



Mercedes-Benz

Mercedes-Benz USA, LLC  
A Daimler Company

**SENT BY CERTIFIED U.S. MAIL**

October 31, 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 2 documents that were 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 October, 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. Bown  
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  
124 Mercedes Drive, P.O. Box 400, Nashville, TN 37202-0400  
Phone: 615-440-0100  
Fax: 615-440-0102  
MBUSA.com

## UPDATE

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: October 31, 2008

RE: **Recall Campaign 2003040005– Replace Power Steering Hose and Clamp Due to Possible Fluid Loss at Radiator, Model 163, Model Years 1998 – 2004 Revision D**

**The Recall Campaign is being re-launched today and 125,228 affected vehicles will be flagged in VMI. The repair time for this campaign is 1.0 hours to replace the low pressure power steering hose and clamp. The replacement rate is 100%.**

On September 26, 2008 you were 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 low pressure power steering hose. This notification is posted on the NHTSA web site and may generate some customer questions.

Revision D of **Recall Campaign 2003040005** involves replacement of the low pressure power steering 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 low pressure power steering 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 111,382 vehicles that were part of the earlier recall of approximately 225,901 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 approximately 9,521 owners who have not responded to the 2003 owner notification. Based on our latest review of warranty data and current vehicle registrations, in addition MBUSA will be mailing notifications to 4,323 MY 2003 - 2004 owners who were not included in the initial 2003 campaign. Dealers will replace the lower power steering hose and clamp in all affected subject vehicles.

**Due to initial limited availability of parts, an approximate 10% allocation of replacement parts will be sent to each dealer to arrive by the launch date, based on anticipated servicing dealer volume.**

Dealers should not order additional replacement parts until allocated amounts are fully consumed and appointments are scheduled. This will allow for the building of sufficient stock in our PDC's, which we expect to be available by the time the allocated supplies are exhausted. Dealers should order with restraint and only for expected demand for the next week to ensure that parts are available throughout the Network and fairly disbursed.

S



Mercedes-Benz

MERCEDES-BENZ USA, LLC

100 Mercedes Drive, P.O. Box 17, Auburn, IL 62516-0017

Phone: (202) 523-0500

Fax: (202) 523-1122

Website: [www.mercedes-benz.com](http://www.mercedes-benz.com)

## UPDATE

Since there are a large volume of affected vehicles in this campaign and the initial parts supply is limited, please do not proactively contact customers to arrange a service appointment. Customers will be notified in stages over the next few months and you should wait for them to call for an appointment. To avoid unnecessary customer inconvenience, if you have an affected vehicle at your dealership for unrelated repairs or maintenance and you have sufficient replacement parts available you can perform the campaign.

Due to the volume of affected vehicles owner re-notification will begin 1 week from today and will continue throughout the next 3 - 4 months based on parts availability.

Please assure your customers who have inquiries concerning this campaign, but who have not yet received a customer letter, that they will receive a customer letter as the replacement parts situation permits and at that time will receive the appropriate repair. If the customer already paid to have this service campaign condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they may be eligible to receive reimbursement.

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: VMI must always be checked before performing campaigns to verify that the campaign is required on a specific vehicle.

Dealers may also identify vehicles subject to a campaign through NetStar by selecting "Campaign" under the Controlling tab. Only vehicles that have been retailed by the respective dealer will be displayed within this program.

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).

FILE: SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER  
 PARTS: GROUP I OF INFORMATION – PARTS & ACCESSORIES BINDER

Campaign No. 2003040005, October 2008

**Revision History**

Revision	Date	Purpose
d	10/31/08	Relaunched to cover vehicles that were previously repaired without the latest repair kit and repair instructions. This revision also covers newly included vehicles that were not previously included in this recall campaign.
c	11/06/03	Revisions to repair procedure and warranty information
b	07/12/03	Revisions to repair procedure and warranty information
a	06/13/03	Revisions to repair procedure and parts information
-	05/03	Initial issue

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **Models 163.154/157/172/174/175, Model Years 1998 - 2004**  
**Replace Power Steering Hose and Hose Clamp**

Revision d of this Recall Campaign involves replacement of the low pressure power steering hose and clamp (1 and 2, Figure1) 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 low pressure power steering 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 111,382 vehicles that were part of the earlier recall of approximately 225,901 vehicles. MBUSA will also be mailing a version of this notice to the approximately 9,521 owners who have not responded to the 2003 owner notification. In addition, based on our latest review of warranty data and current vehicle registrations, MBUSA will be mailing notifications to 4,323 MY 2003 - 2004 owners who were not included in the initial 2003 campaign. Dealers will replace the lower power steering hose and clamp in all affected subject vehicles.

