

OCT - 3 2012



CHRIS CHRISTIE
Governor

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INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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



JEFFREY S. CHIESA
Attorney General

KIM GUADAGNO
Lt. Governor

September 26, 2012

ERIC T. KANEFSKY
Acting Director

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

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

Re: [REDACTED]
File Number: 09-26-12G0000091617

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Cindy K. Miller
Deputy Director - Consumer Protection

NM
100312
TGW

**Office of the Attorney General
Citizens' Services**

Date: 09-10-2012

Received Date : 09-07-2012
Correspondence Date : 09-06-2012
Subject : Auto Dealer Fraud
Name : [REDACTED]
Affiliation :
Assigned to : Maryann Sheehan
Division of Consumer Affairs
Due Date : 09-21-2012
Issue : complaint Mercedes Benz is aware of a vehicle hazard and is knowingly not telling consumers
Comment :
Response Type : For your action - keep original
Response Date :

Forward with all drafts, response copies, and original correspondence to:

**Kristi J. Golden
Citizens' Services
Office of The Attorney General
Richard J. Hughes Justice Complex
8th Floor, West Wing, CN-080
Trenton, NJ 08625**

From: [REDACTED]
To: <citizens.services@lps.state.nj.us>
Date: 9/6/2012 4:46 PM
Subject: RECALL - NATIONAL SAFETY HAZARD [WEBMAIL.LPS]

Affiliation Code: WEBMAIL.LPS

Prefix:

First Name: [REDACTED]

Mt: P

Last Name: [REDACTED]

Suffix:

Address1: [REDACTED]

Address2:

City: Dallas

County:

State: TX

Zip: [REDACTED]

Zip +4:

Country: US

E-mail: [REDACTED]

Comments: Dear Attorney General Chiesa, my name is [REDACTED] I own a beautiful black 1995 S500 Mercedes Benz with 142,000 miles. The Mercedes Benz Corporation knowingly installed a bio-degradable engine wire harness in models '91-'96. This wire harness was purposely designed to breakdown overtime, and to disintegrate without harming the environment. Unfortunately, I am now faced with a \$6000.00 + repair bill due to that design flaw. After researching my vehicle's diagnosis, I discovered that the Mercedes Corporation knew the horrific, detrimental hazards and immense financial costs that owners of these vehicles had in their future as a result of their decision to put this material in their vehicles. I find it to be criminal that they never did or have they since notified potential buyers or owners of these vehicle years of the hazardous that awaited them. The cost associated to replace this wire harness is astronomical and devastating to the consumer. The entire car could be deemed worthless due to the vehicle bursting into flames in your garage or while driving, and or total destruction of key components of the vehicle. If you are having all kinds of malfunctions in your vehicle, sensor lights coming on and off, air conditioner cooling one minute and blowing heat the next, startup problems, door lock problems, interior lights not working, etc. - check the wire harness, everything that goes on with your care in wrapped inside this bio-degradable harness and when it begins to blow away, the wires become unstable and start to move and touch each other causing shorts, malfunctions, fires and shutdown. Mercedes Benz knows, the National Highway Traffic Safety Administration knows.

Attorney General Chiesa, is there anyone who can explain to me why Mercedes Benz has been allowed to keep quiet about this obvious serious safety hazard that has the certainty of causing death to the driver and others? The Mercedes dealerships are aware of this defective wire harness, take your money and not tell you what is really up! The dealerships make a lot of money per hour for labor repair costs and Mercedes owns the monopoly on their expensive parts. Something smells bad here and we the consumer have been left holding the bag while Mercedes laughs all the way to the bank. If you don't believe what I am telling you, Google it like I did. After you learn the truth, hopefully you will be as outraged as I am. I am asking for every owner or potential buyer to call their congressmen, the attorney general, their attorneys, and any news outlets to try to get this story aired. This is a serious national safety hazard that must not be ignored. I wonder if an investigation was launched, how many serious accidents, injuries and maybe even deaths would be uncovered and linked to these vehicle malfunctions. Maybe I can prevail by writing this letter to you, and the actions of your department will force Mercedes and the National Traffic Safety Administration to do what they should have done a long time ago - that is to take responsibility and RECALL ALL THESE VEHICLES. It is now time for them to make a withdrawal from their big fat bank accounts and pay the consumer back.

Respectfully

[REDACTED]

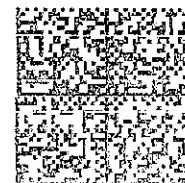
2012 SEP 13 PM 12:16

Dallas, Texas



NJ Office of the Attorney General

DIVISION OF CONSUMER AFFAIRS
CONSUMER SERVICE CENTER
P.O. BOX 45025
NEWARK, NJ 07101



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09/28/2012

Mailed From 08625

US POSTAGE

Delivered to the Division of Consumer Affairs
Office of the Attorney General
Newark, NJ 07101

