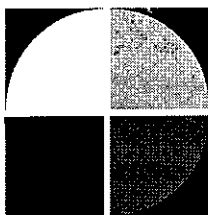


CL-10403090 - 2enb

MAY 10 2011



[REDACTED]  
**COLUMBIA, MARYLAND**

PHONE: [REDACTED]  
FAX: [REDACTED]  
[REDACTED]

May 6, 2011

**U.S. Dept. of Transportation**  
National Highway Traffic Safety Administration  
Office of Defects Investigations  
1200 New Jersey Ave, SE  
Washington, DC 20590

**RE: Defect Part and Poor Service**

**SUBJECT: 1996 Mercedes S500 4 Door Sedan**  
**10,000 Miles Defect Part, Climate Control**

To Whom It May Concern:

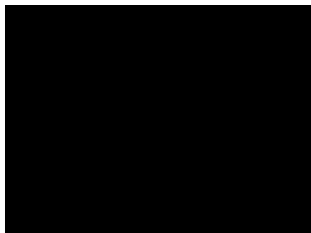
Our firm has owned a 1996 Mercedes Benz S500 vehicle for 15 years. Recently, the temperature / climate control mechanism malfunctioned because of a defective part. On April 14, 2010 and April 20, 2010, we sent letters to Mercedes Benz USA Headquarters and Mercedes Benz Germany Headquarters regarding our issue. Please see the attached letters.

So far, we have not received any response letters from their office regarding this matter.

With only 11,850 miles, this vehicle is still in pristine condition.

Our issue is twofold Mercedes Benz has never given any response letter and can Mercedes Benz reimburse our firm for all or part of the repairs.

Thank you in advance for your time and consideration.



NAM  
05/11  
TW

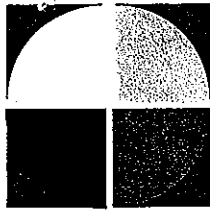
**ATTACH:** 4/20/2011 Letter to Gordon Mercedes Benz  
4/20/2011 Letter to Mercedes Benz USA Headquarter  
4/27/2011 Email to Mercedes Benz Germany Headquarter

**CC:** Federal Trade Commission  
600 Pennsylvania Avenue, NW  
Washington, DC 20580  
(202) 326-2222

**New Jersey Office of the Attorney General**  
**Division of Consumer Affairs**  
P.O. Box 45025  
Newark, New Jersey 07101

**Better Business Bureau of New Jersey, Inc.**  
1700 Whitehorse-Hamilton Square Rd,  
Suite D-5  
Trenton, NJ 08690

**Better Business Bureau of Greater Maryland**  
1414 Key Highway Suite 100  
Baltimore, MD 21230-5189



COLUMBIA, MARYLAND

PHONE:  
FAX:

April 14, 2011

Mercedes-Benz of Silver Spring  
2201 Briggs Chaney Road  
Silver Spring, MD 20904

**RE: Defect Part and Poor Service**

**SUBJECT: 1996 Mercedes S500 4 Door Sedan**  
**10,000 Miles Defect Part, Climate Control**

Dear Warranty and Service Department,

For many years, our firm corporately as well as the principals of this company have purchased vehicles from your establishment. The president of this firm has loving preserved for the past fifteen years which he purchased in cash in 1996 along with another Mercedes vehicle. The above referenced car although it's advanced age, only has 11,250 miles on it and is in pristine showroom condition. Our president plans to keep it as a historical vehicle and a part of his collection on 2016. Needless to say he is a car enthusiast.

On August 25, 2009, he brought this vehicle into your service department to get serviced as there was a mechanical issue with the passenger side window. On August 27, 2009 he returned to retrieve the car but the problem had not been addressed or fixed. He left quite unsettled and terminated his relationship with Herb Gordon.

Just the other day, on a drive in the car, the temperature/climate control mechanism malfunctioned. When we tried to locate your service/departement, we were told that you had moved. Additionally, having had a not so pleasant experience with the service department a year earlier, he decided to take the vehicle to another mechanic and they duly and promptly fixed to our satisfaction. The repairs cost \$1097.36. We have attached the invoice for your reference.

