



Mercedes-Benz

Mercedes-Benz USA, LLC

Klaus Ulkann
Vice President, Customer Services

Safety Recall #2005-020003

June, 2005

2005020003
4JGAB54E7WA013425
H. P. Barringer
PO Box 3985
Humble, TX 77347-3985



Dear Mercedes-Benz Owner,

Your vehicle is equipped with a harmonic balancer pulley on the front of the engine's crankshaft which drives a serpentine belt that powers the alternator, power steering pump, air conditioner and other vehicle accessories. Due to a supplier quality problem the harmonic balancer pulley in certain model year 1998 - 2001 vehicles may, depending upon vehicle use characteristics, be subject to high under-hood temperatures that can, over a long period of time, cause it to deteriorate. Prior to a harmonic balancer pulley deteriorating to a point of affecting vehicle performance and drivability, it will create several different types of driver warnings such as noticeable engine vibrations.

Our records indicate that your vehicle is included in the affected population of vehicles. Your authorized Mercedes-Benz dealer will inspect, and if required replace, the harmonic balancer pulley in your vehicle free of charge. The working time required is approximately two hours. Please contact your authorized Mercedes-Benz dealer to schedule an appointment at your earliest convenience. Please mention Service Campaign #2005-020003.

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 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 service. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERcedes (1-800-367-6372).

We apologize for any inconvenience this situation may cause you.

Sincerely,

Klaus Ulkann
Vice President, Customer Services

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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