

## KENNY LEON PRODUCTIONS

### Email:

TO: Mercedes Benz of Buckhead (MBB); Mercedes Benz USA (MBUSA); Daimler Trust; Daimler AG; Dimitris Psillakis; Jay Schmid; Dianna du Preez; Greg Barranco; Mercedes customer service

RE: 2019 MB S560V VIN# WDDUG8DB5KA [REDACTED] Extremely Dangerous Mercedes S560V

DATE: August 27, 2021

I write to follow up my numerous prior complaints regarding the above vehicle. I have not had any response by MBB or MBUSA regarding my last correspondence on July 14.

As you know, this car has been at Mercedes Benz of Buckhead (MBB) with the same mechanical malfunction on and off since May 26, 2021. It has remained there un-repaired since June 29. As we have discussed repeatedly, the car has a serious life-threatening defect that impedes anyone's ability to control or operate it safely. Without warning the car will suddenly begin shaking violently, shut down and go from 60 mph to 0. Clearly, this is a very dangerous and potential death trap.

A brief timeline on the issues/experiences are as follows:

1. May 19, 2021: Gas in car
2. May 26, 2021: Mileage Approximately 16,753

My daughter was driving her kids to a destination 5-6 minutes away from her home in Paces Neighborhood when your car began shaking violently, slowed to 0 mph and shut down while she was trying to press the gas pedal to move car off the road to safety. Other drivers behind her swerved, barely missed hitting your car, while honking their horns and screaming at her for almost hitting their cars. Truly frightening! She called me. When I arrived to her, she was shaking and frozen with fear while her 2 and 5 year old kids were sobbing and fearful . . . In the meantime, she was frantic about her and the children almost being killed because of the car stalling in the middle of a main road. She's still fearful of driving and only drives when necessary within a few miles of her home. If anyone in your repair department remembers a frantic woman calling about her daughter and grandkids almost being killed because of the car stalling in traffic . . . that was ME!

I exchanged cars with my daughter and was able to drive your car directly to MBB with a few stops, stalls, violent jerks and restarts on the way. I could've also been hurt or killed. No one in your MBB repair shop was particularly interested in what had happened to us; I was told to leave the car and the service advisor will call me. I left the car without speaking to a service advisor, but was expecting his call. The call never came.

3. May 27, 2021: 10:51AM

I received a text message from service advisor, Lane Garriott that said he concluded that the fuel in the car was bad. He said that the tank was now filled with "known good fuel" and that when they drove the car - it did great; engine light didn't come on and it was ready for pickup. There was no mention of water. My son-in-law picked up the car at approximately 2PM,

4. June 13, 2021

The car remained with my son-in-law between May 27 and June 13; he drove it approximately 172 miles. While he was attempting to return the car to me on June 13, the car stopped again suddenly without warning on Woodland Brook Road - a very narrow winding 2 lane stretch of road in the Paces neighborhood. This also placed other people's lives in danger with a repeat of the same frightening, dangerous and serious life-threatening safety issues previously described on May 26. He was finally able to pull it off the road into a private neighborhood and parked it overnight. Significantly, the dashboard said there was an Auxiliary Battery Malfunction. This was on Sunday; the car was towed back to MBB the next day on Monday.

5. June 14, 2021

After I arose early to wait for the tow truck, I texted Lane Garriott at 6:45AM that the car had broken down 3 times again on a narrow road; I left the car overnight and it will have to be towed to MBB today. I received an automatic text response that he was on vacation. I personally paid for AAA to tow the car to MBB.

6. June 18, 2021

On June 18, several days since my June 14 text and breakdown of car, Lane Garriott texted me at 9:38am:

"Good morning this is Lane at Mercedes and the tech found the fuel pump was rusted and failed from the bad gas that was put in prior to you bringing it in for the fuel line. We can warranty it out this time but if anything else goes wrong from the bad gas Mercedes wont warranty it. We drove it about 50 miles to make sure everything is good and nothing is acting up. The car will be ready for pickup this afternoon after we get done washing it. Let me know if you have any questions Thanks

--Lane Garriott Mercedes-Benz of Buckhead"

This was the first time that I was hearing anything about a fuel line or rust. I asked myself "what fuel line?" I was so confused. I responded as follows:

"Lane, that fuel had been in the tank less than a week, I find it really difficult to believe that can rust a fuel tank....I would need to discuss this further. Thanks!

