

MERCEDES-BENZ USA, LLC
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MBUSA.com



To: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

**From: Frank J. Diertl, General Manager, Engineering Services
Andrew L. Gillman, General Manager, Vehicle Logistics/Distribution**

Date: May 17, 2005

Re: Recall Campaign – Power Steering Cooler Hose Clamp Model 164

On May 13, 2005 the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA, LLC will conduct a voluntary Recall Campaign (2005050004) on certain model year 2006 M-Class vehicles, regarding a clamp on the power steering cooling line. The hose clamp on affected vehicles may not provide sufficient clamping force for this connection and therefore must be replaced. A loss of power steering fluid can damage the power steering pump and may result in diminished power assist for steering which could lead to a vehicle crash. Affected vehicles will be retrofitted with a new clamp that corrects this issue.

This Recall Campaign affects 7191 vehicles in the U.S. Today detailed instructions will be available in Star TekInfo and will be mailed to you shortly. Customer mailings will follow in a few days.

Thirty percent (30%) of replacement parts have arrived at your dealerships to repair affected vehicles. An additional 30% supply of replacement parts will be automatically shipped later this week.

Given this notice, it is illegal to retail affected MY 2006 M-Class (164) vehicles in your inventory with an open Recall Campaign, as indicated in VMI, until the vehicle has been properly repaired.

In the interest of customer satisfaction, MBUSA encourages you to perform this work at the customer's premises, place of business, etc. Please submit as a normal "Roadside Assistance" claim adhering to all guidelines associated with this program as stipulated in the Warranty Policy and Procedures manual.

While we regret any inconvenience this causes, Mercedes-Benz USA, LLC is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERCEdes (1800-367-6372).

Frank J. Diertl
General Manager
Engineering Services

Andrew L. Gillman
General Manager
Vehicle Logistics/Distribution

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service

**2006 M-Class Power Steering Hose Clamp
Suggested Q&A**

Q. 1: What is the problem?

Mercedes-Benz USA has initiated a voluntary recall of certain 2006 model year M-Class vehicles to replace the hose clamp used to secure the power steering fluid cooler hose. We have determined that the hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler may not have been mounted in its specified position. As a result, fluid may leak from the power steering pump. A loss of power steering fluid can damage the power steering pump and may result in diminished power assist for steering which could lead to a vehicle crash.

Q. 2: What is the remedy for this issue?

Owners of affected vehicles will be notified by mail, and asked to bring their vehicle to an authorized Mercedes-Benz dealer to install a replacement clamp to correct the fault. This service will be provided free of charge.

Q. 3: How did you discover the problem?

The fault was discovered through seven (7) customer complaints. A follow-up review of production line operations identified the fault and the new hose clamp has been introduced into production.

Q. 4: How many vehicles are affected?

Approximately 7,191 vehicles produced between December 2, 2004 and May 6, 2005 are potentially affected.

Q. 5: How long will it take to fix this problem?

The time required is approximately one half hour.

Q. 6: What is the cost to the customer?

The repair will be covered free of charge.

Q. 7: Are you aware of any accidents as a result of this problem? Are there any reports of injuries?

We are not aware of any accidents or injuries related to this problem.

Q. 8: How are customers being notified?

Customers of affected vehicles will be notified in writing, by mail. Concerned customers can contact the Mercedes-Benz Customer Assistance Center at 1-800-FOR-MERCEdes.

Q. 9: Wasn't there a similar issue with the previous M-Class?

Yes. While the previous generation M-Class was subject to a voluntary recall to address issues with the power steering, the cause of the fault is completely unrelated.

Other Questions

Q. 10: How can the customer recognize the problem?

After advanced loss of fluid the driver may hear noise from the power steering pump and eventually an increased effort to steer the vehicle.

Q. 11: What is the worst case?

If all the fluid is lost the power assist will no longer function. In this case, the steering will still function, however greater effort will be required.

Q. 12: Is there a risk of fire?

No, as there are no heat sources adjacent to the hose.

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To: Mercedes-Benz Dealer Principals, General Managers, Sales Managers, Service Managers, Parts Managers

From: Frank J. Diertl, General Manager, Engineering Services

Date: May 23, 2005

Re: Recall Campaign – Power Steering Cooler Hose Clamp Model 164 - Update

Please be aware that only the hose clamp with the part number referenced in the Recall Bulletin is approved for use to repair the vehicle. Repairs performed using any other clamps have not been performed in accordance with the recall. Accordingly warranty claims submitted with reference to an improper hose clamp will be denied. The dealer is responsible to install the proper hose clamp in the vehicle.

Thirty percent (30%) of replacement parts have arrived at your dealerships to repair affected vehicles. An additional 30% supply of replacement parts are being automatically shipped today.

As you have been previously advised, it is illegal to retail affected MY 2006 M-Class (164) vehicles in your inventory with an open Recall Campaign, as indicated in VMI, until the vehicle has been properly repaired. Repairs performed using incorrect clamps will not have been performed in accordance with the recall and may not be retailed.

Customer notifications will be mailed today, Monday May 23, 2005, to the 3,764 retail owners.

While we regret any inconvenience this causes, Mercedes-Benz USA, LLC is determined to maintain a high level of vehicle quality and customer satisfaction.

Please refer all customer inquiries to the Customer Assistance Center at 1-800-FOR-MERcedes (1800-367-6372).

Frank J. Diertl
General Manager
Engineering Services

