

July 17, 2013

Aug - 6 2013

National Transportation Safety Board  
490 L'Enfant Plaza, SW  
Washington, DC 20594

Re: Electrical issues in Mercedes Benz ML500  
VIN # 4JGBB75E06A [REDACTED]

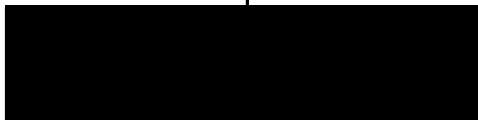
To Whom It May Concern:

I am the owner of a 2006 ML 500 Mercedes Benz. I have just read and seen in the news that there is a potential recall on the C class Mercedes Benz due to electrical issues in the rear tail lights which short out and catch on fire. I have had the same issue with my ML 500.

Two years previously, we had to have the complete rear tail light compartment, wiring and bulbs replaced due to corrosion. I questioned how this could occur and was just told that some models were more inclined to have these problems due to the design. Shortly, after the replacement of those tail lights (\$450.00) I was driving in a rainstorm and the lock on my tailgate door began to open and close, the computer panel on the dash began to blink indicating a complete electrical failure. I was able to make it home that evening. The next morning the battery was dead. AAA came and replaced the battery (\$250.00), but the charge would not hold for very long. I was able to charge the battery enough to get to the dealership, Buckhead Mercedes Benz, in Atlanta, Ga. The diagnosis was a complete electrical shortage (\$1952.62) which I was informed was not included in the warranty. I had at the time about 70,000 miles on the car. All maintenance timelines and services had been met through the dealership until the 50,000 mile warranty ended and then through a certified Mercedes mechanic thereafter. When I asked why a \$45,000 car would have an issue like this, I was told off the record that it was a design flaw in that model. I then called Mercedes Benz National and spoke to a woman named Maria. I filed a claim and was informed that there was nothing they could do as I had not used the dealership for all of the required maintenance past the 50,000 warranty and that they had no previous complaints of an issue like this one. I got online and found numerous complaints for the same issue on the same model as mine. Two weeks later, we were traveling out of town and on the way home it began to rain, the wipers would not work, the lights would not work, blinkers would not work and locks would not work. Took it back to Buckhead Mercedes and it was again a complete electrical shortage. This time the repair was done at no charge.

Now I see that there are electrical issues on many models of Mercedes and I feel that the repairs that we had to make to this car should have been covered by Mercedes. They are obviously due to a design flaw which caused a complete electrical shortage which could have caused a serious accident and possible life threatening injuries. Thus, my letter to you.

Thank you in advance for your consideration.



cc: National Transportation Safety Board  
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