



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services

Safety Recall #2008-070001

August, 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 and the Clean Air Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety and vehicle emissions exists in certain Mercedes-Benz vehicles with regard to the Software Calibration Number (SCN) coding your vehicle received during a recent workshop visit. Our records indicate that your vehicle is included in the affected population of vehicles.

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

DAG has determined that between April 15, 2008 and April 17, 2008 and between June 5, 2008 and June 10, 2008, a temporary failure occurred in the Mercedes-Benz computerized on-line Workshop Systems. Due to this failure some online-inquiries from the Mercedes-Benz Workshop-Systems may have been answered with incorrect SCN-Coding data. Depending on the model year and model affected, the results of an incorrect SCN coding can affect a number of vehicle safety and emission functions including the following types of functions:

The Fuel gauge readings may be incorrect, A stuck fuel level sensor may not be displayed in the instrument cluster, -

The OBD system may cause the Check Engine Light to illuminate incorrectly. The speedometer may be out of tolerance,

In the event of a vehicle crash the electrical fuel pump may not receive a crash signal that is required for the fuel pump to disconnect and prevent further fuel delivery as designed.

Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles to correct the SCN coding.

FOR CALIFORNIA ONLY: A Proof of Correction certificate shall be issued to you by the dealer (California only) showing that the vehicle has been repaired under the Recall. The certificate may be required by state motor vehicle facilities as a condition of vehicle registration or operation.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as a lack of proper maintenance on your vehicle. This Recall Campaign does not cover any other components, and standard warranty terms and exclusions apply to those components.

Your authorized Mercedes-Benz dealer can recode the SCN in your vehicle 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 #2008-070001.

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

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.