

JUN 25 2019

May 28, 2019

CL-11206848-6930

We purchased a Winnebago Era/Mercedes Benz Sprinter Van (VIN # WDAPF4CC71[REDACTED]) on May 6, 2014, from Camping World/Arizona RV Center, Mesa, AZ. From day one there have been multiple problems as we will state later. We thought Mercedes Benz products were considered to be high quality. We have not found that to be so. Also it seems that Mercedes does not stand behind their vehicles. We have made several attempts to find a solution. It is frustrating to continually be told that "the vehicle is operating as designed." Maybe it is time for a new design. At this time we feel that there is a safety issue. In our travels we have found that other Mercedes van owners have or are having the same or similar issues. They too have had no assistance from Mercedes in solving their problem. It seems to be the opinion of qualified mechanics and transmission experts that the computer is not communicating with other systems in the van – for example the transmission, torque converter, lights, and electrical components throughout the vehicle.

In March of 2018 we were making a trip to Mesa, AZ. My husband had changed the oil and filter about a month prior. The oil and filter were checked several times – no leaks. After traveling the 335 miles from Carson City, NV, to Beatty, NV, the oil and filter were checked again – no leaks. Approximately 60 miles south of Beatty, at the Mercury turnoff, the engine froze up evidently from lack of oil. A truck traveling behind us almost ran into the back of us as we attempted to move to the side of the highway. There was no kind of warning to alert us that there was a problem. This indicated to us that the computer failed in some respect to give us a major warning. The van was towed to Fletcher Jones Imports/Mercedes Benz in Las Vegas, NV. Their reasoning for the engine failure was due to my husband changing the oil himself. Common sense would indicate that the failure would probably have happened before 400 plus miles if that were so. Mercedes took no responsibility for what happened and we were told that it was our financial responsibility for replacing the engine which we did. We were also out several other expenses due to the time frame of replacing the engine.

Early on we realized that there was an issue when backing into the driveway/incline or onto leveling blocks. Sometimes it takes several attempts to achieve the result. Not enough power/torque seems to be the problem. On one occasion it took physical manpower to help us back up. We started complaining about the problem to Mercedes Benz in Reno. The van had several appointments and each time we were told that no code showed up and the van is operating as designed. Kwanny Woo, Service Manager, Mercedes Benz Reno (775-826-4000), and Susan, Mercedes Benz Case Management (800-367-6372), have been the two people that we have talked to the most about this problem. Susan's response was "Mercedes Benz – Reno said no code and the vehicle is operating as designed – end of issue." In looking over copies of our work orders we realize that the Service Writer does not reflect the complaint as stated by the customer. Mercedes says "no code found and the vehicle is operating as designed." That may be so but it does not change the fact that the van has a problem with what appears to be a lack of power/torque.

More recently we pursued other garages to have the problem repaired:  
Allison/Kenworth – Reno, Freightliner Allison Transmission – Reno, Smith Power – Reno, and

NM  
6.11.19  
WD



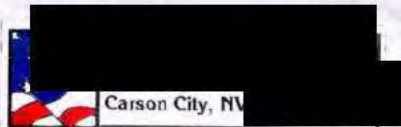
Hi Tech Automotive – Reno. We were told that these shops do not have the software necessary to do repair work on Mercedes vehicles. It seems that only Mercedes Benz has the proper software to repair their vehicles.

This whole matter is causing great frustration and mental anguish for us on a daily basis. As senior citizens we feel that our concerns are not taken seriously. It seems to be a matter of they say/we say and they are the winners. There could be a time when we might be put in a dangerous position if unable to back up when needed. After so many attempts of trying to solve our problem have failed, we now feel the only fair solution is for Mercedes Benz to buy this vehicle back from us at the original price plus insurance, tags, cost of the new engine, and all other expenses incurred by us pertaining to the van during the time that we have owned it.

We would appreciate your assistance in getting this matter solved.

[REDACTED]  
[REDACTED]  
Carson City, Nevada  
[REDACTED]

ODI # 11206848



Carson City, NV

RENO NV 895

30 MAY 2019 PM 2 T



U.S. Dept. of Transportation  
National Highway Traffic  
Safety Administration  
Office of Defect Investigation (NVS-210)  
1200 New Jersey Ave.  
S.E. West Bldg.  
Washington, D.C. 20590

