thank you for your cooperation and continuing support in these matters.

MBUSA Engineering Services
Klaus Ulkann
Frank Diertl
11/6/03

November 6, 2003

Attn: Parts Managers and Parts Advisors
Service Managers and Service Advisors

Subject: Important Parts Update for Recall Campaign No. 2003 040005

Regarding the above referenced campaign, replacement part sets will now be provided in complete packages designated by model, and where appropriate, model and VIN range. New part number sets 163 460 51 24 05, 163 460 52 24 05, 163 460 53 24 05 each include hose clamp, power steering hose and seal rings.

Any remaining stock that you might have of 000 995 76 10 05 hose clamp, 163 460 27 24, 163 460 41 24, 163 460 27 30 power steering hose, and 025 997 74 48 seal ring, can be returned on a Special Return. Additional orders that have been placed, but not yet processed, will be cancelled.

Each Dealership will be allocated and automatically shipped approximately 20% of the parts sets needed under order number ML-03 for remaining open recall campaign vehicles.

Please be advised that VIN numbers are **NOT** required for ordering additional quantities, however these orders must be placed via a DPS Special Orders form in NetStar until further notice.

We must still regulate the outflow of these parts kits to ensure that sufficient supplies are available to all dealerships for the duration of this campaign. For this reason we must ask that dealers currently limit their orders to maintain no more than a one week supply of repair sets on hand.

Parts Information

Qty.	Model:	Part Name	Part Number (repair set)
1	163.154:	Lower power steering hose repair set from VIN 043552 to 289559	A 163 460 52 24 05
1	163.154:	Lower power steering hose repair set as of VIN 289560	A 163 460 51 24 05
1	163.172:	Lower power steering hose repair set	A 163 460 52 24 05
1	163.174:	Lower power steering hose repair set	A 163 460 53 24 05
1	163.157:	Lower power steering hose repair set	A 163 460 51 24 05
1	163.175:	Lower power steering hose repair set	A 163 460 51 24 05

Thank you for your continued cooperation.

Deborah Mackenzie
Department Manager
Supply Chain Management

Bill Mohrmann
Department Manager
Parts Assistance Center