



CL-10217175-2227

STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

2008 JAN 30 AM 9:01

ANDREW M. CUOMO
ATTORNEY GENERAL

DIVISION OF ECONOMIC JUSTICE
BUREAU OF CONSUMER FRAUDS AND PROTECTION

212-416-8294

January 4, 2008

[REDACTED]
Brooklyn, NY [REDACTED]

Our File Number: [REDACTED]
Company: 2004 Mercedes Benz

Dear [REDACTED]:

On behalf of Attorney General Andrew M. Cuomo, I am writing to notify you that we have received your correspondence.

We appreciate your alerting us to this matter. We believe the organization shown below may be able to assist you and we are forwarding your correspondence there.

If you do not receive a response in the near future, please follow up directly with that organization. I suggest you attach a copy of this letter or, if appropriate, mention that you are adding new information.

Thank you for contacting us.

Very truly yours,

Philip Gamma/d

Philip Gamma
Bureau of Consumer Frauds
And Protection

✓ cc: National Highway Traffic and Safety Administration
400 7th Street SW
Washington, DC 20590

NM
01/30/08
KB

12/12/2007

To: New York State Attorney General Complaints

Dear Sir or Madam:

I would like to file a complaint against Mercedes-Benz Headquarters. I own a 2004 Mercedes Benz ML500. On 11/08/2007 while driving at 35 miles per hour, the driver seat got on fire. I had to stop the car and wait for about 30 minutes, and then drove home. I've suffered mild burns on my left side hip.

After this incident, I sent my car to the Mercedes - Benz in Manhattan on 11/09/07 stating that this car is not safe to drive anymore. I received a call the next day, on 11/10/07 that the car is fixed and ready to be picked up. My family was scared and they refused to go on this car. I have refused to pick up my car because I was concerned not only for the safety of myself but for the safety of my family as well.

On Monday 11/12/07 I reported everything to the Mercedes-Benz Headquarters in New Jersey to Luis R. (1800-367-6372 ext.4649). According to him my case will be in process and it will be expedited and soon they would let me know the status.

I never received any answer from anyone for almost three weeks, even though I was constantly calling them and asking them for an answer. No one gave me an answer, so I reported this problem to NHTSA, DCA and your Office.

On Dec. 2nd, 2007, Mercedes - Benz Customer Relation Manager in Manhattan, Harold King (212-629-1652) called me and said that if I do not pick up my car by Friday, Dec.5th, 2007 I will be charged for each day. Therefore after letting NHTSA know about this, I picked up my car on December 2nd, 2007.

I believe that because I have reported this problem to **NHTSA, DCA and Attorney General**, they weren't happy about this and they were ignoring me. Therefore I was forced to get my car back.

I would like to inform you that on Monday, 12/10/07 I spoke to the Mercedes - Benz Service Advisor in Manhattan, Richard A. Crifasi (212-629-1642) for another problem that is happening in my car. I cannot control the heating system in the car, and everything is mixed up. I didn't have any other problem before the seat was on fire.

• Page 2

This started right after I got my car back from them. They asked me to send my car to them so they can check the problem.

Yesterday, on 12/11/2007 I send my car back to Mercedes-Benz Dealer in Manhattan. They told me that I am responsible for electrical system and I have to pay \$2,247.00 for the problem that didn't exist previously. I don't understand why I have to pay for this problem and I didn't have to pay for replacing the seat that was on fire. This is their problem as well because these problems are happening after the seat was on fire.

Today, 12/12/07 I got my car back from them. I didn't want to pay that large amount for something that they are responsible.

I believe that this car is not safe anymore to drive because of all these problems of electrical system inside the car. I would like to request that an expert to look into this matter and investigate why all these problems are happening on this model.

Please let me know what would be the next step that I have to make about this problem. I still don't feel safe to drive this car.

If you have any question please do not hesitate to contact me on the numbers referenced below.

Enclosed, you will find a copy of two receipts. One shows that the car seat has been changed, and the other one shows what they've inspected the car but they didn't perform any work. They wrote with a pen just the amount that they have been asking for, if I would have wanted to pay.

Sincerely, ~

Brooklyn, NY

Tel:

e-mail:

██████████
Brooklyn, NY ██████████
Phone: ██████████

██
██
██

Fax

To: New York State Attorney General

From: ██████████

Attn: Complaints Department

Fax: ██████████

Pages: 6 (Including Cover Sheet)

Phone:

Date: 12/14/2007

Re: Complaint

CC:

☐ **Urgent** ☐ **For Review** ☐ **Please Comment** ☐ **Please Reply** ☐ **Please Recycle**

● **Comments:**

Attached you have a complaint letter, and two receipts fro Mercedes-Benz Dealer in Manhattan.

If you have any question, please do not hesitate to contact me.

Thank you,

██████████
Tel: ██████████

E-mail: ██████████

THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXAMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).