

NVC-2006

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[Redacted]  
Baltimore, MD [Redacted]  
Tel: [Redacted]  
Email: [Redacted]

January 12, 2007

Mr. Klaus Ulkann  
Vice President  
Customer Service  
Mercedes-Benz  
One Mercedes Drive, P.O. Box 250  
Montvale, New Jersey 07645

Dear Sir:

Several days ago, I received your letter regarding a safety recall of recent SLK-Class automobiles. (See the enclosed copy.) Your letter describes the need to replace the brake lamp bulb sockets to ensure the tail lights continue to function properly. Your action in this matter is commendable. Imagine my surprise, however, when my local Mercedes-Benz dealer informed me that your central supplier is unable to provide the parts needed to act upon the recall notice. Apparently this problem affects everyone and not just the dealers in my State.

My question to you as Vice President of "Customer Services" is to please explain the point of sending out a recall notice regarding a problem that Mercedes-Benz is not prepared to address? The advice given to me this morning by my dealer was "to check back in April or May to see if the repair parts are available." This advice seems to conflict with the instructions included in the final paragraph of your letter regarding dealers who fail to take action within 60 days of the notice.

I would appreciate a response.

Sincerely,  
[Redacted Signature]

Enclosure:  
Safety Recall Notice dated January 2007

✓ cc:  
National Highway Traffic  
Safety Administration



Mercedes-Benz

Mercedes-Benz USA, LLC

Klaus Ulmer  
Vice President, Customer Services

**Safety Recall #2006-080005**

January, 2007

2006080005  
WDBKK47E2X

Pikesville, MD



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 1998 - 2004 SLK-Class vehicles with regard to the tail lamp assemblies. 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 heat generated by the brake lamps, the base of the lamp sockets can be subject to thermal deformation over time. This deformation can cause movement in the socket-to-bulb connection, which may lead to a loosening of the electrical contacts in the sockets, and a failure of the bulb to illuminate. This condition can cause a failure of either side brake lamp bulbs to illuminate. The center brake lamp is not affected. A failure of the brake lamp bulbs to illuminate could lead to a rear end vehicle crash.

Your authorized Mercedes-Benz dealer will install redesigned tail lamp assemblies using more heat resistant material and enhanced lamp holder mountings to withstand the heat generated by the brake lamps. This service will be provided free of charge. The working time required to repair this condition 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 #2006-080005.

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,