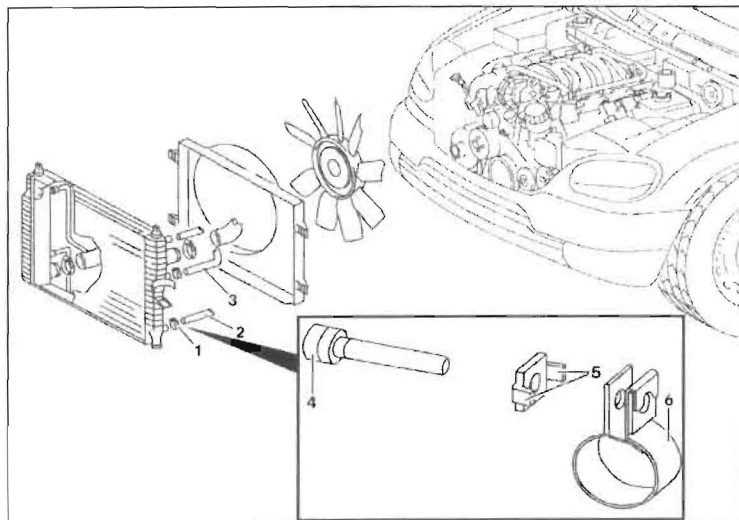


Figure 1

Order No. T-RC-2003040005

This bulletin has been created and maintained in accordance with MBUSA-SLP 5.1, Document and Data Control, and MBUSA-SLP 16.1, Control of Quality Records.

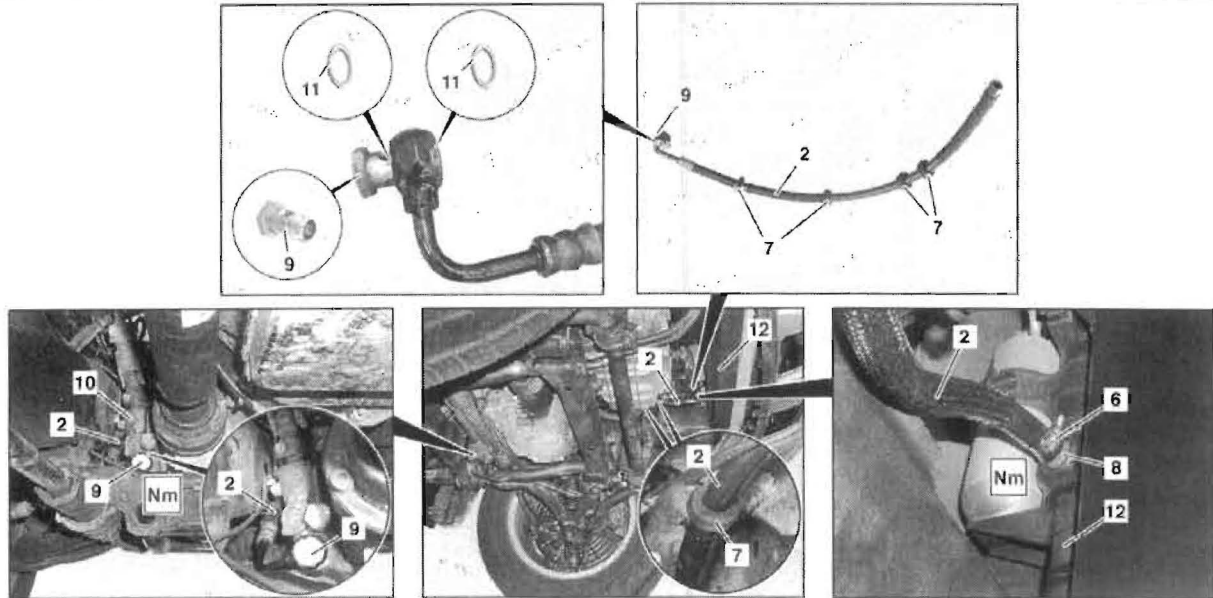
Attached are sample copies of a letters which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

