

UPDATE



MERCEDES-BENZ USA, LLC

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MBUSA.com

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

From: Rolf Scherer, General Manager, Engineering Services

Date: September 27, 2006

Re: Recall Campaign 2006080004 – Check and Replace Instrument Cluster, Model 215, 220 Model Year 2000 – 2002, 2004 – 2005

On February 1, 2006 you were notified that Mercedes-Benz USA, LLC will conduct a voluntary Recall Campaign on certain model year 2000 – 2002 and 2004 - 2005 CL-Class (215) and S-Class (220) vehicles with regard to the instrument cluster. Today MBUSA will launch this recall campaign in the first of 4 customer notification phases.

Due to some variations in supplier production quality of certain electrical components, the background illumination of the instrument cluster may fail. Under certain conditions if the vehicle is driven after the background illumination fails, the instrument cluster fuse may blow causing a total failure of the instrument cluster. A total failure of the instrument cluster may contribute to driver confusion and may lead to a vehicle crash. Dealer will check the instrument cluster part number and replace the instrument cluster if necessary.

This Recall Campaign affects approximately 30,466 vehicles in the U.S. The repair time for this campaign is 0.6 hours.

Today, all affected Model 215 and 220 will be flagged in VMI. A quantity of the required parts will be distributed automatically to dealers beginning this week for Phase I. However, due to the volume of affected vehicles, network service capacity, and to maintain an adequate and uninterrupted parts supply, only 7,500 owner's letters will be mailed early next week in the first of 4 phases. Any vehicle flagged in VMI may be repaired irrespective of the customer receiving a recall notification letter. Please note that additional parts must be ordered with VIN, and are non-returnable. Parts are in limited supply and are to be ordered for vehicles already scheduled for an appointment, and not for shelf stock. Additional parts will also be distributed automatically to dealers as soon as sufficient parts supplies are made available in conjunction with each successive phase of customer notifications.

A copy of the campaign bulletin is attached, and may also be found on StarTekInfo.

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: Every vehicle in the VIN range may not be included in the campaign. This recall only affects 30,466 as noted above. 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).

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Issue	Models Affected	Repair Time	2006					2007										
			Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug			
Instrument Cluster Recall Customer Letter	MY 00 - 02 MY 04 - 05 215/220	0.6		◇			◇		◇			◆						Approx 7,500 S and CL-Class Customer Letters Each Phase

◆ = Full Launch

◇ = Partial Launch