Our issue is twofold; most vehicles have warranties within mileage parameters so does this vehicle qualify for warranty service based on its mileage and if not, can Mercedes Benz reimburse our firm for all or part of the repairs.

Thank you in advance for your time and consideration.



Executive Accountant

ATTCH:      Pictures & ID Number of Climate Control  
                 Invoice of Repair

CC:      **Herb Gordon Auto Group**  
            3211 Automobile Boulevard  
            Silver Spring, MD 20904-4909

**Mercedes-Benz USA, LLC**  
Customer Assistance Center  
3 Mercedes Drive  
Montvale, NJ 07645

**Daimler AG Headquarter / Mercedes-Benz**  
Untertürkheim Plant  
Mercedesstraße 137  
70327 Stuttgart  
Germany

BENCHMARK MOTORS  
9198 G RED BRANCH RD  
COLUMBIA, MD 21045

# BENCHMARK MOTORS

INVOICE

44197

Org. Est. # 047775

TERMINAL I.D. # : 060000020278001  
MERCHANT # :

04/12/11 9:38 AM

VISA  
\*\*\*\*\*  
SWIPED

9198-G Red Branch Road  
Columbia, MD 21045  
Phone: 410.730.0990

Print Date : 04/12/2011

SALE  
BATCH: 000246  
INV: 044197

AUTH: 012100  
RRN: 00000000

TOTAL \$1097.36

SEUNG KIM

CUSTOMER COPY

140.830.23.85.88

Shop Supplies

1996 Mercedes-Benz - S500

5.0L V8 VIN (Not Available)

Lic #

Odometer In: 11395

Unit #

Vin # WDBGA51EXTA

Ext #

Ref #

| Qty  | Rate   | Extended | Labor Description                                                                     | Extended |
|------|--------|----------|---------------------------------------------------------------------------------------|----------|
| 1.00 | 599.78 | 599.78   | customer complaint is that temperature and fan speed control buttons are not reaching | 198.00   |
| 1.00 | 250.00 | 250.00   | replace ACC pushbutton controller and code to car                                     |          |
|      | 11.88  | 11.88    | ENVIRONMENTAL CHARGE                                                                  | 1.00     |

[Technicians: Miller, Stuart, 2]

Org. Estimate \$1,097.36 Revisions \$0.00 Current Estimate \$1,097.36 Additional Cost Revised Estimate

|          |            |
|----------|------------|
| Labor:   | 199.00     |
| Parts:   | 861.66     |
| Sublet:  | 0.00       |
| Sub:     | 1,060.66   |
| Tax:     | 36.70      |
| Total:   | 1,097.36   |
| Bal Due: | \$1,097.36 |

[Payments - ]

I hereby authorize the above repair work to be done along with the necessary material and hereby grant you and/or your employees permission to operate the car or truck herein described on street, highways or elsewhere for the purpose to testing and/or inspection. An express mechanic's lien is hereby acknowledged on above car or truck to secure the amount of repairs thereto. Warranty on parts and labor is one year or 12,000 miles whichever comes first. Warranty work has to be performed in our shop & cannot exceed the original cost of repair.

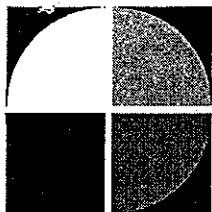
SIGNATURE.....