Lane, just thought more about your text and actually I'm upset/pissed....

I believe this car is a lemon and Mercedes is using a gasoline story. I reject your conclusion as a gasoline problem to make us pay for future problems with it and to not deal with this crap car especially when the indication lights were reading battery auxiliary malfunction yet nothing was said about that until I asked."

I reject the assertion that we put bad fuel in the car and the assertion that we would be responsible to fix a, well-cared for and a warrantied car that is under 17K miles. I asked him how/what does a "Battery Auxiliary Malfunction" problem relate to bad gas? If there was a rust problem, it would be a Mercedes problem. We did nothing to cause a rust problem. I have yet to receive an answer to my questions. I've also asked for photos of the allegedly rusted out fuel line; I have received NOTHING!

7. June 29, 2021 - Mileage Approximately 17,048 miles

When Kenny Leon picked up the car from MBB on June 29, Lane Garriott said to Mr. Leon, "It's not your fault and not our fault." Lane also said he had put fuel in the car; but had not done so. Mr. Leon took the car to be fueled. Within an hour of picking it up, it had again malfunctioned with the same terrifying near death experience that had occurred previously. This malfunction occurred on a blind corner with cars barreling towards him and he was unable to exit the car. He was totally shaken. He waited hours for a tow truck to return the car to MBB.

8. July 1, 2021

Kenny Leon called Greg Barranco at 8:01PM; Greg Barranco returned the call at 8:24PM and they spoke for 8 minutes. Greg told Mr. Leon that he would get back to him.

9. July 2, 2021

Greg Barranco called Mr. Leon at 2:50PM; they spoke for 14 minutes. Greg Barranco suggested Kenny Leon call his insurance agent to pay for the repairs that would cost around \$14K and that MBB would guarantee the repair job; I've since been quoted \$20K from the shop manager when I stopped by MBB to retrieve my belongings at noon on August 11. Mr. Leon spoke with his insurance agent; the insurance agent believed this to be a peculiar request and recommendation from the dealer, especially after 3 consecutive incidents and attempted repairs. We reject any assertion that we put gas mixed with water in the car. We have other luxury cars that are garaged, well maintained and cared for car. We have never had issues with gas mixed with water.

It is not our financial burden since the electrical defect issue and any rust issues is a Mercedes issue/responsibility. Any defects would've existed before/when it was leased to us.

10. July 14, 2021

In MBB's call and apology for their mismanagement of the situation, there was an attempt to explain their financial responsibility towards the replacement of the car that was unclear and confusing to me. Adding to that confusion, was the follow up email from that call that can, perhaps be explained from my point of view as paranoia of being stuck with a liability upwards of \$70,000 for a car I'm certainly not financially responsible for and not willing to die in. I replied to the email that I was expecting a car of equal value for the balance of the lease term since I was very uncomfortable in that car; it was unfortunate but I did not find such an offer in their email.

We have determined that the possibility this car can be properly repaired by MBB after all those fearful incidents is an enormous safety risk - a risk we are no longer willing to take as a result of the life-threatening danger and trauma it has posed to us. As noted above, we also pumped gas in our Porsche from the same pump within the same hour and our Range Rover from another station where we always gas up and both vehicles remain problem free. There have been no reports of bad gas to those stations at or around that time. Further, The Georgia Department of Agriculture (GDA) did an on-site investigation into the very stations where we had purchased gas. The GDA onsite investigation and sampling gas revealed there were no problems with the stations and a written report has been issued to support those findings.

