

Safety Recall #2004-XXXXXX

July, 2004

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), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2000 – 2001 S-Class and CL-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, due to a production deficiency occurring during the production process of the blower motor fuse holder, the size of the electric conductor on the blower motor fuse holder may be below appropriate tolerances. Consequently, the electric conductor of the blower motor fuse holder may dissipate more heat than the plastic fuse holder was designed to withstand, which could result in overheating of the blower motor fuse holder and disabling of the blower motor and the ability to defrost or defog the windshield in cold or hot and humid weather conditions. Depending on the occurrence and weather situation, driver visibility could be reduced, which could result in a crash.

Your authorized Mercedes-Benz dealer is available to provide this service, free of charge. The working time required is approximately two hours. Please contact your authorized Mercedes-Benz dealer to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2004-XXXXXX.

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 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 888-327-4238.

Again, we apologize for any inconvenience this situation may cause you.

Sincerely

Klaus Likann
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**

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you 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. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.**
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.**
- What problem occurred, what repair was done, when it was done and who repaired it.**
- The total cost of the repair expense that is being claimed.**
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).**
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.**

Please speak with your dealer concerning this matter.