

Safety Recall #2004-050015

August, 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 2003 - 2004 S-Class and CL-Class vehicles. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

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. This failure only occurs in the closed position and causes the trunk lid to fail to spring open upon being unlocked, thereby providing notice to you of the broken spring condition. Nevertheless, if the trunk lid is manually lifted, it may not remain in the up position and could potentially cause injury if it comes down while someone is reaching into the trunk. We therefore advise you to hold open the trunk lid, during use of the trunk, until your repair is completed. The recall will be conducted in order to replace both trunk lid springs with improved springs of increased strength.

Your authorized Mercedes-Benz dealer is available to provide this service, free of charge. The working time required is approximately one half hour. Please contact your authorized Mercedes-Benz dealer to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2004-050015.

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 888-327-4236.

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

Sincerely,

Klaus Ulkann
Vice President, Customer Services