

CL-10316475-8074

2010 MAR -2 AM 7: 53

Westwood, MA

February 24, 2010

smart USA Corporate Headquarters
1765 Telegraph Road
Bloomfield Hills, MI 48302

RE: Unresolved computer control problems on VIN # WMEEJ31X18K

Dear Sir/Madame:

I am writing today to formally bring to your attention two recurring computer related faults that I continue to experience with my 2008 Smart. I would also like to state up front that my Smart Service Center in Rhode Island has consistently done everything in a professional, competent and courteous manner and that this complaint should only reflect positively on their performance.

I continue to experience two issues on an intermittent manner which have never been duplicated on any of the several visits to the dealer for service. The first issues involves a warning chime that activates when the car is turned off. It happens under various conditions and will not turn off until the car is turned on and off again which in effect reboots the computer. As a Tau Beta Pi engineer, the nature of this issue is obviously a software and involves the system warning protocol series and some type of sensor input to the system. I suspect that when the computer is at a particular cycle point in its series of system checks, it is waiting for a signal from some sensor which is not received when the power to the particular sensor is shut off prior to the computer warning system powering off.

The second issue involves the intermittent wiper system somewhere on the line B38 to the SAM control unit. On various occasions, the wipers will go through what appears to be a start up routine of 5 rapid wipes followed by 3 slow wipes and then return to operating as designed. This routine may happen just one time or several times before returning to proper operation. Occasionally, the issue can be corrected by turning the wipers to the off position and back to intermittent but this does not always correct the problem.

With both of these issues I believe it is a computer control issue that does not leave error codes that allow the dealer to identify and correct the problem. Unfortunately, this seems to be an all too familiar issue that has been happening with many vehicles which can present unexpected safety concerns to the vehicle operators. At this point, the issues that I have experienced with my Smart do not seem to rise to the same level as the recent computer issues that have plagued several Toyota models, yet I have concerns that these uncorrected computer flaws could have an impact on some of the many complex computer controlled operations of my vehicle.

I respectfully request that these issues be investigated and the results lead to the appropriate repairs to my and other affected vehicles.

Sincerely,

CC: smart center Warwick
1557 Bald Hill Road 2nd Floor
Warwick, RI 02886

U.S. Department of Transportation
NHTSA - Consumer Complaints
1200 New Jersey Ave, SE
Washington, DC 20590

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US DOT
NHTSA- Consumer Complaints
1200 New Jersey Ave. SE.
WASHINGTON, DC 20590

