

Route: All

To: All Mercedes-Benz Dealers

Subject: Voluntary Recall Campaign MY 2003 – 2004 S and CL-Class
Trunk Lid Spring (Vehicles without automatic trunk closing option)

Date: August 17, 2004

Ladies and Gentlemen:

On June 9, 2004 you were notified that Mercedes-Benz USA LLC will conduct a voluntary recall campaign of certain model year 2003 – 2004 S and CL-Class vehicles, regarding trunk lid springs.

DCAG has determined that on affected vehicles, the trunk lid springs could fail in the closed trunk lid position, due to extensive exposure to very high temperatures. Only vehicles without automatic trunk lid closing are affected by this condition. This failure only occurs in the closed position and causes the trunk lid to fall to spring open upon being unlocked, thereby providing warning to the owner of the broken spring condition. If, despite this indication, customers operate the trunk lid in this condition, it is possible that the trunk lid may not stay in the raised position and could potentially cause injury if it comes down while someone is reaching into the trunk. We therefore are advising customers in their customer letter mailing that they should hold the trunk lid open while using the trunk (until such time as they can bring the vehicle in for repair).

Approximately 16,690 vehicles in the US are affected by this voluntary recall. Today the dealer recall bulletin has been posted on StarTek and will be mailed to the dealers shortly. Customer letter mailings will also follow in a few days. An initial quantity of the required trunk lid springs will be distributed automatically.

Please note that V12 customers will receive their customer letters in conjunction with the launch of the ABC recall in the near future to eliminate the need for multiple customer letters and dealer visits. It is important for the Service Writer to check the VIN in VMI for each customer at the time the repair order is written in order to determine if the vehicle is involved in one or more open campaigns. Accordingly, please inform the customer if additional waiting time will be necessary based on multiple open campaigns.

Please refer any customer inquiries to the Customer Assistance Center, of MBUSA, at 1-800-FOR-MERCEdes. (1-800-367-6372)

MBUSA Engineering Services
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