

Service Campaign Bulletin

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

Campaign No. 2005020002
July 2005

TO: ALL MERCEDES-BENZ CENTERS

SUBJECT: **MODEL 171, MODEL YEAR 2005**
DIRECT MAIL DISTRIBUTION OF SOFT CLOTH FOR INSTRUMENT PANEL

This Service Campaign has been initiated because DCAG has determined that on the affected vehicles (see VIN range below) a soft cloth used to maintain the matt surface in the vehicles cockpit and door area may not have been delivered with the vehicle upon sale. A soft cloth will be provided to affected vehicles through a mailing to the customer.

Attached is a sample copy of a letter which has already been mailed to over 95% of customers of the affected vehicles for which MBUSA has a current address.

Procedure

1. Please review the Effective Serial Number chart located below and check VMI to insure the vehicle is involved. If campaign is currently open, proceed to next step.
2. If the VMI states that this campaign is open, inform the customer to contact "Consumer Promotions" at the Mercedes-Benz Customer Assistance Center (CAC): 1-800-FOR-MERCEDES (1-800-367-6372). After the customer has verified their VIN and current address, they will be mailed a soft cloth at no charge.

No Dealer warranty claim will be permitted.

Approximately 3,312 vehicles are affected.

Effective Serial Number Range

Models	Chassis End Number	
	From	To
171.456	F004334	F040500
171.473	F023382	F040488

Order No. P-SC-2005020002

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

July, 2005

Dear Mercedes-Benz Owner,

Thank you for choosing Mercedes-Benz. We hope you are delighted with your new SLK.

Your vehicle features an extremely high quality matt finish surface in the cockpit and door area which is intended to underline the car's sporty character. To help the surface stay in good condition for years to come we have included a soft cloth made from high quality micro-fiber material to help with the care of your vehicle's interior.

Instructions for use:

To remove light soiling such as dust, dampen cloth slightly with water before use. Heavier soiling can be removed by soaking the micro-fiber cloth in water with a few drops of house hold hand dishwashing liquid (i.e. Dawn® or Palmolive®) added to it. For more stubborn stains caused by exposure to soft drink residue, perspiration or greasy substances (e.g. suntan lotion or hand cream), use the micro-fiber cloth together with Mercedes-Benz cockpit cleaning agent available from your authorized Mercedes-Benz dealer.

You can obtain additional micro-fiber cloths as well as a multitude of other car care products from any authorized Mercedes-Benz dealer.

Sincerely,

Paul G. Juron
General Manager,
Customer Assistance Center