

CL-10199130-2182

[REDACTED] Yorba Linda, CA [REDACTED] 2007 JUL 31 AM 9:12
Tel./fax: [REDACTED]

Mercedes USA, P.O. Box 350, Montvale, NJ 07645-0350
Attn.: Customer Assistance Center
One Mercedes Drive, Montvale, NJ

VIA LETTER
AND FAX ✓

Ladies and Gentlemen:

July 23, 2007

RE: Engine stalling due to crank sensor failure
C280 VIN: WDBHA29G5YA [REDACTED]

On 6/18/07 our engine stalled shortly after leaving Freeway 91 after a 20 minute ride from Norco to Yorba Linda, CA. The "check engine" light came on and the engine could not be restarted. Had car towed (AAA) to MB of Anaheim to diagnose/repair this malfunction. Called MB USA (Theresa) for assistance/advice and was advised to take up matter and request for remedy to dealer, who replaced the crank sensor ("open circuit") and charged me \$428.60 ("out of warranty"). I requested to be reimbursed due to an obvious dangerous safety hazard. Dealer denied request. This incident (part failure) could have caused considerable consequences for my wife and myself, such as severe bodily harm or loss of life, since freeway traffic at 70mph and the presence of heavy trucks presented a very dangerous situation, since we could have been hit and pushed by following trucks and other vehicles if it had happened on the freeway (route 91 going to the western direction)

Since we are glad and Mercedes Benz should be glad that we all were very lucky not to be involved in a catastrophic and possibly fatal accident due to engine failure with subsequent loss of power steering and power brakes, I request to receive consideration for a full reimbursement of the remedial repair (\$428.60). Since so far both the dealer and MBUSA declined my request, I have reported this incident to the NHTSA-Auto Safety hotline. I appreciate your assistance in this matter.
Sincerely,

[REDACTED]
[REDACTED]
NHTSA, DOT, F.Y.I.

NAR
7/31/07
CL