



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

ELIOT SPITZER
Attorney General

DIVISION OF PUBLIC ADVOCACY
CONSUMER FRAUDS & PROTECTION BUREAU

July 3, 2006

10162662

[REDACTED]
Ballston Spa, NY [REDACTED]

Re: Our File No: 2006-562968
Company: Mercedes Benz

Dear [REDACTED]:

On behalf of Attorney General Eliot Spitzer, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

John VanVoris

John VanVoris
Bureau of Consumer Frauds
and Protection

cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

*Edison
7/14/06*

From: [REDACTED]
To: <nysag@rudyard.cag.state.ny.us>
Date: 6/28/2006 10:47:05 AM
Subject: Comments to AG from Web Site

Form submitted on Wed Jun 28 10:46:29 2006

Personal Information:

[REDACTED] C

Ballston Spa, NY [REDACTED]

Phone [REDACTED]

Email: [REDACTED]

Comments:

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I have been trying to find an address and phone number to the headquarters of Mercedes Benz. I own a 2001 E320 which has continually had problems and I do not feel like I have received satisfactory service or answers from the Keeler dealership. One of the most recent problems with the car is not only hazardous to the driver but any other motorist on the road near my car. I recently had the coil holding the shock and strut fall off my car while driving and the right side fell down on my tire. Keeler did not think that was a concern. They said it happens to their cars often and they replace them all the time. They did not see it as a safety concern. This is the main reason why I think I need to raise my concerns to a higher level than the dealership. Any information on where I can address my concerns would be greatly appreciated.