

From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [REDACTED]
Subject: ODI# 11288779
Date: Monday, December 16, 2019 10:40:06 AM

FW: In 1995 I purchased a Mercedes -Benz E320 (Vin WDBEA32E9SC [REDACTED], Ca License... [Incident: [REDACTED]

Please scroll down to read MBUSA Customer Support response to my inquiry.

Your tracking number assigned by NHTSA for this issue is [11288779](#).

...

From: MBUSA Customer Support <support@mbusa.com>
Sent: Friday, December 13, 2019 8:03 AM
To: [REDACTED]
Subject: In 1995 I purchased a Mercedes -Benz E320 (Vin WDBEA32E9SC [REDACTED], Ca License... [Incident: [REDACTED]

Subject
In 1995 I purchased a Mercedes -Benz E320 (Vin WDBEA32E9SC [REDACTED], Ca License...
Response By Email (Dana B.) (12/13/2019 11:03 AM)
Dear [REDACTED],

Thank you for your email to Mercedes-Benz USA, although we regret to learn of the circumstances that prompted your contact.

A review of our records for vehicle: WDBEA32E9SC [REDACTED], indicate no outstanding recalls or service campaigns, which are vehicle identification number specific. While we understand your concerns, the New Vehicle Limited Warranty covers a vehicle or the first 4 years or 50,000 miles (whichever comes first) for a vehicle. We certainly will also stand behind the warranties of our Certified Pre-Owned Program or any of our Extended Limited Warranties. Once a vehicle has exceeded the warranty, there is no obligation on part of the manufacturer to cover the cost of repairs.

The opportunity to respond is appreciated.

Kind Regards,
Dana B. Mercedes Benz USA (800) 367-6372

Customer By CSS Web [REDACTED] (12/12/2019 09:09 PM)
In 1995 I purchased a Mercedes -Benz E320 (Vin WDBEA32E9SC [REDACTED], Ca License [REDACTED], Mileage 96062). I have been informed by W.I. Simonson (Santa Monica, Ca,) that the engine wiring harness must be replaced. It appears, based upon discussions with Simonson personnel, and an internet search, that the wiring is defective and that Mercedes has been aware of the nature of the defect for many years. I received no prior notice of the defect, nor was I previously informed that an engine failure could unexpectedly occur – a significant safety issue that could result in injury or death in the event an engine failure occurred at freeway speeds. In view of the foregoing, I ask that Mercedes make arrangements with Simonson to cause the no cost replacement of the wiring harness - it appears that a recall should have been announced because of the wiring defect.

I look forward to hearing from you at an early date.

Sincerely,

[REDACTED]
Question Reference # [REDACTED]

- Date Created: 12/12/2019 09:09 PM
- Date Last Updated: 12/13/2019 11:03 AM
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[-- [REDACTED] --]


