



Mercedes-Benz

VIA CERTIFIED MAIL

RECEIVED

Mercedes-Benz USA, LLC
A DaimlerChrysler Company

July 21, 2003

2003 AUG -1 A 10 27

OFFICE OF DEFECT INVESTIGATION
NHTSA

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 8 documents that were communicated to our dealers on the above subject and will be submitted in Mercedes-Benz USA, LLC (MBUSA) regular monthly mailing for the month of July, 2003.

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 1 OF INFORMATION - PARTS & ACCESSORIES BINDER

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

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **MODEL 183,154/157/172/174/175
 REPLACEMENT OF CLAMP FOR LOWER POWER STEERING HOSE DUE TO
 POSSIBLE FLUID LOSS AT RADIATOR**

This revised Recall Campaign 2003040005 supercedes previously issued Recall Campaign 2003040005 released in June 2003. It contains new and updated repair and warranty information, please destroy previous versions.

DCAG has determined that the lower power steering hose clamp (1, Figure 1) located on the lower power steering hose (2, Figure 1) at the lower left hand corner of the radiator must be replaced, with a new clamp (6, Insert, Figure 1). 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 will receive.

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

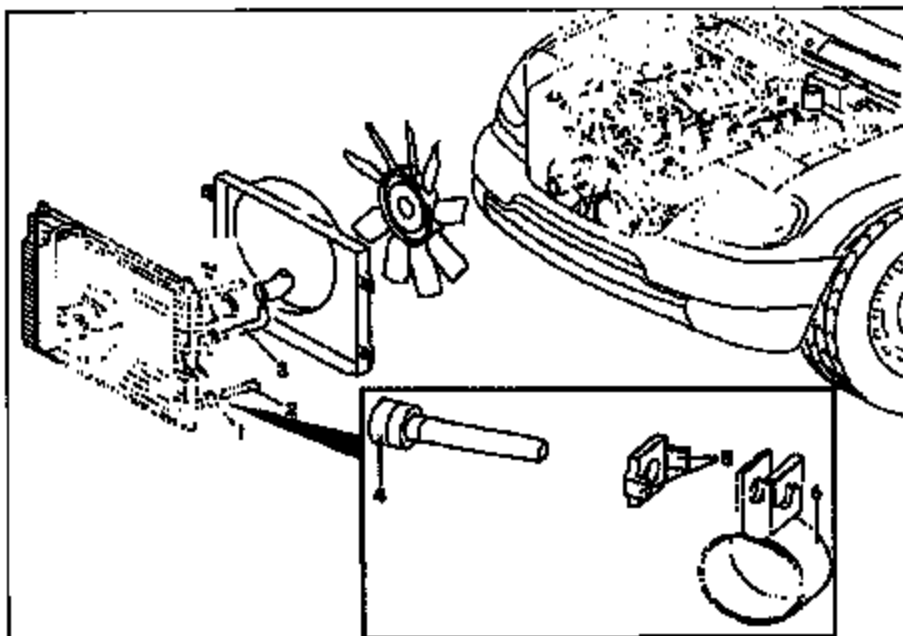


Figure 1

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 225,801 vehicles are involved.

Effective Serial Number Range

Model	Plant Code	Chassis End Number	
		From	To
183.154	A	043552	402227
183.157	A	383108	449828
183.172	A	050801	288097
183.174	A	110288	440701
183.175	A	262002	448822

Replacing the Lower Power Steering Hose Clamp Procedure

1. Prior to performing this Recall Campaign, please check VMI to insure the vehicle is involved and to determine if the vehicle has been previously repaired.
2. Shut-off engine and remove Ignition key from Ignition lock.
3. Open engine hood.
4. Visually locate both upper (3, Figure 1) and lower (2, Figure 1) power steering hose and then using MBUSA Special Tool: 000 689 40 37 00, clamp off (near radiator) both upper and lower power steering hoses to prevent any fluid leaks.
5. Carefully loosen only, the existing hose clamp (1, Figure 1) and then slide hose clamp away from the radiator. Do not remove existing hose clamp at this point.



Warning!

In order to prevent power steering fluid leak, do not disturb or remove lower power steering hose (2, Figure 1) in any way.

