



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

SENT BY CERTIFIED U.S. MAIL

September 26, 2008

Mr. George Person, Chief
Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
NVS-215 Room 48-302
Washington, D.C. 20590

Re: 49 CFR Part 573; Recall of Mercedes-Benz vehicles to replace Power Steering Hose and clamp

Dear Mr. Person:

Pursuant to 49 CFR Part 573.6(c)(10), this letter contains 1 document that was communicated to our dealers on the above subject and will be submitted in the Mercedes-Benz USA, LLC (MBUSA) regular monthly mailing for the month of September, 2008.

Manufacturer's Campaign Identification Number
2003040005

NHTSA Recall Number
08V-465

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



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

FROM: Gary Bowne; Department Manager; Product Compliance, Analysis, Safety & Emissions; Engineering Services

DATE: September 26, 2008

RE: **Recall Campaign 2003040005– Replace Power Steering Hose and Clamp Due to Possible Fluid Loss at Radiator, Model 163, Model Years 1998 - 2003**

We apologize for the 24 hour delay in having this information available to you. We had not anticipated the speed at which the NHTSA would post this information on their website. We're sorry for any inconvenience this may have caused.

On September 16, 2008 the National Highway Traffic Safety Administration (NHTSA) was notified that Mercedes-Benz USA, LLC will re-conduct a voluntary Recall Campaign on certain Model Year 1998 - 2003 Model 163 vehicles with regard to the lower power steering hose. This notification is posted on the NHTSA web site and may generate some customer questions.

The revision of Recall Campaign 2003040005 involves replacement of the power steering cooler hose and clamp at no charge to customers on certain vehicles that were previously repaired without the latest repair kit. MBUSA has determined that, on certain vehicles, the repairs previously conducted under this recall may have been performed with a method that makes it susceptible to future power steering fluid leaks or disconnection of the power steering cooler hose. Vehicles repaired without the latest repair method will be repaired again. These vehicles will be repaired with the latest service instructions and with a parts kit that was designed to eliminate the potential for future leakage. This action involves approximately 102,954 vehicles that were part of the earlier recall of approximately 227,484 vehicles. Dealers will replace the lower power steering hose and clamp in all affected subject vehicles. MBUSA will also be mailing a version of this notice to the 9,664 owners who have not responded to the 2003 owner notification.

The campaign will re-launch during the month of October, 2008 once sufficient parts are available. Owner notification will begin approximately 1 week after campaign launch and will continue throughout the remainder of 2008 based on parts availability.

The repair time for this campaign is 1.0 hours. An initial allotment of parts will be sent to each dealer by the launch date.

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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Q & A's

M-Class (163) Power Steering Hose Recall, Model Years 1998 – 2003

Below are Q & A's that you may find helpful in dealing with customer inquiries on this issue.

1. What is the issue?

A leak can occur in the area of the power steering cooler hose clamp.

2. What are the effects of the leak?

As a result of the leak, power steering fluid can escape over a period of time. As power steering fluid is lost from the system, the power steering pump will begin to make an audible noise. Power steering assist will begin to diminish, which will be noticeable at slow speeds and during parking maneuvers.

3. What can happen in the worst case?

If the above signs are ignored, in extremely rare cases the power steering cooler hose may disconnect. This would result in a loss of power assist for the steering that would be more noticeable at low speeds or during parking maneuvers.

4. What repair work is required?

The dealer will replace the power steering cooler hose and clamp.

5. How many vehicles are affected?

Approximately 102,954 vehicles are affected in the U.S.

6. Has any property damage or bodily injury occurred as a result of this issue?

MBUSA is not aware of any property damage or bodily injuries.

7. When will customers be notified?

Customers who own vehicles included in this recall will be notified in writing beginning in October 2008.

8. I have received notification of the recall, but my steering system is not leaking. Can I continue driving the vehicle?

You should contact your local Mercedes-Benz dealer and arrange for the repair as soon as possible.





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9. I have not received notification of the recall but my power steering hose is leaking.

You should bring your vehicle to your local Mercedes-Benz dealer immediately.

10. Why are customers finding out about this issue from the media and not directly from MBUSA?

MBUSA has an obligation to notify the National Highway Traffic Safety Administration (NHTSA) prior to releasing any information to customers or authorized dealers. Consequently, especially in the internet age, there is always the possibility that customers may find out about recalls from the media before they are contacted directly by MBUSA.

15