

Recall Campaign Bulletin

Recall Campaign Bulletin

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

Campaign No. 2003040005  
 May 2003

RECEIVED  
 2003 JUN 16 P 1:50  
 QUALITY ASSURANCE  
 DEPARTMENT

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

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. 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.

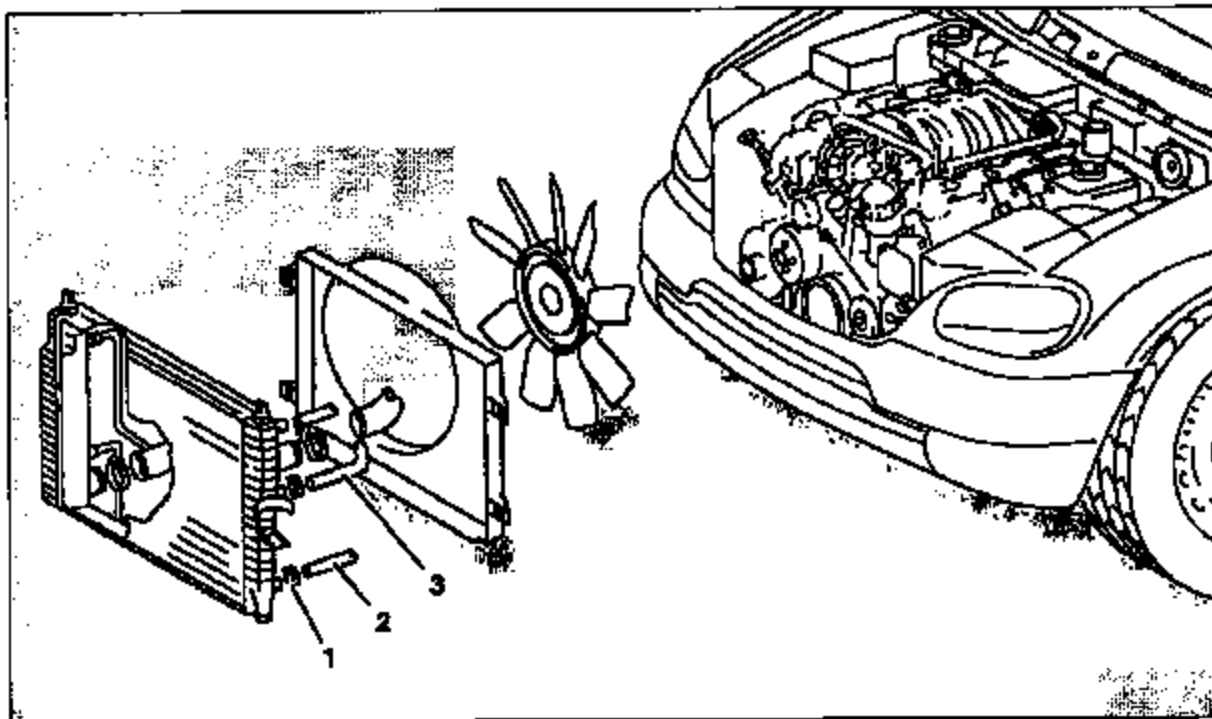


Figure 1

P20.20-2162-05

Order No. T-RC-2003040005

This bulletin has been created and maintained in accordance with MBUSA-SLP 6.1, Document and Data Control, and MBUSA-SLP 16.1, Control of Quality Records.

Recall Campaign Bulletin

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Approximately 212,163 vehicles are involved.

#### Effective Serial Number Range

Model	Plant Code	Chassis End Number	
		From	To
163.154	A	043552	402227
163.157	A	383108	414762
163.172	A	050601	288097
163.174	A	110288	414607
163.175	A	262002	414749

#### 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: 000 598 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.

7. Open replacement hose clamp 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.



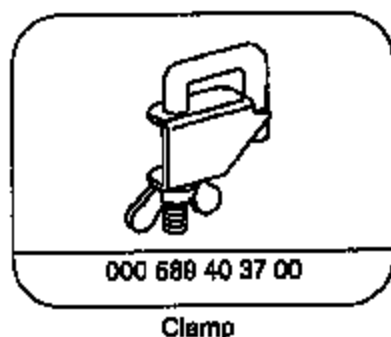
**NOTE:** The new replacement hose clamp must have the number "15" stamped into the outer circumference of the hose clamp surface.

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.
- Ⓢ Observe tightening torque of: Nm 2.0 +0.05/-0.1
9. Remove previously loosened old hose clamp (see step 5) from hose at this point.
10. Loosen and remove previously installed MBUSA Special Tool: 000 588 40 37 00 from both upper and lower power steering hoses.
11. Start-up engine and check for any fluid leaks from the power steering hoses at the radiator.

### **1** 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.

### Special Tools



### Tool Information

Tool Number	Group	Cat.	Tool Description	Retailer Net (\$)
000 588 40 37 00	00	A	Clamp	\$7.00

Note: This MBUSA Special Tool: 000 588 40 37 00 should be in dealer Special Tool Inventory.

