

NOV 29 2010

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CHRIS CHRISTIE
Governor

KIM GUADAGNO
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center - Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102

November 19, 2010



PAULA T. DOW
Attorney General

THOMAS R. CALCAGNI
Acting Director

Mailing Address:

P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

CLIFTON NJ

Re: MERCEDES BENZ CORP
File Number: 11-19-10G0000060513

Dear [REDACTED]

Thank you for contacting the New Jersey Division of Consumer Affairs. Because the allegations you made in your letter are not within the Division's jurisdiction, we are referring this matter to:

US Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

All future correspondence, including inquiries and copies of additional documents, should be addressed to them.

Sincerely,

Patricia D. Pate
Supervisor
Consumer Service Center

RR11.pri

MC
122010
TGW



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@lps.state.nj.us

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME:

ADDRESS:

CITY:

STATE:

ZIP:

HOME TELEPHONE NUMBER

WORK TELEPHONE NUMBER

E-MAIL ADDRESS:

BUSINESS:

ADDRESS:

CITY:

STATE:

ZIP:

TELEPHONE NUMBER (1):

TELEPHONE NUMBER (2):

For statistical and informational purposes only. Your age: ☐ 18-29 ☐ 30-44 ☒ 45-59 ☐ 60 or older

1. Nature of complaint (please check the appropriate box(es)):

- | | | | |
|--|---|---|--|
| ☒ Automotive | ☐ Automotive Repairs | ☐ Banking | ☐ Credit Card |
| ☐ Charity | ☐ Direct Mail/Sweepstakes | ☐ Home Repair | ☐ Internet/Cyberspace |
| ☐ Professional Service | ☐ Stocks/Securities | ☐ Telemarketing | ☐ Telecommunications |
| ☐ Bingo/Raffle | ☐ Health Club | ☐ Warranty | ☐ Advertising |
| ☐ Wheelchair Lemon Law | ☐ Weighing/Measuring Devices | ☐ Used Car Lemon Law | ☐ New Car Lemon Law |
| ☐ Home Furnishings | ☐ Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:

- a. ☒ New ☐ Used
- b. ☒ Purchased ☐ Leased
- c. Purchase Price 45,000.00 Current Mileage 138,000
- d. Date of purchase 10/1999 ☒ With Warranty ☐ With Service Contract ☐ As Is
- e. Make Mercedes Benz Model SLK 230 Year 1999

3. Name of company with which you dealt: Mercedes Benz in Paramus, NJ - Body shop mgr.
Mercedes Benz Customer Assistance 1-800-
Mercedes Benz Morristown, NJ

4. Name and title of company agents or employees with whom you dealt:
At Paramus spoke to the Body shop mgr.
At Morristown spoke to a sales person + sent letter to the mgr.

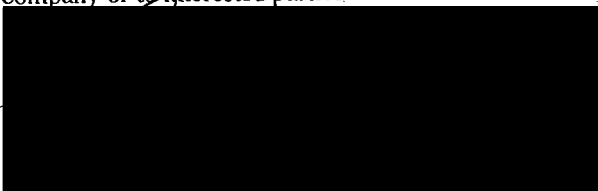
5. Describe the facts of your complaint in the order in which they happened. Please print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

See attach explanation

6. The amount of loss involved in this complaint: \$ 6000.³ Please provide a breakdown of these losses:

Re-painting the whole car. I was told by Mercedes in Paramus the cost will be over \$3500. =
the body shops that I contacted they told the cost will be about \$6000.⁰⁰

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.



10/12/10
Date

12/2/05

* This certification must be signed by the person completing the form.

I purchase a 1999 Mercedes Benz SLK230 from Mercedes Benz in Morristown, NJ. in October 1998. I brought the car brand new, I had to wait a month for the car to arrived from Germany.

At the end of 2008 I notice the clear seal started to come out, it was a very small spot on the car roof. At first I did not pay to much attention because it was very small and it was the only spot on the car.

By the end of 2009 I started to notice several more spot specially on the roof and on the hood of the car. By the beginning of 2010 the car was horrible, the clear coat was pilling in several areas. At this point I decided to go to a body shop to inquired about painting the car. I went to three different body shop to get an estimate. I was told by each body shop to contact Mercedes Benz because that was a manufacturers problem. I was told that the clear seal was coming out because the paint job done on my car was not done properly, it should never had happen.

I first took the car to Mercedes Benz in Paramus, the body shop manager looked at the car and cannot tell me why the clear seal was coming out. He also ask me if the car was in an accident or I had the painted, neither scenario happen. The car was never in an accident nor it was ever painted by anybody else except by Mercedes Benz. He also told me because it was a 1999 and had 136,000 miles at that time, there was very little he could do for me. That Mercedes Benz was not going to recognize the problem because the car was to old, and there was not a complain on record soon after I bought the car.

Then I took the car to Mercedes Benz in Morristown, they could not tell why the clear seal was coming out. They also told me the same as Paramus, the car is old and has to many miles.

I then contacted Mercedes Benz at their 800 number and I proceeded to explain them my problem and what was happening to the paint job done by their manufacturer. I was told that the car was old, had to many miles and because the manufacturer's guarantee had expired, there was nothing they could do for me. They told me to go back to the dealer where I bought the car from, perhaps they will be able to do something for me.

All I know is that I been given the round around by Mercedes Benz. Regardless of the year of the car o the mileage the car may have, the clear coat should not be coming out like this.

I have enclosed a few pictures so you may see how bad the paint is.

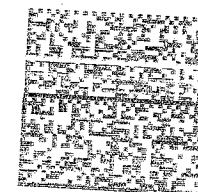








Division of Consumer Affairs
Office of Consumer Protection
P O Box 45025
Newark, New Jersey 07101



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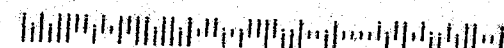
11/23/2010

Mailed From 08648

US POSTAGE

US Dept of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Ave SE
Washington, DC 20590

NOV 28 2010



Clifton nj

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Division of Consumer Affairs
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DO NOT BEND