



Mercedes-Benz

Safety Recall # 2011090001
Cruise Control System

Mercedes-Benz USA, LLC

Alan J. McLaren

Vice President
Customer Services

October, 2011

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 1999-2002 M-Class and Model Year 2000 – 2003 ML 55 AMG vehicles. As a result, Mercedes-Benz USA, LLC (MBUSA) is conducting a safety recall. This is a follow-up to letters sent in May, 2011.

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

This recall relates to the cruise control system in your vehicle. Cruise control can be disengaged in a variety of ways in the M-Class. One way to disengage cruise control is to tap on the brake pedal. You can also disengage the cruise control by pushing the cruise control stalk towards the instrument cluster. In addition, cruise control will automatically disengage if the vehicle is traveling at less than 25 mph or if the system detects a certain rate of deceleration.

Under certain circumstances, tapping the brake pedal may not automatically disengage cruise control as expected. If this happens and you step firmly on the brake pedal (as if you were braking to a stop), the cruise control will disengage. However, if you pump the brake pedal rather than push down firmly with a consistent force, an unusually high amount of force may be necessary in order to disengage the cruise control. If you use the cruise control in your vehicle, and experience any lag in the cruise control disengaging, push the cruise control stalk towards the instrument cluster. Your cruise control system will then disengage immediately. (See illustration on reverse side of letter.)

MBUSA is conducting a safety recall because delay or difficulty in disengaging cruise control can increase the risk of a crash. An authorized Mercedes-Benz dealer will replace the brake lamp switch in your vehicle to correct this situation. **This service will be provided free of charge.** The working time is approximately one-half hour. As a matter of normal service process, an 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 an authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2011090001.**

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 within 10 days to comply with federal regulations. 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 an authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If a 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 are registered trademarks of Daimler AG, Stuttgart, Germany.

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