



Mercedes-Benz

VIA CERTIFIED MAIL

RECEIVED  
Mercedes-Benz USA, LLC  
A DaimlerChrysler Company  
2004-08-25

August 20, 2004

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 S and CL-Class

Dear Mr. Person:

Pursuant to 49 CFR Part 573.5(c)(9), this letter contains 2 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 August, 2004.

Manufacturer's Campaign Identification Number  
2004 050015

NHTSA Recall Number  
04V-285

Sincerely,

Stephen Kraitz  
Senior Staff Engineer  
Product Compliance, Analysis and Safety Engineering

Enclosure



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

Campaign No. 2004050015  
August 2004

**TO:** ALL MERCEDES-BENZ CENTERS

**SUBJECT:** MODELS 215, 374/375/376, 220, 170/175/174/176/183/184  
MODEL YEARS 2003 AND 2004  
(WITHOUT OPTION CODE 681: REMOTE TRUNK LID CLOSING)  
REPLACEMENT OF BOTH TELESCOPING SPRINGS ON TRUNK LID

This Recall Campaign has been initiated because DCAQ has determined that on affected vehicles (see VIN range below), 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 the customer 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 advised customers, in the Recall letter, to hold open the trunk lid, during use of the trunk, until the repair is completed. The recall will be conducted in order to replace both trunk lid springs with improved springs of increased strength.

Please review the Effective Serial Number Chart located below.  
Attached is a sample copy of a letter which owners of the affected vehicles will receive.

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.
- Please review the entire Recall Campaign bulletin.

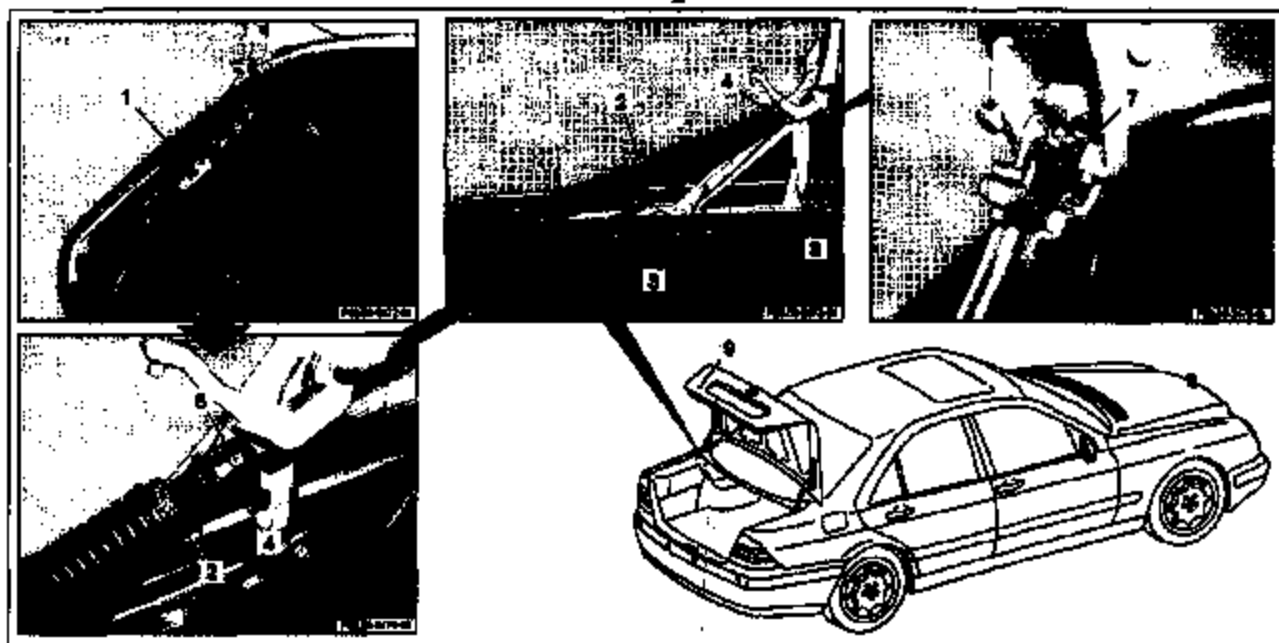
Approximately 16,690 vehicles are affected.

