

Etowah, NC

CL-10557787-5005

1-5
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Tel: [REDACTED]
Date Dec. 17, 2013

Att: Chairman of Mercedes-Benz
Mercedes-Benz USA, LLC
Three Mercedes- Drive
Montvale, NJ 07645-0350

DEC 27 2013

Subject: Model: 2001 E320W
Serial no: WDBJF65J61B [REDACTED]
Main odometer reading 24 495 miles on 12/17/13
Type of Incident: Loss of power steering
wheel and brakes
A distance of 400 spaces or 400 meters?

Dear Sir,

This will follow my letter of Dec. 4, and Dec. 6, 2013
and to thank - Robin - one of your associates to
give me a call on Dec. 11, and Dec. 12, 2013 around 10:00 AM
on both occasions.

On Dec 12, 2013, Robin informed me that we
were on a recorded line and I responded by
saying, "good". Now, I request that the recording
of conversation be kept ^{on} permanent basis,
that is, not ^{to be} deleted, erased, or altered in any
way.

Robin, informed me on Dec 12, 2013, that
according to the assessment of one of our engineers,
perhaps, the engine turned off and this is
why both the steering wheel and power brakes
failed and were not working. Robin told
me that under these conditions, we advise that
the car be taken to a Mercedes Benz dealer
for check-up - I told her since the "instrument
cluster" does not show any defect and the "check
your engine" light is now off - how can the

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12/27/13
SMD

dealership find the defects. Robin said she does not know! I asked, Robin, to send me a letter, verifying the content of our conversation. She told me Mercedes-Benz do not reply in writing. This was strange since, I have received letters on other occasions from Mercedes-Benz, for example, their letter of April 14, 2009 in regard to the complaint about the dealership.

Now, since I will be sending copy of this letter to the ~~Highway~~ Safety National Traffic Highway Safety Administration and I informed Robin, of this, here is what happened on Dec. 3, 2013.

I was returning some thrush bags to someone who is around three miles ^{away} from my house in early mornings. His house is located on a hill and his drive way has a speed bump. When I was returning and the car was in reverse gear, I passed over the speed bump and the "check your engine" light came on and I put the car in the drive gear - going down, I found out my brakes were not working, and I tried to turn the steering wheel to turn to the left side, again, I found out ^{that} the steering wheel was not working - with both hand and power, I finally managed to turn to the left and avoid a ditch ~~still~~ still going down the street without being stopped. Thanks - that the road now became up hill - - - - and the car stopped on its own accord
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because of gravity and friction.* The car was still running and I turned off the engine. I restarted the car, the "check your engine" light was not there and the steering wheel and the brakes were working normally. Since then, I have driven the car two times and everything seems to be normal. In fact, I drove the car on the same road up and down to replicate the incident of Dec 3, 2013, it did not happen.

But as a responsible citizen, I have to report this incident to the manufacturer of the auto and to the National Highway Safety Administration for future reference.

Sincerely,

[Redacted Signature]

Dec 17, 2013

C.C. sent to National Highway Safety Administration

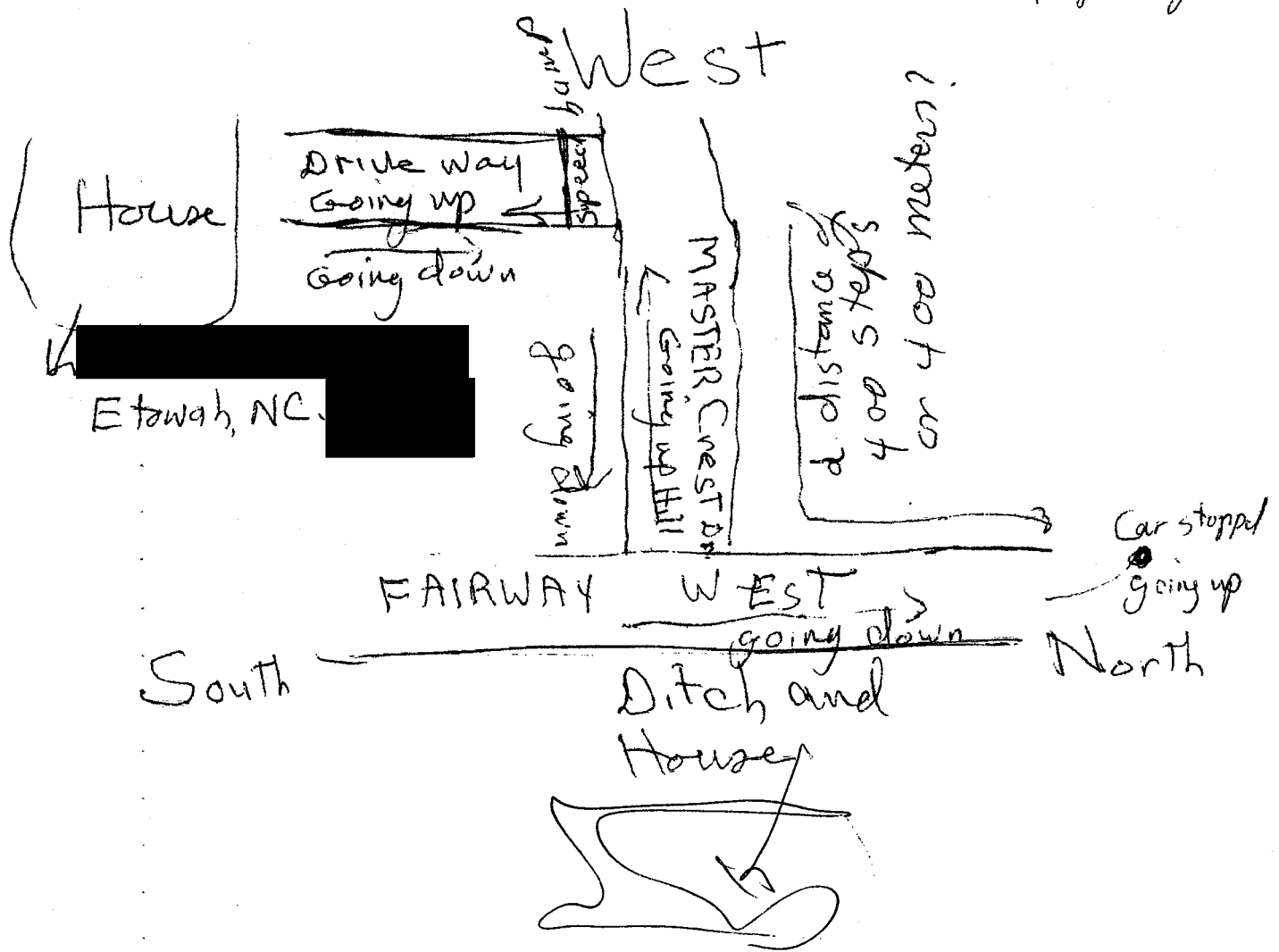
1200 New Jersey Ave.

S.E. West Building

Washington D.C. 20590

Tel: 1888 327 4236

* Recently, I measured the distance that the car was moving without power steering wheel and without brakes. It is about 400 spaces or 400 meters?





National Traffic Highway Safety
Administration
1200 S.E. West Building
Washington DC 20590