

CSC-10032568-9580



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services

Voluntary Emissions Recall Campaign 2009-060005

August, 2009

Dear Mercedes-Benz Owner,

This notice is sent to you requesting that you bring your vehicle to your authorized Mercedes-Benz dealer as soon as possible.

In our continuing efforts to assure the proper performance of Mercedes-Benz products and the satisfaction of our customers, Mercedes-Benz USA, LLC has initiated a Voluntary Emissions Recall Campaign for certain Model Year 2005-2007 SLK-Class, M-Class, C-Class, CLK-Class and R-Class vehicles to re-code the Software Calibration Number (SCN). Our records indicate that your vehicle is included in the population of affected vehicles.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has determined that between May, 2006 and June, 2007, due to a software error, your vehicles fuel tank leak diagnosis system may have been inadvertently deactivated during a visit to the workshop. This may cause your vehicle to fail to meet a state Inspection/Maintenance Program (emissions inspection).

In order to ensure your vehicle is in compliance with emissions regulations and is covered by the 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 #2009-060005.

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.

If you are no longer the vehicle owner, or had 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 receives this notice, please forward this information by first class mail to the lessee.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this program.

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge, please call 1-800-FOR-MERCEdes (1-800-367-6372).

We hope that you are enjoying your Mercedes-Benz and we apologize for any inconvenience you may experience as a result of this issue.

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



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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.