Date: 4-12-11 Time: 11:30 AM

Written By: 2, SM

Page 1 of 1

01.17.07 Copyright Mitchell 1 Invoice1



COLUMBIA, MARYLAND

PHONE:  
FAX:

April 20, 2011

**Mercedes-Benz USA, LLC**  
Customer Assistance Center  
3 Mercedes Drive  
Montvale, NJ 07645

**RE: Defect Part and Poor Service**

**SUBJECT: 1996 Mercedes S500 4 Door Sedan**  
**10,000 Miles Defect Part, Climate Control**

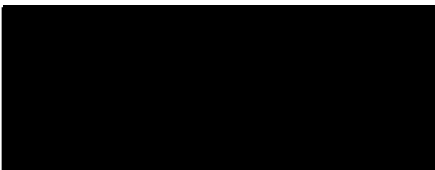
**ATTN: Mr. Ted**  
**Mercedes Benz Case Manager Customer Support**

Dear Mr. Ted,

Please send us a detailed letter pertaining to your arguments. As I spoke to you today, your argument was that the warranty period for our vehicle passed the 4 years. However, we would like to emphasize that this vehicle only has 11,250 miles. As a direct result, this is not a warranty issue but a defective part issue.

Our issue is twofold; most vehicles have warranties within mileage parameters so does this vehicle qualify for warranty service based on its mileage and if not, can Mercedes Benz reimburse our firm for all or part of the repairs. We are ready and available to work with you to have this rectified.

Thank you in advance for your time and consideration.



Executive Accountant

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** Wednesday, April 27, 2011 2:44 PM  
**To:** 'dialog@daimler.com'  
**Subject:** Mercedes Benz 1996 S500 4 Door Sedan Defect Part, climate Control  
**Attachments:** Defect part\_bill.pdf

To Whom It May Concern,

For many years, our firm corporately as well as the principles of this company have purchased vehicles from your establishment. The president of this firm has loving preserved for the past fifteen years which he purchased in cash in 1996 along with another Mercedes vehicle. The above referenced car although it's advanced age, only has 11,250 miles on it and is in pristine showroom condition. Our president plans to keep it as a historical vehicle and a part of his collection on 2016. Needless to say he is a car enthusiast.

On August 25, 2009, he brought this vehicle into your service department to get serviced as there was a mechanical issue with the passenger side window. On August 27, 2009 he returned to retrieve the car but the problem had not been addressed or fixed. He left quite unsettled and terminated his relationship with Herb Gordon.

