Mr. Klaus Ulkann
Vice President
Mercedes-Benz USA, LLC
One Mercedes Drive,
PO Box 350
Montvale, NJ 07645-0350

Re: Customer Complaint and Claim related to Safety Recall #2006-080004, October 2006

Dear Sir:

Per your directions, I am submitting a claim for reimbursement of labor, fees, and taxes, etc., for repairs to vehicle WDBNG70J11A[redacted], Mercedes S439V, 2001, owned by me, [redacted], Whites Creek, TN. [redacted] The repairs were made at Mercedes-Benz of Nashville, 630 Bakers Bridge Avenue, Franklin, Tennessee, on May 20, 2004. The Invoice ($163.25) and my Bank's receipt are attached to this letter.

Please be alerted that this (5-20-04) was the second time the instrument cluster blew out. The dealer at Franklin replaced the unit within warrant the first time; but charged me labor and other costs the second time—despite my protest. The screen on this 2001 Mercedes also was replaced but within warranty. The headlamps were totally replaced within warranty because they continued to blow bulbs, costing me constant costs for front and rear lamps. Also relative to safety issues: The car yet has a problem with the exterior mirror signal lamps: the instrument panel says the bulbs are out; later, there is no problem; then, the problem returns. When attempting to update the Motorola telephone system that is integrated into the car's voice recognition and telephone system, I have been told by local telephone sales clerks and the Franklin car dealer that "it cannot be done." Additionally, I was charged for an "alternator" and "new battery" because this system completely failed—without warning.

At any rate, it is neither pleasant nor safe to ride on a highway with a family of four in a $77,000 automobile and have these systems to go completely out. None of these system failures ever happened on any other car I have owned since 1969.

I do hope Mercedes Benz can correct these serious problems with immediacy, and reassure its customers (like me; a customer since 1990), that it is okay to purchase these expensive machines.

Sincerely,
[redacted]

Whites Creek, Tennessee [redacted] W: [redacted] H: [redacted].

Cc: Administrator, National Highway Traffic Safety Administration, 400 17th Street, S.W.
Washington, D.C. 20590

NHTSA
GCB
10/21/04

Mercedes-Benz USA, LLC

Safety Recall #2006-080004

September, 2006

[redacted]

Dear Mercedes Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

DaimlerChrysler AG (DCAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2000 - 2002 and 2004 - 2005 S and CL-Class vehicles with regard to instrument cluster illumination. Mercedes Benz USA, LLC (MBUSA) therefore has initiated a recall of these vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

DCAG has determined that, due to some variations in the production quality of electrical components from its supplier, the background illumination of the instrument cluster may fail. Under certain conditions if the vehicle is driven after the background illumination fails, the instrument cluster fuse may blow causing a total failure of the instrument cluster. A total failure of the instrument cluster may contribute to driver confusion and may lead to a vehicle crash.

Your authorized Mercedes-Benz dealer will check, and if necessary, replace the instrument cluster. This service will be provided free of charge. The working time required is approximately 1 hour. 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 Recall Campaign #2006 080004.

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 recall 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 recall. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCedes (1 800 367 6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at (1 888-327-4236 (TTY 1 800-424-9153); or go to http://www.safercar.gov.

We apologize for any inconvenience this situation may cause you.

Sincerely,