The car drove perfectly on the same gas May 19 (first day the supposedly bad gas was put in the car) to May 26 without any hint of problems. When I informed him our Porsche received gas from the very same station and very same pump within the same hour as the gas that was put in the Mercedes, Lane Garriott said your Mercedes car is superior to all others, super-sensitive and will immediately stall when the tank is compromised (This statement contradicts the fact that the car operated perfectly on so-called bad gas

over a week without any indication of a problem). Again, the Porsche has NO problems and the gas has been deemed problem-free by the GDA.

We have continued making lease payments throughout this ordeal, even though there were attempts to communicate with MBB and MBUSA without them replying. After far too many attempts for a life-threatening safety problem with their car, Mercedes has failed to repair the car to operate safely and without defect or malfunction that impedes the ability to control or operate it without considerable risk of bodily harm or death. Additionally, due to Mercedes' negligence and the unfortunate circumstances and mishandling of this situation with utterly bad customer service and indifference to our clearly traumatic and frightening experiences in their car, we are not inclined to drive or recommend/deal with this manufacturer again. Further, to blame and request decent, honest, hardworking customers pay for what is clearly a Mercedes problem is unconscionable. There is that unfortunate feeling of the big corporation attempting to crush a lone consumer because they can... VERY STRESSFUL and HORRIBLE!

Mercedes has broken their own commitment under the lease agreement by not supplying a car that can be safely driven without malfunctioning defects that threaten our lives. Instead, you have provided a car that your very own service people are unable to diagnose and properly repair after several attempts to do so. Accordingly, I am hereby requesting a reimbursement of the car insurance, Georgia Department of Motor Vehicle (DMV) registration and lease payments made to Mercedes from May to August 2021 when the vehicle was inoperable. Additionally, because Mercedes has broken their own lease agreement by not providing us the safe vehicle contemplated by our lease agreement, effective immediately, I will cancel any future payments, insurance and DMV information associated with Kenny Leon Productions. MBB already has both keys for this car.



**USPS mail:**

Attachment: MBB Meeker email

cc: Daimler Trust, Ola Kallenius, MB Financial Service; Mercedes Benz of Buckhead (MBB); Mercedes Benz USA (MBUSA); Daimler Trust; Daimler AG; Dimitris Psillakis; Jay Schmid; Dianna Du Preez ; Nora Bushfield; Greg Barranco; Mercedes customer service; Consumer Reports; GBB; Georgia Law; NHTSA

## S class options

From: Bob Mrazek <bmrazek@mercedes-benz.com>

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[REDACTED]

Thanks for taking the time today, to follow up I wanted to provide the following information.

Currently for us to buy you out of the lease on your S class it would cost us \$78,410.52. We estimate the value of the vehicle as it sits at around \$68,000 keeping in mind that the fuel system will need repairing. This would leave a \$10,500 deficit in order to turn the car in as is. If the Vehicle were repaired the value would be roughly \$73,000 leaving a \$5500 deficit. Now knowing that the comprehensive policy had been canceled it seems that the first option would be the lowest out of pocket expense as insurance will not cover the repair.

If we could find a New vehicle to trade you into it would be conceivable that I could request assistance from Mercedes-Benz as well as we could contribute and make this more palatable. I know that your first choice is one of our GLE Coupes and as I mentioned on the phone this is one of our hottest models and with this inventory climate right now it would be close to November before I would have one available for you.

The next option is we do have 2 Pre-Owned 19 GLE Coupes, I included the link to one of them below.

<https://www.mercedesofbuckhead.com/exotic-used/Mercedes-Benz/2019-Mercedes-Benz-AMG+GLE+43-Atlanta,+GA-43f6d1eb0a0e0a17156e5f21bf7b7f80.htm>

The other I just bought today and it is not in the system. It is white with lower milage and will be about \$75K.

I included a few images of the GLE 53 non coupe version as a possible option to explore if you wanted to stick to a new vehicle.

I know that you don't feel comfortable getting back into this vehicle but in the interest of turning all stones I am going to request assistance from Mercedes Benz on the repair of the vehicle as well.

We can catch up after you have a chance to review.



**GEOFFREY D. MEEKER** | GENERAL MANAGER

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