### Parts Information

Qty.	Part Name	Part Number
1	Hose clamp	N916033 01 5100
1	Lower power steering hose*	Refer to EPC, Group 33, Subgroup 240, Callout 123, for specific vehicle.

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

**Warranty Information**

**Operation:** 1. Hose clamp - lower power steering hose at radiator fitting (inspect hose), replace (02 4000).  
 2. Hose clamp and lower power steering hose, replace (02 3902).

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
46 95027	02 4000	0.2 hrs	K1, K2, K3, K4, K5
	02 3902	0.8 hrs. (V8 engine)	K1, K5
		0.9 hrs. (V8 engine)	K2, K3, K4

**1** **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 MBLUSA's Warranty Policy and Procedures Manual.

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

May, 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

**Warranty**

► Print Page

**CAMPAIGN NO 2003 040005**

**TO: ALL MERCEDES-BENZ PASSENGER  
CAR DEALERS  
ALL MERCEDES-BENZ LIGHT TRUCK  
DEALERS**

**SUBJECT: CAMPAIGN NO 2003 040005**

**ATTENTION: SERVICE MANAGERS  
SERVICE ADVISORS  
WARRANTY ADMINISTRATORS**

**If claims for the above campaign were returned automatically with the following error message, "423 - Vehicle not valid for campaign", please select the SAVE button and then SUBMIT. (Message 423 is temporarily forcible)**

**If claims were returned automatically with error message "915 - Open Recall Campaign on vehicle", and no open campaign is found on the VMI, please FORCE the claim in again (Message 915 is forcible)**

**Access to the above campaign through Startek Info has temporarily been disabled due to the fact that the Recall Bulletin will require updating.**

We apologize for any inconveniences.

Kenneth Filburn  
Warranty Specialist/Warranty Reporting &  
Controlling

**Attachments:**  
(none)

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**Route:** All

**To:** All Mercedes-Benz Dealers

**Subject:** Voluntary Recall Campaign 1998 - 2003 MY M-Class Power Steering Fluid Cooling Hose Clamp 200304005

**Date:** May 20, 2003

**Ladies and Gentlemen:**

On May 15, 2003 you were notified that Mercedes-Benz USA LLC had launched a Voluntary Recall Campaign of certain 1998 - 2003 model year M-Class vehicles to replace a hose clamp at the power steering fluid cooler. We have been informed by our colleagues at DCAG that the clamp provided in conjunction with the recall is incorrect and must be returned.

The Recall Bulletin will be reissued shortly, with the corrected part number, re-posted on StarTek Info and mailed to the dealers. Please discard your incorrect Recall Bulletins. An initial quantity of the correct power steering hose clamps will also be distributed automatically when stock is received.

Customer letter mailings, which had not commenced, will also follow a few days after the Recall bulletin and correct clamps are distributed.

We regret any inconvenience that this may cause.

MBUSA Engineering Services  
5/20/03



**Date:** May 19, 2003

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

**Subject:** Important Update re Recall Campaign No: 2003040006

We have been informed by our colleagues at DCAG that the clamp provided in conjunction with the above referenced recall is incorrect.

**Please do not use part number N 916033 015100 for this recall, and immediately return all quantities that have been automatically allocated to you by Dealer Parts Services (each dealership was allocated approximately 20% of the parts needed under order number ML-03). Returns of this part will be allowed until June 30, 2003. Additional orders for part number N 916033 01510 that have been placed but not yet processed will be cancelled.**

We do not yet have information regarding the part number for the new clamp. Further details will follow. Also be advised that Dealer Parts Services will automatically process orders for the new clamp when they become available.

We regret any inconveniences that this may cause.

**Deborah Mackenzie  
Department Manager  
Supply Chain Management**

**Bill Mohmann  
Department Manager  
Parts Assistance Center**

**NetStar Messages**

**NCA: Parts for Recall Campaign No:  
2003040005**

**Date: May 15, 2003**

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

**Subject: Parts for Recall Campaign No:  
2003040005**

Regarding the above referenced recall, please be advised that Dealer Parts Services has placed dealer orders for the initial release of part number N 916033 015100. Each dealership has been allocated parts to address approximately 20% of the total affected vehicles for their dealership. The order number for this order is ML-03.

Until further notice, additional quantities of part number N 916033 015100 can be ordered on a DPS form.

Thank you for your continued cooperation.

**Attachments:**

Route: All  
To: All Mercedes-Benz Dealers

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

Date: May 15, 2003

Ladies and Gentlemen:

On April 4, 2003 you were notified that Mercedes-Benz USA LLC will conduct a Voluntary Recall Campaign of certain 1998 - 2003 model year M-Class vehicles to replace a hose clamp at the power steering fluid cooler. The clamp may not provide sufficient clamping force for this connection and must be replaced. Over time, some customers may experience a loss of power steering fluid and diminished power assist for steering and ultimately possible damage to the power steering pump.

Approximately 210,822 vehicles in the U.S. are affected by the Voluntary Recall Campaign.

Today, the Recall Bulletin has been posted on StarTek Info and will be mailed to the dealers shortly. Customer letter mailing will also follow in a few days. An initial quantity of the required power steering hose clamps will be distributed automatically.

MBUSA Engineering Services  
5/15/03