

To Whom it may concern:
Re. Ref. # 10175850

MW
1/31/07
CC

I filed a complaint and spoke to Alberto A. Jimenez, of your agency. My accident occurred on 12/4/06. I thought my brakes had failed, but after describing the situation to Mr. Jimenez, he felt sure it was the transmission, specifically the electronic module. We had no repairs done on the vehicle, which is a 2007 Mercedes ML350 with only a little more than 3000 mi. on it, until Mercedes sent a "field engineer" out to check the car, 3+ wks. later. It is now almost 8 wks. later and I still don't have the car back. I plan to trade the car in as soon as I get it back, because even though Mercedes states that there is nothing wrong with the car, I feel very strongly that there is, and I don't want to get killed or kill another person.

Our car rental insurance ran out several wks. ago and we are paying about \$50.00/day for a rental. Since Mercedes says the car is fine, I plan to get rid of it a.s.a.p.

Today I picked up a copy of Consumers Reports, to look for a new SUV, and was amazed to see Under Vehicle Ratings on Pg. 252, a ● under Predicted Reliability for the 107 Mercedes ML 350. It stated "out of sync transmission, complex controls, electronic column shifter, reliability."

I'm hoping that we can pursue this case further, and maybe I can be re-imbursed for my rental expenses. Also, hopefully, we can save some lives by looking into this.

Sincerely,

[Redacted Name]

3582 [Redacted]
Daylestown, PA [Redacted]

Ph: [Redacted]