



U.S. Department  
of Transportation  
**National Highway  
Traffic Safety  
Administration**

1200 New Jersey Avenue SE  
Washington, DC 20590

*September 24, 2008*

MR. GARY H. BOWNE  
DEPARTMENT MANAGER  
PRODUCT COMPLIANCE, ANALYSIS, SAFETY  
AND EMISSIONS  
MERCEDES-BENZ USA, LLC  
PO BOX 350  
MONTVALE, NJ 07645-0350

NVS-215paw  
08V-465

SUBJECT: POWER STEERING HOSE CLAMP

DEAR MR. BOWNE:

This letter serves to acknowledge Mercedes-Benz USA, LLC's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety defect in the products described below for which a safety recall campaign shall be conducted pursuant to 49 U.S.C. § 30119.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

**Makes/Models/Model Years:**

MERCEDES BENZ/M-CLASS/1998-2003

**NHTSA Campaign Number:** 08V-465

**Mfg's Report Date:** September 16, 2008

**Components:** STEERING: HYDRAULIC POWER ASSIST: HOSE, PIPING  
AND CONNECTIONS

**Potential Number of Units Affected:** 102,954

**Summary:**

MERCEDES-BENZ IS RECALLING 102,954 MY 1998-2003 M-CLASS VEHICLES. THE HOSE CLAMP USED TO SECURE THE POWER STEERING FLUID COOLING HOSE TO THE POWER STEERING FLUID COOLER MAY NOT PROVIDE SUFFICIENT CLAMPING FORCE FOR THIS CONNECTION.

**Consequence:**

THE LOSS OF POWER STEERING FLUID MAY RESULT IN DIMINISHED POWER STEERING OVER TIME AND ULTIMATELY CAN DAMAGE THE POWER STEERING PUMP. THIS COULD RESULT IN A LOSS OF CONTROL AND A CRASH WITHOUT WARNING.

**Remedy:**

AN EARLIER RECALL REPAIR PERFORMED ON THESE VEHICLES MAY NOT BE SUFFICIENT TO PREVENT A FUTURE LEAKAGE OR FAILURE OF THE POWER STEERING HOSE CONNECTION (PLEASE SEE 03V121). SINCE IT IS NOT POSSIBLE THROUGH INSPECTION TO IDENTIFY SPECIFIC VEHICLES THAT MAY NOT HAVE BEEN PROPERLY REPAIRED, ALL VEHICLES REPAIRED PRIOR TO NOVEMBER 15, 2003, WILL BE REPAIRED AGAIN. THE RECALL IS EXPECTED TO BEGIN DURING OCTOBER 2008. OWNERS MAY CONTACT MERCEDES-BENZ AT 1-800-367-6372.

**Notes:**

MERCEDES-BENZ RECALL NO. 2003-040005. CUSTOMERS MAY ALSO CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY 1-800-424-9153), OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

This recall was the subject of a Recall Query, RQ08-002, conducted by the Office of Defects Investigation.

The information in your defect report appears to satisfy the requirements of 49 CFR 573.6.

Please provide the following additional information and be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contacts for this recall will be Pat Wallace or Delia Lopez, who may be reached by phone at 202-366-5232 or 202-366-9525 or by email at [Patricia.wallace@dot.gov](mailto:Patricia.wallace@dot.gov), [Delia.lopez@dot.gov](mailto:Delia.lopez@dot.gov), or through the office email at [RMD.ODI@dot.gov](mailto:RMD.ODI@dot.gov). We look forward to working with you for successful completion of this recall campaign.

Sincerely,

A handwritten signature in cursive script that reads "Patricia Wallace for".

George H. Person  
Chief, Recall Management Division  
Office of Defects Investigation  
Enforcement