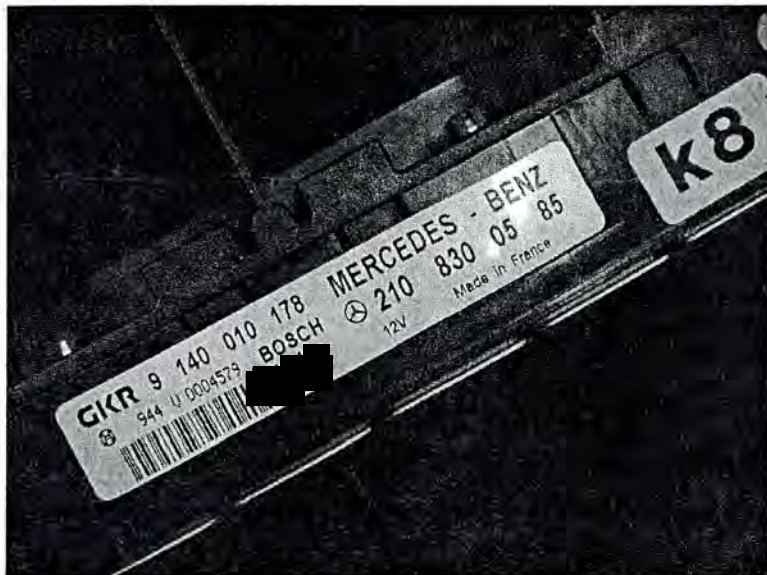
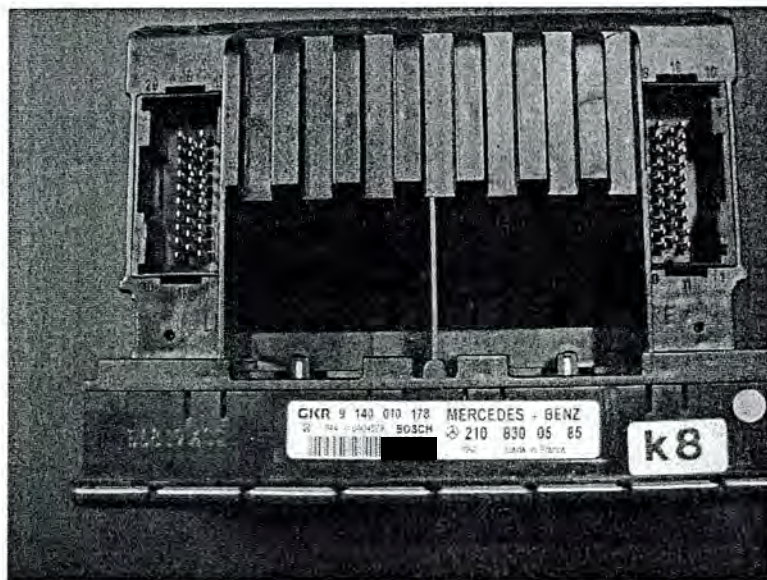
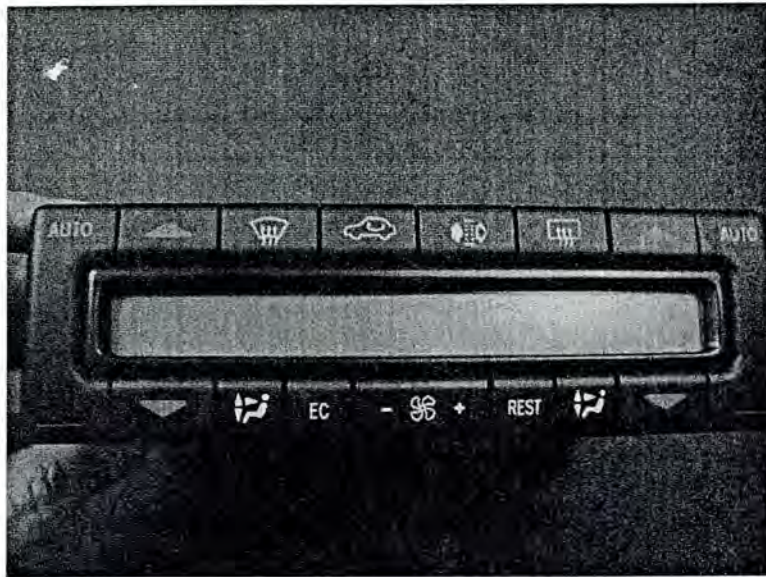
Just the other day, on a drive in the car, the temperature/climate control mechanism malfunctioned. When we tried to locate your service department, we were told that you had moved. Additionally, having had a not so pleasant experience with the service department a year earlier, he decided to take the vehicle to another mechanic and they duly and promptly fixed to our satisfaction. The repairs cost \$1097.36/ We have attached the invoice for your reference. The issue is twofold; most vehicles have warranties within mileage parameters and defect errors. With that in mind, we ask if Mercedes can cover the expenses for the repairs.

Thank you in advance for your time and consideration,

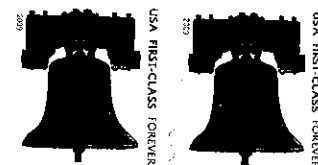
[REDACTED]  
Accounting Dept.

[REDACTED]  
COLUMBIA, MARYLAND [REDACTED]  
U.S.A.  
[REDACTED]

This message is intended solely for the use of the individual or entity to which it is addressed. This message and all attachments contain information that may be confidential, privileged or otherwise protected from disclosure under applicable laws. Unless you are the intended recipient you may not use, reproduce, or divulge to anyone the message, content, or any information contained in this email. If you have received this message in error, please advise Cosmopolitan Incorporated immediately by replying to this message and then proceeding to delete it from any unauthorized possession. Messages may be interfered with or contain computer viruses. Cosmopolitan Incorporated provides no warranty or liability in relation to any damage that may be caused due to this correspondence. Thank you.



[REDACTED]  
Columbia, MD [REDACTED]



U.S. Dept of Transportation  
Office of Defects Investigations  
1200 New Jersey Ave, SE  
Washington, DC 20590