6. Carefully inspect the condition of the lower power steering hose (2, Figure 1) at the radiator.



NOTE: The lower power steering hose should not be replaced unless the outer casing displays any cuts or splits. If there is any evidence of fluid loss, please check and replenish fluid at power steering fluid reservoir.

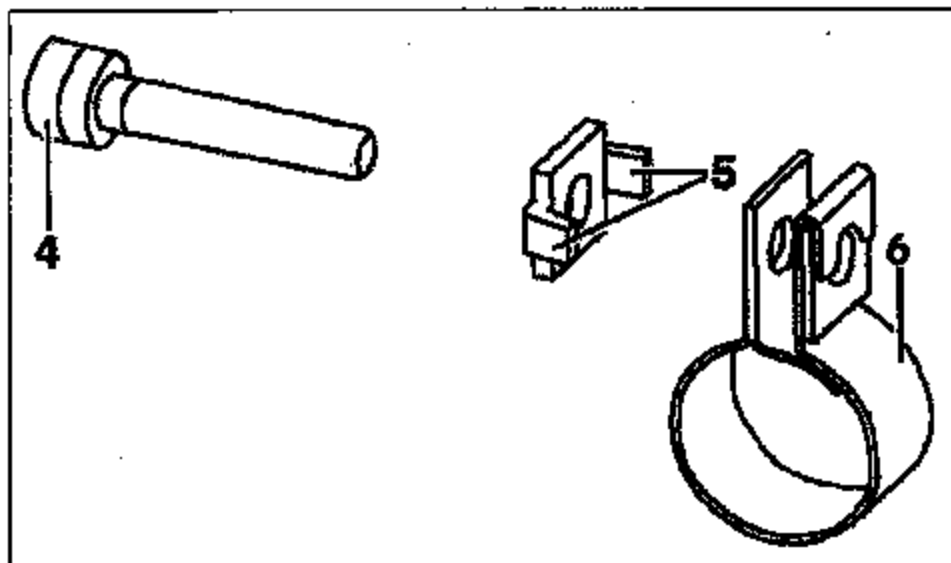


Figure 2

7. Open replacement hose clamp (6, Figure 2) just enough for clamp to fit over the outer circumference of the lower power steering hose (2, Figure 1).

ⓘ When installing new hose clamp, do not open hose clamp any more than necessary in order for hose clamp to fit over the lower power steering hose itself, otherwise the hose clamp may be damaged.

1 NOTE: The new replacement hose clamp (6, Figure 2) must have the number "Nr St 16" stamped into the outer circumference of the hose clamp surface. Any other type of hose clamps must not be used.

8. 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 (4, Figure 2).

Observe tightening torque of: Nm 2.0 + .5 / - 0.0 and proper orientation of the anti-rotation tabs (5, Figure 2).

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

9. Remove previously loosened old hose clamp (see step 5) from hose at this point, and discard.
10. Loosen and remove previously installed MBUSA Special Tool: 000 589 40 37 00 from both upper and lower power steering hoses.



Figure 3

11. Start-up engine and check for any fluid leaks from the power steering hose (2, Figures 1, 3) at the radiator as described in the following steps:
 - Increase engine speed to 1000 – 1200 rpm.
 - With vehicle stationary (selector lever in Park, apply parking brake) turn steering wheel to the left steering stop position then as-fast-as possible (abruptly) turn the steering wheel a minimum of $\frac{1}{2}$ turn to the right. Repeat this step 5 times.
 - With vehicle stationary (selector lever in Park) turn steering wheel to the right steering stop position then as-fast-as possible (abruptly) turn the steering wheel a minimum of $\frac{1}{2}$ turn to the left. Repeat this step 5 times.
 - Turn-off engine.
 - Visually inspect the lower power steering hose (2, Figure 3) for leaks at the radiator connection.
 - Replace lower radiator hose if leaking (proceed to step 12).

**NOTE:**

If a hose requires replacement, please retain lower power steering hoses for return to MBUSA for testing and inspection. Claims where the lower power steering hoses are not returned when requested, or hoses that are returned which do not exhibit outer casing cuts or splits, will be debited.

Ⓢ 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.

