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September 5, 2006

2006 SEP 12 PM 2:04

Mercedes Benz
One Mercedes Drive, Box 350
Montvale, N.J.
07645-0350

Gentlemen:

I am the owner of a 2003 Mercedes Benz C240 AWD Sport Wagon purchased 11 October, 2003; the vehicle odometer reads 6,998 miles.

I had noticed brake pedal pulsing, even on gradual braking. The repair facilities, Vin Devers Mercedes of Sylvania, Ohio, determined the problem to be front brake discs breaking surface pitting.

I requested that the braking surfaces be machined to remove the pitting. I was advised that the brake unit lacks the metal backing to permit resurfacing, obliging me to purchase two new discs at a personal cost of \$354.18; brake warranty on this vehicle is limited to 12 months.

Examining the discs (they are in my possession), the inboard face of both discs are pitted and corroded. The outboard faces are smooth, shining, without blemish. The two (parallel) surfaces are only 1.06" apart, yet one is badly corroded, the other in pristine condition.

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I was advised to drive the car more often to “wipe off “ the accumulating rust. However, although the odometer reads only 7,000 miles, 95% was accumulated in city (Toledo) driving with concomitant frequent brake application.

I wish to be advised on the number of annual miles that the vehicle is to be driven in order to prevent disc brake surface corrosion.

Sincerely,

[REDACTED]

Lambertville, MI

Phone: [REDACTED]

P.S. The vehicle low speed acceleration hesitation is still extant, notwithstanding my repeated requests that it be address.

cc: Vin Devers Mercedes
5570 Monroe
Sylvania, Ohio 43560
Attn.: Mr. Ray Samples

✓ cc: U.S. Transportation Dept.
NHTSA-ODI
Room 2318, 4000 7th St.,
S.W. Washington, D.C., 20590

cc: Consumer Reports
Survey Research Dept.
P.O. Box 2001
Marion, OH 43306-8101

cc: CAR TALK
Box 3500, Harvard Square
Cambridge, MA