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March, 2004

Dear M-Class Owner:

A few months ago you received a letter from Mercedes-Benz advising owners of a safety recall relating to the power steering system (*Mercedes-Benz Safety Recall Campaign No. 2003-040005*). The purpose of this letter is to advise you of additional benefits that Mercedes is providing to you with respect to your M-Class ownership.

As part of the company's continuing commitment to insure the satisfaction of its customers, Mercedes-Benz will reimburse you for the documented costs of towing, lodging, food and travel expenses, if any, that were reasonably and necessarily incurred as the result of a breakdown of your vehicle due to a power steering failure that is the subject of the above-referenced recall campaign. This would include the cost of a rental vehicle, if needed, while the dealership was performing the repair following a related breakdown.

To further support you, Mercedes-Benz will extend the warranty on the recall repair, i.e. repair of the lower power steering hose connection done pursuant to the subject recall, for the period up to 10 years from the original warranty start date for your vehicle. This extension of the Basic Limited Warranty coverage applies to these vehicles regardless of ownership. Note: Any repairs under this extended warranty should be performed by an authorized Mercedes-Benz dealership. This extended warranty *does not* cover any other power steering system components and standard warranty terms and exclusions apply, including the exclusions with respect to extra expenses, as identified in the Service and Warranty Information booklet. If failure of any other power steering component causes the power steering system to become inoperative beyond the vehicle's basic warranty of 4 years/50,000 miles, the associated repair will not be covered and will remain your responsibility.

Finally, as noted in the original recall notice we sent to you, we will also reimburse you if you paid for recall repairs performed prior to the issuance of the recall. Reimbursement requires adequate documentation to support the claim, and may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Please contact your authorized Mercedes-Benz dealership for assistance or additional information. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes. (1-800-367-6372)

Please keep this letter with your vehicle's other warranty information for future reference if necessary.

We hope you are enjoying your Mercedes and we apologize for any inconvenience you may have experienced.

Sincerely,

Paul Juron  
General Manager, Customer Assistance Center