**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 AS00.00-20013-01A for all applicable safety precautions and information

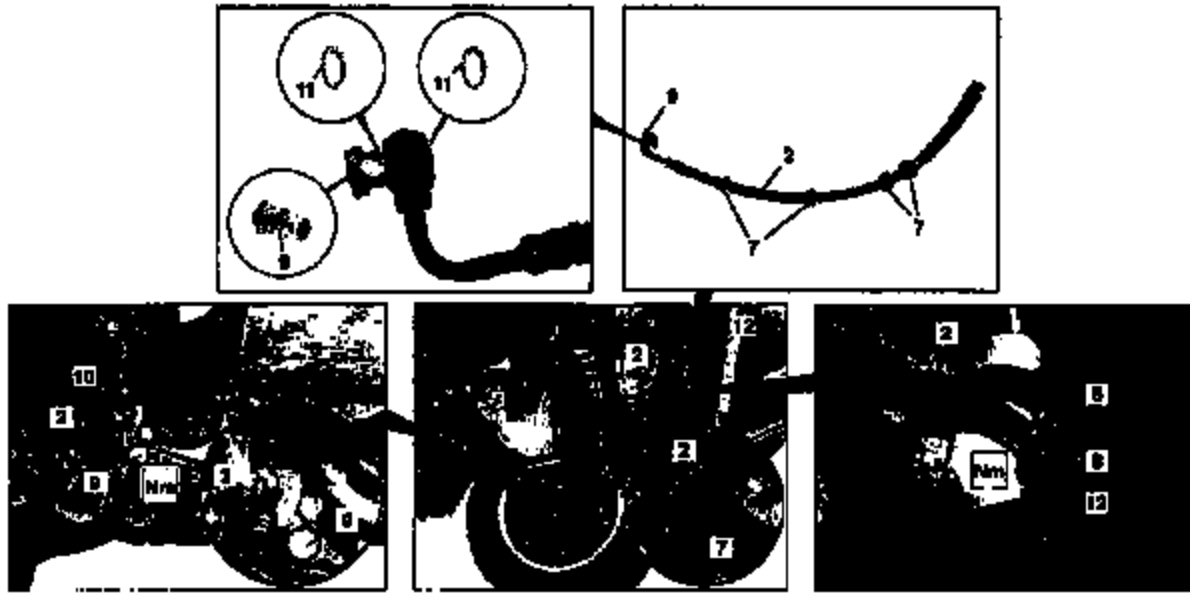
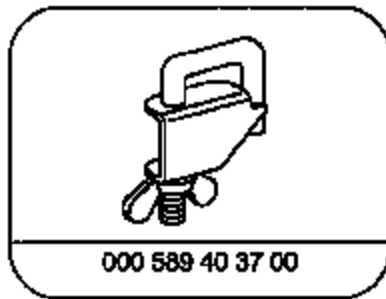


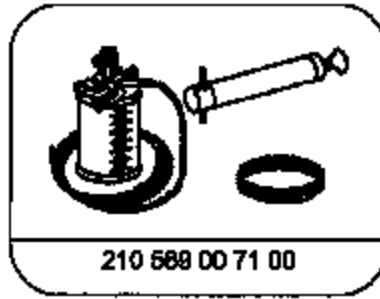
Figure 4 (shown on vehicle with banjo bolt fitting, vehicle may be equipped with compression fitting)

12. Replacement of lower power steering hose:

- Remove engine cover
 - Remove fluid from power steering reservoir using hand pump (special tool 210 569 00 71 00).
 - Raise vehicle on lift.
 - Ⓟ Before removing hose, observe orientation of lower power steering hose at steering rack to ensure proper positioning of replacement hose.
 - Detach lower power steering hose mounting grommets (7, Figure 4) from 4 holders (attached to the frame rail on the left front of vehicle).
 - Loosen new hose clamps (8, Figure 4) and disconnect lower power steering hose (2) from radiator fitting.
 - Remove banjo bolt (9, Figure 4) securing lower power steering hose (2) to power steering rack (10) and remove power steering hose by routing out towards rear of vehicle.
 - Install new power steering hose (2, Figure 11) in reverse order (reuse new hose clamp with "Nr 54 15" stamped on the exterior).
 - Ⓟ Install new sealing rings (11, Figure 4) (or rubber O-ring if equipped with flare fitting) when installing new lower power steering hose (2)
 - Torque banjo bolt to 30 Nm
(Lower vehicle) torque hose clamp to Nm 2.0 + .5 / - 0.0.
 - Refill power steering fluid reservoir with Mercedes-Benz approved power steering fluid.
13. Check lower power steering hose for leaks after lock-to-lock test (refer to step 11).
14. Raise vehicle, inspect lower power steering hose for leaks at steering rack connection.
15. Lower vehicle, check power steering fluid for proper level.
16. Reinstall remaining components in reverse order.

