

[REDACTED]
MIRAMAR, FL [REDACTED]

04 MAY 23 PM 7:20

April 24, 2006

Mercedes-Benz USA, LLC
Customer Assistance Center
3 Paragon Drive, Montvale, N.J. 07645

Gentlemen:

After calling the Customer Assistance Center today, I decided to write this letter. I was told by the customer representative to see the service manager @ any Mercedes-Benz location regarding the sagging in the roof of both my 2001 & my daughter-in-law's 2002 C-class 240 Mercedes. My daughter-in-law, [REDACTED] and I have had this problem within the past year and a half. At first it started at the back of the vehicle, then gradually to the front by the visors. In fact the fabric in her car is only being held up by the lighting device in the middle of the car. She had spoken to a manager @ Mercedes in Pembroke Pines and he told her that her warranty had expired. I do not believe this is a warranty issue.

It is ironic that two cars, the same model number, a year apart, experiencing the same problem with the sagging ceiling. I would appreciate that someone from your organization look into this problem for us as soon as possible, since we believe that this is a defect in this particular model. I should also mention that [REDACTED] has 2 year old child, who sits in the back of the vehicle in a car seat with the sagging roof hanging around him.

Sincerely,

[REDACTED]
Vehicle Identification Number

[REDACTED] 2001/C240 # WDBRF61J71F [REDACTED]

[REDACTED]
Miramar, FL [REDACTED]

[REDACTED] 2002/C240 # WDBRF61J22F [REDACTED]

[REDACTED]
Miramar, FL [REDACTED]

Distribution:

Consumer Affairs Division
115 South Andrews Avenue
Annex Room A460
Ft. Lauderdale, FL 33301

Better Business Bureau
2924 N. Australian Avenue
West Palm Beach, FL 33407

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U.S. Department of Transportation
400 7th Street, S.W.
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