

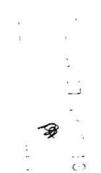
## Mercedes-Benz USA, LLC

Rolf Scherer General Manager, Engineering Services

#### VIA CERTIFIED MAIL

November 17, 2006

National Highway Traffic Safety Administration
Office of Defect Investigation
Attention: George Person, Chief Recall Analysis Division
400 Seventh Street, S.W.
Washington, D.C. 20590



## Re: 49 CFR Part 573; Recall of Mercedes-Benz SLK (170) Tail Lamps

Dear Mr. Person:

Pursuant to 49 CFR Part 573.5(c)(9), this letter contains 3 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 November, 2006.

Manufacturer's Campaign Identification Number 2006080005

NHTSA Recall Number 05V-505

Should you have any questions, please do not hesitate to contact Gary Bowne at 201-573-2719.

Sincerety

RS:sk

Enclosure

## UPDATE





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

From: Rolf Scherer, General Manager, Engineering Services

Date: November 17, 2006

Re: Interim Customer Notification - Recall Campaign 2006080005 - Replace Tail Lamps,

Model 170 Model Year 2001 - 2004

On September 8, 2006 you were notified that Mercedes-Benz USA, LLC launched a voluntary Recall Campaign on certain model year 1998 - 2004 Model (170) SLK vehicles with regard to the tail lamps. Today MBUSA will mail to approximately 36,000 affected owners of post facelift MY 01 - 04 vehicles an interim recall notification letter to let them know that if they experience a rear lamp failure the dealer will repair or replace the rear lamp assembly at no charge. Lamp assemblies of the original design will be installed until replacement lamp assemblies of a new design are available in Q1 2007.

See today's Warranty NetStar message for warranty submission information.

Due to the volume of affected vehicles, network service capacity, and to maintain an adequate and uninterrupted parts supply, VIN's will be added to the campaign in two stages. Approximately 32,618 affected Model 170 VIN's (pre facelift MY '98 – '00 vehicles only) are currently flagged in VMI. The remaining 36,000 affected Model 170 (post facelift MY '01 – '04) vehicles will be added to the campaign only when replacement tail lamps are made available in Q1 2007. Once newly designed post facelift parts are available owners receiving today's interim recall notification will begin receiving a second notification to let them know replacement lamp assemblies of a new design are available.

When scheduling customers for an appointment please ensure that you are aware of any open campaigns in VMI so that the customer is advised about the time necessary to complete all campaigns.

Note: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

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 (1-800-367-6372).

issue	Models Affected	Repair Time (hours)	2006		e0803	2007					
			Aug	Nov	P E	Feb	Ş	May	15	五	Aug
Tail Lamp Recall Customer Letter	MY 98 - 00 170	0.5	$\Diamond$	$\Diamond$	•		ox 8,200 S I. 16,400 F		mer Lette	rs Phase	1
Interim Tail Lamp Recall Customer Letter	MY 01 - 04 170	0.5		<b>♦</b>		Appro	x 36,00 SI	K Post fa	celift Cus	stomer Le	etters
Tail Lamp Recall Customer Letter	MY 01 04 170	0.5					ox 9,000 S rs Phase I.		aceleift C	ustomer	

# UPDATE

MERCEDES-BENZ USA, LLC
One Mercedes Drive, P.O. Box 350, Montvale, NJ 07645-0350
Phone (201) 573-0600
Fax (201) 573-0117
MBUSA.com

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

From: Joe Wankmuller, Manager - Warranty Services

Date: November 17, 2006

Re: Interim Customer Notification - Recall Campaign 2006080005 - Replace Tail Lamps,

Model 170 Model Year 2001 - 2004 - Warranty Procedures

Today MBUSA will mail to approximately 36,000 affected owners of post facelift MY 01 – 04 vehicles an interim recall notification letter to let them know that <u>if</u> they experience a rear lamp failure the dealer will repair or replace the rear lamp assembly at no charge. Lamp assemblies of the original design will be installed until replacement lamp assemblies of a new design are available in Q1 2007.

Until the newly designed tail lamps are available we ask that you either repair the current tail lamp (where possible) or replace the lamp with the currently available version. If this repair is performed utilize the following damage codes:

### Damage Code

82154 74 - Repairs within warranty 99029 01 - Repairs performed beyond warranty

Once the newly designed tail lamps are available and the campaign is activated on VMI, the campaign should be performed according to the procedures stated within the campaign documentation.

## **CUSTOMER REIMBURSEMENT**

If the vehicle has already exceeded the original warranty period and the customer has already paid to have the Tail Lamp Unit replaced for a reason that would be covered under the extension of the original New Car Warranty, they may be eligible for reimbursement of repair costs by presenting adequate documentation (which should be retained in the customer file for audit purposes). Reimbursement is limited to the amount the repair of the Tail Lamp Unit would have cost if completed by an authorized Mercedes-Benz dealer. The dealer should reimburse the customer and then submit a warranty claim using damage code 99029018. Warranty reimbursement for parts and labor should be submitted as a "SUBLET" utilizing the sublet code of "sub". The repair date should be the date that the customer paid for the repair.

Any questions regarding this matter should be directed to the Warranty Services Group (WSG) at 1-877-974-6287.

Thank you for your cooperation.







### Safety Recall #2006080005

November, 2006

#### 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 1998 - 2004 SLK-Class vehicles with regard to the tail lamp assemblies. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

DCAG has determined that due to heat generated by the brake lamps, the base of the lamp sockets can be subject to thermal deformation over time. This deformation can cause movement in the socket-to-bulb connection, which may lead to a loosening of the electrical contacts in the sockets, and a failure of the bulb to illuminate. This condition can cause a failure of either side brake lamp bulbs to illuminate. The center brake lamp is not affected. A failure of the brake lamp bulbs to illuminate could lead to a rear end vehicle crash.

This is the first of <u>two letters</u> you will receive regarding this condition. This letter is being sent to let you know that if you experience a rear lamp failure your dealer will repair or provide you a replacement lamp assembly at no charge. At this time your dealer does not have the new design of lamp assembly in stock and the free initial repair will be made with the original design. Beginning in the Spring of 2007, dealers will receive replacement lamp assemblies of a new design. The redesigned tail lamp assemblies will use more heat resistant material and enhanced lamp holder mountings to better withstand the heat generated by the brake lamp. At that time, MBUSA will provide you a second notice to let you know that the new lamps are in stock, and that you should contact your authorized Mercedes-Benz dealer to make the repair. When you receive your second letter you should immediately schedule an appointment to have the replacement lamp assembly installed even if your existing tail lamps have not failed or have been replaced with the original design. Only when the new design is installed will your equipment function as originally intended.

Until the new design lamp assembly is available, your authorized Mercedes-Benz dealer will replace failed assemblies at no charge with compatible lamp assemblies that are now in dealer stock. This service will be provided free of charge. The working time required to repair this condition is approximately 1 hour. As a matter of normal service process, your authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at this time only if you experience tail lamp failure. Please mention Recall Campaign #2006080005.

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 1-888-327-4236 (TTY 1-800-424-9153); or go to http://www.safercar.gov.

We apologize for any inconvenience this situation may cause you.

Sincerely

#### 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:		
NAI			
ST	REET		APT.
CIT	Υ	STATE	ZIP
PH	ONE	<del></del>	

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 <u>paid</u> 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.