- Please check VMI to determine if the vehicle is involved in the Campaign and if it has been previously repaired.
- Please review the entire Recall Campaign bulletin and follow the repair procedure exactly as described.

Please note that Recall and Service Campaigns **do not expire** and may also be performed on a vehicle with a vehicle status indicator.

Approximately 125,228 vehicles are involved in this relaunch.



**Figure 2** (sealing ring vehicle shown, vehicles with flare fitting and O-ring may be different)

### Replacement Procedure

1. Drive vehicle onto a lift, shut-off engine and remove ignition key from ignition lock.
2. Open engine hood.
3. Remove engine cover and set aside.

### Warning!

- Risk of Bodily injury if skin or eyes are exposed to high pressure hydraulic fluid release.
- Risk of poisoning if hydraulic fluid is ingested.

Please refer to WIS: AS00.00-Z-0013-01A for all applicable safety precautions and information

### Note:

Before opening the hydraulic system, clean areas surrounding low pressure power steering hose connections (radiator, steering rack etc.). Any contamination entering the hydraulic component may cause component failure or total loss of the hydraulic system operation.

4. Remove fluid from power steering reservoir using hand pump (Special Tool 210 589 00 71 00).
5. Raise vehicle on lift.

### Note:

Before removing hose, observe orientation of low pressure power steering hose at steering rack to ensure proper positioning of replacement hose.



6. Detach low pressure power steering hose mounting grommets (7, Figure 2) from 4 holders (attached to the frame rail on the left front of vehicle).
7. Loosen hose clamp (6, Figure 2) and disconnect low pressure power steering hose (2) from radiator fitting.
8. Remove banjo bolt (9, Figure 2) securing low pressure power steering hose (2) to power steering rack (10) and remove low pressure power steering hose by routing out towards rear of vehicle.

**Note:**

- Carefully clean low pressure power steering hose connection (8, Figure 2) at the radiator, using a lint-free shop towel **to ensure that no power steering fluid residue is present on the hose connection**. Install the low pressure power steering hose **DRY** onto the hose connection (8, Figure 2) at the radiator (12, Figure 2)
  - Do not use any cleaning agents.
9. Install new low pressure power steering hose (2, Figure 1) in reverse order (use new hose clamp, as provided in the repair kit).

**Note:**

Install new sealing rings (11, Figure 2) or rubber O-rings as applicable when installing new low pressure power steering hose (2).

10. As equipped: torque banjo bolt to 30 Nm or flare fitting with O-ring to 30 Nm, see WIS document: AR46.20-P-0600GH.  
**Note** (regarding above WIS instructions):  
Illustration in WIS instructions shows low pressure power steering hose with flare fitting and O-ring.
11. Slide the installed new hose clamp toward the radiator and locate in the proper position on the low pressure power steering hose (1, Figure 1) as shown and tighten hose clamp screw (6, Figure 2).

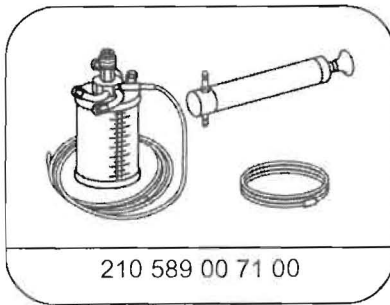
**Note:**

- Observe tightening torque of: Nm 2.0 + .5 / - 0.0 and proper orientation of the anti-rotation tabs (5, Figure 1).
- Ensure that only the low pressure power steering hose clamp, as supplied in the repair kit, is used during the reinstallation of the low pressure power steering hose.

