

10165842

✓ cc: U.S. Dept. of
Transportation's
National Highway
Traffic Safety
Administration

TO: Mercedes Corporation
FROM: [REDACTED]
DATE: July 25, 2006
RE: Major Safety Issue Complaint

2006 AUG 14 PM 12:39

We purchased a new 2002 Mercedes-Benz C230K from Precision Cars of Atlantic City, NJ. Our previous Mercedes vehicle gave us good, reliable service, so we continued to be Mercedes customers. We recommended Mercedes vehicles to our friends and business associates and our cousin is a Precision Mercedes client based on our recommendation.

On May 20, 2006 as we were driving down the road our engine stopped, rendering every system, power steering, etc. totally useless as we continued to roll along. Fortunately, there was no traffic on our secondary road. After several retries, we were able to restart the car for the short distance to our home. We had planned a trip the next day and were unable to use the Mercedes, or address the problem until after the weekend. We then had the car towed to Precision.

We are enclosing copies of the three work orders which addressed all aspects of the problem with the car. Please observe the following information:

The total cost of the three visits - \$1,507.46

The mileage at the time of the event - 30,117 (Note: our warranty including 4 years or 40,000 miles has expired, even though our mileage is low)

We did not have the use of our car for several days.

We are still waiting for a call regarding a new part which will replace one which the service people "cleaned up."

We feel strongly that this safety issue could have resulted in a tragedy. We are senior citizens. Had the engine stoppage occurred on a major highway a disaster could have been the result. We did incur inconveniences over 28 days, and a significant expense.

We are forwarding this complaint to the U.S. Department of Transportation's National Highway Traffic Safety Administration. We hope they look into this matter.

Meanwhile, we have two requests for the Mercedes Corporation.

Please alert Mercedes maintenance personnel to incorporate checking for the water clogging/damage situation when they perform regular service on vehicles, since our damage occurred due to a clogged drain line which flooded some electrical components in the engine compartment. Nothing in the owner's manual or the periodic maintenance schedule makes note of this potential problem. Hopefully, a policy change will prevent any potential accident caused by one of your cars stopping suddenly in a high traffic situation.

Secondly, we would like to request a good-faith gesture from Mercedes. Our 35,000 regular service is upcoming. We request that Mercedes cover the cost of this service. The mileage on this car and its light, local usage should never have resulted in the costly, inconvenient and potentially hazardous events of this summer.

We await your reply, [REDACTED]

[REDACTED]

Galloway, MD

NAR
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8/14/06

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).