

TOM CORBETT
ATTORNEY GENERAL



COMMONWEALTH OF PENNSYLVANIA
OFFICE OF ATTORNEY GENERAL

BUREAU OF CONSUMER PROTECTION
Pittsburgh Regional Office
564 Forbes Avenue
Sixth Floor Manor Building
Pittsburgh, PA 15219
(412) 565-5135
February 7, 2006

[REDACTED]
Pittsburgh, PA [REDACTED]

Ref: Mercedes-Benz, C-000690-2006

Dear [REDACTED]

Your correspondence regarding the above referenced matter appears to come within the jurisdiction of another agency or another state. By copy of this letter, your complaint has been forwarded with a request that it be handled by the office listed below. By forwarding your complaint we believe that your problem will be handled by the agency that is primarily responsible for dealing with these types of problems.

Please direct any further inquiries about this matter to that office.

If you would like more information on this referral, please feel free to contact our office.

Very truly yours,

A handwritten signature in black ink, appearing to read "John Lokarczyk", written over a horizontal line.

John Lokarczyk
Agent Supervisor

imf
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cc: National Highway Traffic & Safety Administration
400 7th Street, S.W.
Washington, DC 20590

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RECEIVED

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Jan 2nd 2006.

JAN 10 2006

From

[REDACTED]

Pa. [REDACTED]

Public Protection Division
PA Office of Attorney General

To

Hon. Tom Corbett,
PA Office of Attorney General,
Strawberry Square,
Harrisburgh, PA. 17120.

391/90071

C-000690-2006

Dear Hon. Tom Corbett,

Enclosed please find correspondence from us to Mercedes. So far we have not given adequate consideration from the Mercedes Company or from the Dealer. Any help you can provide us in this matter will be greatly appreciated. Thank you.

Sincerely,

[REDACTED]

[REDACTED]

[REDACTED]



Jan 02, 2006.

From:

[REDACTED]
[REDACTED]
Pittsburgh, PA [REDACTED]

To

Mr. Klaus Ulkann,
Vice President,
Customer Services.
Mercedes-Benz

Sub: Vehicle-W D B J F 8 [REDACTED] —E-320 4-matic(1999)

Dear Mr. Klaus Ulkann,

In June of 2005, our Mercedes E-320, 4 matic had caught on fire and was "Totaled". Please see the copy of the letter we sent to our Mercedes Dealer and to your office. We knew that there was something inherently wrong with the vehicle to have had transmission problem at 55,000 miles and to catch fire at 110,000 miles.

Our letter was essentially ignored by the dealer saying that it was not their fault (even-though we were bringing the vehicle to them ever since we bought it and it was delivered to us from a service for 'defective lamp'; only a couple of hours prior to the vehicle catching fire.). Your letter dated December, 2005 indicates that there was indeed a mechanical problem and manufacturing defect with our vehicle to cause high under-hood temperatures. Now it is clear that this high under-hood temperature had caused the fire of our vehicle making it worthless.

As a result, we have spent \$2,500 for the transmission few years ago, and we had to spend \$30,000/- extra in 2005 to buy a new vehicle. We would like the Mercedes-Benz USA, LLC to pay for the above damages.

Sincerely,

[REDACTED]
[REDACTED]

Copy to Bobby-Rahal Dealer, Wexford,PA.
Copy to Attorney General, PA.

June/9/05

Dear

In 1999 we bought our "dream car", a silver Mercedes E-320. The dream has turned into a night mare, to our horror last night we saw it go up in flames. By the time the police came and fire trucks came, not much of the front portion of the car was remaining. Luckily my husband, I and my two children survived the ordeal. Ironically the car was delivered from the Bobby Rahl Dealership after fixing a tire leak and "taking care" of the defective lamp display.

In 1999 when my children were 12 and 8 we decided to spend extra amount of money for a Mercedes because of its reputation for safety and luxury. By the time it had reached 55,000 miles the transmission had to be replaced, with dealer servicing and we spent \$2,500 for labor. We were surprised that a "reputable" car would need transmission replaced at 55,000 miles. Since we were told that the car will last at least 250,000 miles we went ahead with it, we had planned on keeping this car another five years. My hopes and wishes for the car have all gone up in smoke last night. Not only we endured a traumatic experience of seeing the car go up in flames within 15 minutes but it has placed an unexpected financial burden upon my family. I think there is something inherently wrong with this car.

Our extended family owns several Mercedes cars. We are currently also having a lease to buy option on a S class. We are struggling with the following questions: We are wondering about how good a car Mercedes makes? Does Mercedes still have a reputation for making a quality car or have they lost it? If my Subaru with 1/3 the cost of a Mercedes and 90,000 miles is still working fine; which I am forced to use now. Why should I spend more money for a car that only lasted for 110, 000 miles?

Disappointed Mercedes customer,

[REDACTED]



Mercedes-Benz

Mercedes-Benz USA, LLC

Klaus Ulkann
Vice President, Customer Services

Service Campaign #2005-020003

December, 2005

2005020003

WDB/F8

Pittsburgh, PA

|||||

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. 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 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,



K. V. Tymnology
to the Editor of the 8th AA

Vehicle No →

WDBJF32HX020791
E-123 1990