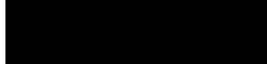


JUN 21 2011



Las Vegas, NV [REDACTED]



EXECUTIVE SECRETARIAT

2011 JUN 20 P 1:52

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RECEIVED - NNTSA

Friday, June 03, 2011

To: Federal Highway Administration  
1200 New Jersey Ave., SE  
Washington, DC  
20590

CL-10409759-3325

Cc: Mercedes-Benz USA  
Mercedes-Benz Fletcher Jones Imports  
Nevada Department of Transportation  
60 Minutes  
Channel 3 Las Vegas  
Channel 8 Las Vegas  
Fox 5 News Las Vegas

Re: Dusty Armstrong  
2001 Mercedes-B ML320  
VIN - 4JGAB54E71A [REDACTED]

To Whom It May Concern:

I am writing this letter to you from a very concerned parent. I am VERY concerned about my daughter and grandsons life with a great potential of a serious accident due to the malfunctioning of her 2001 Mercedes-B ML320. Before describing the reason for my extreme concern, I'd like to give you a little history of this family's experience with Mercedes-Benz.

I bought my first Mercedes-Benz back in the late 60's before my daughter was born. I purchased this used Mercedes from Fletcher Jones Mercedes-Benz on Decatur. The next one I purchased was a brand new diesel Mercedes. After that I purchased 3 more brand new Mercedes from Fletcher Jones and most of them were sold to me by Rex, one of your long term salesman. Mercedes-Benz dealership and the Armstrong's kind of became family by this point. I give you this history to let you know that this is a family that has driven Mercedes for a lifetime, for more than one reason. One reason is that I feel it is the best and safest car on the road today and has been for many years.

The second car my daughter purchased was this used 2001 Mercedes-B ML320. It functioned very well for her up until recently. Now something is happening which I would describe to be very, very dangerous and it has now happened several times. The dangerous problem is; while you are driving down the highway or street, no particular speed - you could be going 20 mph or 65 mph - and all of a sudden the right front wheel locks up and starts to slide. It's like someone has slammed on the brakes but you only

NAM  
062711  
TGW

have ONE wheel that is braking. After that occurs, the car comes to a complete stop, you can shut the engine off, turn it back on and it will start up again with no obvious problem and you can continue on your way. The first time it happened [REDACTED] my daughter, was in her condominium complex at a low rate of speed, it locked up and people were able to drive around her while she started it back up again and she drove on. Sometime later she was southbound on Tenaya Road, the right front wheel locked up, she was able to turn it and get into the desert before it stopped completely. That time she was driving between 35 and 40 mph. When this happened she had my granddaughter and grandson in the car with her, they both feared for their life and were very frightened. A week or two later, [REDACTED] her husband, was driving the car on the freeway going approximately 65 and 70 mph and the right front wheel locked up. [REDACTED] is pretty savvy with automobiles and he was able to turn the vehicle and get out of harms way before it stopped completely. It frightens me very much to think what could have happened if that had been my daughter with her kids, my grandchildren, in the car.

It has been in the Fletcher Jones dealership garage twice now in the last 2 months for the same issue. They are telling her that they do NOT know what the problem is and are unable to give her any real reason as to why this problem is happening. They told her that they would replace some sensors that would cost her approximately \$1000 and they do NOT know if this will solve the problem. Of course, she declined to accept that.

I am writing to each of you in hopes that one of you will catch the severity of this problem and help resolve it before there is a serious accident that causes severe injury and/or death. And this is also to the Federal Highway Administration looking to see if there are similar complaints as mine.

If you wish to contact me, my contact information is:

[REDACTED]  
[REDACTED]  
Las Vegas, NV [REDACTED]  
[REDACTED]

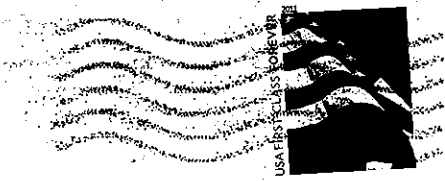
Sincerely,

[REDACTED]



Las Vegas, NV

Las Vegas, NV 89102



Federal Hwy Administration  
1200 New Jersey Ave SE  
Washington, DC  
20590  
E87-314 HOA-1  
CT

NHTSA

