

CL- 10264001-7856

Reid, Randy <NHTSA>

2009 APR 10 PM 5:02

From: NHTSAHotline@telesishq.com [mailto:NHTSAHotline@telesishq.com]
Sent: Wednesday, April 08, 2009 2:42 PM
To: hotline-inquiries, NHTSA <NHTSA>
Subject: Case Escalation
Importance: High

Notification of Case Escalation (All times are GMT-0400)

Project: NHTSA Hotline Center
Case: ODI # 10264001
Case Number: 89710

Escalation: NHTSA **Status:** Closed
Date: 2009-04-08 **Time:** 14:42:08
Creation Date: 2009-04-08 **Creation Time:** 03:29:15

Description:

Entered on 04/08/2009 at 14:42:07 EDT (GMT-0400) by CLR:

Thank you for contacting the U.S. Department of Transportation's Vehicle Safety Hotline Information Center.

We appreciate the time you have taken to contact us and value your opinion. Your comments have been forwarded to the appropriate NHTSA personnel.

However, if you need additional information on our services please feel free to contact us at 1-888-327-4236.

Thank you,

NHTSA.dot.gov Response Team

Disclaimer: "This response is for information purposes only and does not constitute an official communication of the U.S. Department of Transportation. For an official response, please write U.S. Department of Transportation, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, West Building, Washington, DC 20590.

4/9/2009

NM
5:02
4/10/09
NJ

Entered on 04/08/2009 at 03:29:15 EDT (GMT-0400) by odiwebuser@www-odi.nhtsa.dot.gov:

FULL NAME: [REDACTED]

EMAIL : [REDACTED]

SUBJECT : ODI # 10264001

WEB USER COMMENTS:

To NHTSA Staff:

I want to further clarify the problems about this hidden bomb. I honestly believe it is a defect; the investigation shall be started immediately.

- 1) The transfer case noise, clicking sound, started 2 years ago at 85000 miles.
- 2) Mercedes Benz can't not locate the noise source but replaced the entire transfer case, which is extremely costly to owner. Why should I pay \$4000 for a "noise"?
- 3) Mercedes Benz does not explain the cause of noise nor advise the consequence if no action is taken.
- 4) There is no indication in owner's manual about transfer case and its maintenance requirement.
- 5) Many other victims had the same problem when I did Google search!
- 6) I received the online answering service from a Mercedes senior technician; he admitted that this is a well-known problem for 98 and 99 ML430 models.. No one knows the detail and the cause! I even interviewed the local Mercedes Benz technician and service adviser; they also claimed that it is a common known problem internally but no clue about the cause!
- 7) Could it be the cost concern therefore, Mercedes Benz had never been forced to fix such problem as a defect recall? Why should the vehicle owner pay for it?
- 8) Transfer case is an inherent component of the transmission system, what is the lifetime spec. and why? Can it be failed while other transmission components are still functioning?
- 9) The dealership can't even find the problem at the first place. It appeals to me that it is a very unusual problem.
- 10) My vehicle was checked in on 3/21/09 till 4/4/09 for the complete fix. Dealer told me that the old transfer case has to send back to MBUSA in New Jersey! I believe MBUSA has collected many such failing transfer cases, what is the conclusion of it?

Regards,

[REDACTED]
ML430 owner
[REDACTED]

This mail was sent using the Contact form from <http://WWW-ODI.NHTSA.DOT.GOV> web site.

4/9/2009

Contact Information:

Last Name: [REDACTED] **First Name:** [REDACTED]
Email Address: [REDACTED] **NHTSA ID:** 79702
ODI #: 10264001