**Effective Serial Number Range**

Model	Chassis End Number	
	From	To
215	A038066	A040404
220	A330750	A396896

Order No. P-RC-2004050015

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.



### Procedure (replacement of both telescoping springs)

#### A. Removal of telescoping spring

1. Open trunk lid (9).
2. Insert trunk support tool (special tool: W170 589 04 6300). Do not tighten thumbscrew on support tool (slight movement of trunk lid is required for spring installation).

#### **⚠ WARNING!**

When installing trunk support tool, ensure the top of tool (eyelet) is pointing up toward the trunk lid and weld on tool eyelet is facing left. Failure to install it properly could cause the trunk lid to fall unexpectedly potentially causing injury or result in damage to the vehicle.

3. Remove spring cover (1).
4. Pivot trunk lid (9) slightly downward until stop buffer (7) is accessible.
5. Unclip stop buffer (7) from right and left hinge lever.
6. Carefully open trunk lid (9) up to mechanical end stop (telescoping spring [2] is now free of tension).
7. Unlock retaining spring (8) on ball socket head (4).
8. Remove ball socket head (4) from hinge lever and unhook telescoping spring (2) at bottom, note position.

#### B. Installation of new telescoping spring

1. Unclip retaining spring (8) from side of ball socket (prior to installing telescoping spring).

#### **Note:**

The new telescoping spring is provided with a retaining spring preinstalled.

2. Hook new telescoping spring (2) in at bottom and press ball socket head (4) onto hinge lever (an audible click will be heard when ball socket is properly engaged).
3. Lock retaining spring (8) onto ball socket head (4).

#### **Note:**

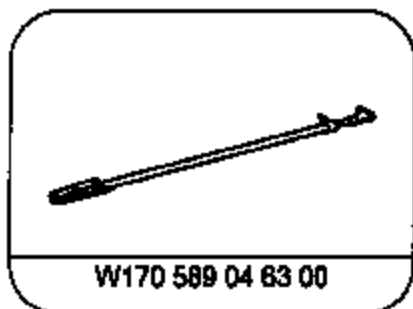
Ensure that retaining spring of ball socket head (4) is fully engaged (an audible click will be heard).

4. Pivot trunk lid (9) downward.
5. Reinstall stop buffer (7) into left and right hinge lever (ensure stop buffer is completely seated).
6. Reinstall spring cover (1).
7. Remove trunk lid (8) support (special tool: W170 589 04 6300).
8. Close trunk lid (9).

Ensure trunk lid opens correctly:

The trunk lid must open completely and should not swing back more than a max. of 4 cm after reaching end position. If trunk lid swings back more than 4 cm adjustment of spring tension on trunk lid is necessary (refer to WIS: AR88.50-P-5200-05M).

#### Special Tools



Support, trunk lid (Group: 72, Category: K)

#### Note:

This is a required Special Tool that was released to all Mercedes-Benz dealers in MY 2003.

**Parts Information**

<b>Qty.</b>	<b>Part Name</b>	<b>Part Number</b>
2	Telescoping spring (for model 215)	A215 980 05 64 05
2	Telescoping spring (for model 220)	A220 980 10 64 05

**Note:**

The following allowable Labor Operations should be used when submitting a warranty claim for this repair.

**Warranty Information**

Operation: Telescoping springs (both) – trunk lid (includes adjustment), Replace (02-4336).

<b>Damage Code</b>	<b>Operation Number</b>	<b>Labor Time (hrs.)</b>	<b>Model Indicator(s)</b>
75 800 33	02-4336	0.2	M1, M2, M6, M7, M8, M9, N1, N4, N5

**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.

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.

**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