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S. Bowie/Mitchellville, Maryland

Administrator,
National Highway Traffic Safety Administration
400 Seventh Street, SW
Washington, DC 20509

Date: Monday, November 15, 2004.

To Whom It May Concern;

Ref: Mercedes Ben of Annapolis
Unable to remedy safety recall campaign #2004 050014

This letter is to inform you of the poor, unprofessional, and intolerable service, received from Mercedes-Benz of Annapolis (MBoA), 324 Sixth Street, Annapolis, MD, when I respond to safety recall #2004 050014.

Mercedes-Benz USA (MBUSA), Vice President Mr. Klaus Ulkan, instructions directed me to contact an authorized the Mercedes Benz dealership to correct the defective sensotronic brake control. I selected MBoA. The safety recall letter stated, the work time required is approximately 2 hours.

I arrive to the MBoA at approximately 9:30 am, Monday, November 15, 2004. Service representative Mr. Joe White (new employee of 5 months) checks my 2004 Mercedes-Benz, SL500 roadster to correct the defective sensotronic brake control. However, three hours later, Mr. White informed me, two lap top computers, indicated my new vehicle could not be repaired, and my vehicle is inoperable. Their computers disengaged my braking system, therefore my car was inoperable.

Mr. White suggested I speak to the service manager, Mr. Manguel (new employee of two weeks) who had no solution and demonstrated the same negative attitude of Mr. White and other employees at the MBoA dealership. A subsequent meeting with Mr. Dave Wood was fruitless, as well. I contacted (MBUSA), however their representatives only disingenuously, apologized and could not tell me when and if my vehicle would be operational and if the safety recall issue would be resolved, anytime soon.

As of this writing MBUSA nor MBoA have corrected the safety recall for my 2004, SL500 Mercedes Benz roadster while the vehicle sits on their compound, inoperable.

Please investigate:

Jeanie CC
12/13/04

- MBoAs two lap top computers that disengaged my 2004 SL 500 roadster braking system that made my vehicle inoperable.
- When will the necessary part(s) be available to correct my braking system?
- Why is MBUSA accepting imported vehicles with defective sensotronic brake controls, as well as other malfunctioning equipment?
- Why is my 2004, SL 500 the only one that requires a special part from Germany to repair/respond to safety recall #2004 050014?
- What type of compensation is due to me?
- When will I get my vehicle returned?

I urgently need you assistance!

Please advise.

Cc: Mercedes Benz Safety recall letter date October, 2004



Mercedes-Benz

Mercedes-Benz USA, LLC

Klaus Ulkann
Vice President, Customer Services

Safety Recall #2004 050014

October, 2004

2004050014
WDBSK76F94F075564
Alvin L. Woods
14608 Man O War Dr
Bowie, MD 20721-1295



Annex 10
11/15/
9:00
9:00

Dear Mercedes-Benz Owner

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

DaimlerChrysler AG (DCAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2003 - 2005 E-Class and 2003 - 2004 SL-Class vehicles equipped with Sensotronic Brake Control (SBC). Mercedes-Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in this group.

DCAG has determined that in certain instances the pump motor may run out of permissible tolerances, thereby triggering the hydraulic back up function mode. In the hydraulic back up mode, the driver has braking power sufficient to stop the vehicle, although greater brake pedal pressure is required and the brake pedal travel will be noticeably longer which could lead to a vehicle crash.

Your authorized Mercedes-Benz dealer has an available software upgrade that corrects the situation described above and is available to provide this service, free of charge. The working time required is approximately 2 hours. Please contact your authorized Mercedes-Benz dealer to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2004 050014.

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 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 your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your 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, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 888-327-4236.

Again, we apologize for any inconvenience this situation may cause you.

Sincerely

Klaus Ulkann
Vice President, Customer Services

9/10
268-2222

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