



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

October 24, 2008

SENT BY E-MAIL

Mr. George Person, Chief
Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

Re: Updated Details for Recall 08V-465

Dear Mr. Person

This letter provides updated information and customer letters for Mercedes-Benz Safety Recall 2003-04005 (NHTSA Recall #08V-465). This updates certain information originally provided to the agency in our letter to Daniel C. Smith on September 16, 2008. The purpose of recall 08V-465 is to replace the power steering cooler hose and clamp at no charge on all vehicles that were previously repaired prior to November 15, 2003, or which did not respond to the prior recall notice. To capture all subject vehicles, the total number of units potentially affected should be listed as approximately 125,228. This population is based on our latest review of warranty data and current vehicle registrations, and includes all vehicles now registered in the U.S. that may have been repaired prior to November 15, 2003, as well as the 9,664 vehicles that never responded to the original recall. This population includes a limited number of early MY 2004 vehicles, so the Make/Models/Model Year data in your records should indicate: Mercedes Benz/M-Class/1998-2004.

Attached is the final set of three owner notification letters Mercedes-Benz USA, LLC (MBUSA) will use to notify the owners of vehicles that have been previously campaigned, previously repaired under warranty, as well as those owners who did not respond to the earlier recall. The remaining information from our September 16, 2008 notice remains unchanged.

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

Sincerely,

Gary H. Bowne
Department Manager
Product Compliance, Analysis, Safety and Emissions

GB:sk

Enclosure



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

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



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services

Safety Recall #2003-040005

November, 2008

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In 2003 Daimler AG (DAG) decided that a defect relating to motor vehicle safety existed in certain Model Year 1998-2003 M-Class vehicles. Specifically, DAG determined that M-Class vehicles in this group had a hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler which might not provide sufficient clamping force for this connection and required replacement. A loss of power steering fluid may result in diminished power assist for steering the vehicle and ultimately can also damage the power steering pump. This could result in a loss of control and a crash without warning.

After further study of Warranty data it was determined that certain additional Model Year 2003 - 2004 vehicles may also require the replacement of the power steering cooling hose and hose clamp. Mercedes-Benz USA, LLC (MBUSA) therefore has added your vehicle to the existing recall campaign.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

Your authorized Mercedes-Benz dealer is available to provide this service to correct the situation described above. This service will be provided free of charge. The working time required 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 your earliest convenience. Please mention Recall Campaign #2003-040005.

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, 1200 New Jersey Avenue, S.E., 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,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

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:

NAME _____

STREET _____ APT. _____

CITY _____ STATE _____ ZIP _____

PHONE _____

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 paid 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.



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services

Safety Recall #2003-040005

November, 2008

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In 2003 Daimler AG (DAG) decided that a defect relating to motor vehicle safety existed in certain Model Year 1998 - 2003 M-Class vehicles. Specifically, DAG determined that M-Class vehicles in this group had a hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler which might not provide sufficient clamping force for this connection and required replacement. A loss of power steering fluid may result in diminished power assist for steering the vehicle and ultimately can also damage the power steering pump. This could result in a loss of control and a crash without warning.

Mercedes-Benz USA, LLC (MBUSA) therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle was included in this group but was never repaired under this recall campaign.

WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

Your authorized Mercedes-Benz dealer is available to provide this service to correct the situation described above. This service will be provided free of charge. The working time required 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 your earliest convenience. Please mention Recall Campaign #2003-040005.

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, 1200 New Jersey Avenue, S.E., 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,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645 0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

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:** _____

NAME _____

STREET _____ **APT.** _____

CITY _____ **STATE** _____ **ZIP** _____

PHONE _____

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 paid 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.



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services

Safety Recall #2003-040005

November, 2008

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In 2003 Daimler AG (DAG) decided that a defect relating to motor vehicle safety existed in certain Model Year 1998-2003 M-Class vehicles. Specifically, DAG determined that M-Class vehicles in this group had a hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler which might not provide sufficient clamping force for this connection and required replacement. A loss of power steering fluid may result in diminished power assist for steering the vehicle and ultimately can also damage the power steering pump. This could result in a loss of control and a crash without warning.

Mercedes-Benz USA, LLC (MBUSA) therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle was included in this group and was previously repaired under this recall campaign.

The earlier recall repair performed on your vehicle may not be sufficient to prevent a future leakage or failure of this power steering hose connection. Therefore, MBUSA is reopening this campaign on your vehicle and requests that you bring in your vehicle for repair. WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

Your authorized Mercedes-Benz dealer is available to provide this service to correct the situation described above. This service will be provided free of charge. The working time required 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 your earliest convenience. Please mention Recall Campaign #2003-040005.

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, 1200 New Jersey Avenue, S.E., 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,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1 800-FOR- MERCEdes (1-800-367 6372)
Fax (201) 476 6211
www.MBUSA.com



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

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:

NAME _____

STREET _____ APT. _____

CITY _____ STATE _____ ZIP _____

PHONE _____

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 paid 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.