**NOTE:**

**Do not exceed the specified torque value, even if the low pressure power steering hose can still be rotated on the fitting.**

12. Lower vehicle.
13. Refill power steering fluid reservoir with Mercedes-Benz approved power steering fluid, refer to WIS: AR46.30-P-0010B.
14. Start up engine and check function of the power steering system, check all connections for fluid leaks.
15. Lower vehicle, check power steering fluid for proper level. Replenish power steering fluid as necessary, to bring fluid level to the correct level.
16. Reinstall remaining components in reverse order.

**Special Tools**

Hand Pump

**Tool Information**

Tool Number	Group	Cat.	Tool Description	Retailer Net (\$)
210 589 00 71 00	27	A	Hand pump	\$210.00

**Note:** This MBUSA Special Tool: 000 589 40 37 00 should be in Dealer Special Tool Inventory.

**Parts Information**

Qty.	Model: Part Name	Part Number (repair set)
1	163.154: Low pressure power steering hose set from VIN 043552 to 289559	A 163 460 52 24 05
1	163.154: Low pressure power steering hose repair set as of VIN 289560	A 163 460 51 24 05
1	163.172: Low pressure power steering hose repair set	A 163 460 52 24 05
1	163.174: Low pressure power steering hose repair set	A 163 460 53 24 05
1	163.157: Low pressure power steering hose repair set	A 163 460 51 24 05
1	163.175: Low pressure power steering hose repair set	A 163 460 51 24 05
1 Liter	Power steering fluid	BQ1 46 0001

**Warranty Information**

**Operation:** 1. Replace low pressure power steering hose and replace hose clamp at radiator fitting (02 3902).

Damage Code	Operation Number	Labor Time (hrs.)	Model Indicator(s)
46 950 27 7	02 3902	1.0 hrs.	K1, K2, K3, K4 K5



**NOTE REGARDING CUSTOMER REIMBURSEMENT**

Reimbursement to customers for repairs performed prior to this recall:

If the customer already paid to have this recall condition repaired and provides adequate documentation to support their claim of a non-warranty repair of this item, they 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. See "Reimbursement to customer for repairs performed prior to recall" in MBUSA's Warranty Policy and Procedures Manual.

Reimbursement will only be made with adequate documentation for repairs performed between March 26, 2002 and June 30, 2003

Please note the claim submitted for customer reimbursement **will not** close the campaign (if still open). If the customer is still in possession of the vehicle with an open campaign, please arrange to close the recall in the usual manner.

When performing the recall as indicated, the proper hose and hose clamp (as noted on page 4) must be used.



Mercedes-Benz

Previously Repaired Vehicles

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.MBLSA.com](http://www.MBLSA.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.



Mercedes-Benz

Additional 2003 - 2004 Vehicles

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) 475-6211  
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- 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

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**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.
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- 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

Vehicles Never Repaired

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.

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**NAME** \_\_\_\_\_

**STREET** \_\_\_\_\_ **APT.** \_\_\_\_\_

**CITY** \_\_\_\_\_ **STATE** \_\_\_\_\_ **ZIP** \_\_\_\_\_

**PHONE** \_\_\_\_\_

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Please speak with your dealer concerning this matter.

Safety Recall #2003-040005

June, 2003

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. **WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.**

DaimlerChrysler AG (DCAG) has decided that a defect which relates to motor vehicle safety exists in certain Model Year 1998-2003 M-Class vehicles. Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a voluntary recall of these vehicles. Our records indicate that your vehicle is included in this group.

DCAG has determined that M-Class vehicles in this group have a hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler which may not provide sufficient clamping force for this connection and must be replaced. 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.

Your authorized Mercedes-Benz dealer is available to provide this service, free of charge. The working time required is approximately one half hour. We are sorry to inconvenience you, **BUT IT IS IMPORTANT FOR YOUR SAFETY, AND THE SAFETY OF OTHERS, TO HAVE THE WORK PERFORMED IMMEDIATELY.** Please contact your authorized Mercedes-Benz dealer to schedule an appointment. Please mention this is Safety Recall # 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 power steering 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, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 888-327-4236.

Again, we apologize for any inconvenience this situation may cause you.

Klaus Ulkann  
Vice President, Customer Services