Special Tools

Clamp

**Tool Information**

Tool Number	Group	Cat.	Tool Description	Retailer Net (\$)
000 589 40 37 00	00	A	Clamp	\$7.00
210 589 00 71 00	27	A	Hand pump	\$172.00

Note: This MBUSA Special Tool: 000 589 40 37 00 should be in Dealer Special Tool Inventory.

Parts Information

Qty.	Part Name	Part Number
1	Hose clamp	A 000 996 76 10 05
1	Lower power steering hose*	Refer to EPC, Group 93, Subgroup 240, Callout 123, for specific vehicle.
1 liter	Power steering fluid	Q 146 0001
1	Sealing ring (if vehicle is equipped with flare fitting at steering rack end of lower power steering hose)	A 025 997 74 48

* Replacement only required if outer casing of lower power steering hose displays cuts and splits.

Warranty Information

Operation: 1. Hose clamp (replace clamp) at lower power steering radiator fitting (inspect lower hose), (02 4000).

2. Replace lower power steering hose and replace clamp at radiator fitting. (inspect hose) (02 3902)

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
46 950 27	02 4000	0.5 hrs	K1, K2, K3, K4, K5
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 28, 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 clamp (as noted on page 3) 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. (1-800-367-8372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this power steering service without charge within 90 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: July 11, 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 regarding the repair, we require that you immediately supplement the work identified in the current work instructions with the final repair check described in the revised work instructions (which will be posted on NetStar today and also mailed to you shortly). If after this check is performed there is any indication that the repair was not successful, including the presence of any leaking at the connection, the power steering hose should also be replaced.

Working Standard Time - With immediate effect, the work standard time will be increased from 0.2 hours to 0.5 hours (including the repair check). This increase includes an additional 0.2 hours for the existing work plus 0.1 hours for the final repair check.

For all jobs which have already been completed, we will automatically reimburse you the additional 0.2 hours (you do not need to submit an additional claim).

Roadside Assistance – Due to workshop capacity constraints and in the interest of customer satisfaction, in some cases you may wish to perform the work at the customer's premises. We will support this with a flat fee of \$40.00 (in addition to the times outlined in the recall bulletin paid at straight time), for up to 20% of the total cases you handle. We reserve the right to check the validity of these claims.

Parts Information -- As communicated to you on May 19, 2003, please do not use clamp part number N 916033 015100.

The correct part number clamp for this recall is A 080 995 76 10 05.

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

MBUSA Engineering Services
Klaus Ulkann
Frank Dierl
7/11/03

TO: ALL MERCEDES-BENZ LIGHT TRUCK DEALERS

**SUBJECT: ROADSIDE ASSISTANCE/CAMPAIGN 2003 040005
DEALER NOTIFICATION DATED JULY 11,2003**

**ATTENTION: SERVICE MANAGERS
WARRANTY ADMINISTRATORS**

As referenced in the dealer notification of July 11, 2003, due to workshop capacity constraints and in the interest of customer satisfaction, in some cases you may wish to perform the work at the customer's premises. We will support this with a flat fee of \$40.00 (in addition to the times outlined in the recall bulletin paid at straight time), for up to 20% of the total cases you handle. We reserve the right to check the validity of these claims. Claim reimbursement will require the use of damage code 21601008. The \$40.00 fee must be claimed as a "Sublet" utilizing the sublet code of SUB. The \$40.00 maximum fee applies to all Roadside assistance repairs pertaining to this campaign, whether initiated from CAC or not.

Damage code 21601008 will not require a "Roadside Call Number" on claim submission. If a roadside call is initiated through CAC, closing of the Roadside ticket in Netstar will be required.

"Customer reimbursement prior to recall notification" - Information regarding this procedure can be found under the Warranty Newschannel dated 4/22/2003.

Questions in regards to the above should be directed to Warranty department personnel.

Kenneth Filburn
Warranty Specialist/Warranty Reporting and Controlling