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

**From:** [REDACTED]  
**To:** [dialog@daimler.com](mailto:dialog@daimler.com); [letusknow@cr.consumer.org](mailto:letusknow@cr.consumer.org); [HOTLINE <OIG>](#); [PortableSafetyComplaint \(NHTSA\)](#)  
**Cc:** [REDACTED]  
**Subject:** Mercedes Transmission Unit  
**Date:** Tuesday, November 12, 2013 10:50:15 PM  
**Importance:** High

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To Daimler AG, Consumer Reports, Dept. of Transportation-Highway Safety, & National Highway Traffic Safety (ODI #) 10552012:

Per an E-mail sent to Daimler AG-Mercedes, I have a 2007 ML350 with only 66,000 miles which is not safe to drive as the car is not shifting from 1<sup>st</sup> to 2<sup>nd</sup> gear. The facts are:

- There have been many instances, reports, & complaints to Mercedes where this has happened
- It is not safe & the Mercedes car should be recalled for repair
- It should not be occurring at all especially with only 66,000 miles
- Car has been taken to the Sarasota, FL Mercedes dealer
- Cost is \$1,700 which should be covered & corrected by Mercedes
- We currently have 2 Mercedes & have had Mercedes for 20 years

This is an unsafe situation; it has occurred with other cars; and Mercedes has received many complaints.

**This is not a repair issue; it is a safety issue. The speed sensor that Mercedes is repairing is a hazardous situation due to the fact that the car stops shifting to any gear when leaving a stop sign or traffic light and will not accelerate.** This is particularly dangerous in high traffic areas. We have had Mercedes for 20 years & are aware that repairs are costly, but this is a safety issue.

**This is a problem that should not be occurring and it should be the responsibility of Mercedes to correct it.** It would be prudent of Mercedes to issue a warning of the possibility of transmission error. Thank you for your assistance and cooperation.

Regards,

[REDACTED]  
Sarasota, FL [REDACTED]

Phone: [REDACTED]

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SMD