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From: [REDACTED]
To: [EVOQ \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11441273
Date: Monday, December 6, 2021 11:36:59 AM

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Subject: Re: Request [REDACTED] My 2002 Mercedes S500 defective instrument cluster is totally blacked out except for non-critical problems that triggers a check engine yellow light. I am aware that Mercedes was and is aware of the potential for causing a crash due to the driver not know
To: 4me+nhtsa@telesishq.com

Thank you, again. My vehicle VIN IS and was already listed in the original 2006 NHTSA recall on 2002 Mercedes Benz S500, W220.175 defective instrument clusters. In my search, I read where Mercedes or Daimler Chrysler at the per one of its letters sent notification to 750 owners when the recall applied to almost 40,000 vehicles. My first step was to contact a Mercedes Benz dealer to give the opportunity to honor the 2006 recall. Their representative told me my warranty expired in 2011 and there was nothing he could do. I then called the Mercedes USA number and Scott there basically reiterated what the Birmingham, AL dealership had stated. The Birmingham representative confirmed that Mercedes had not replaced my instrument cluster when he looked up my VIN number. After the rude in my opinion response from Scott at Mercedes USA, that is when I contacted NHTSA and explained to James that although no Recalls are current on my car, Mercedes did not honor the first recall that I gave James the recall number that I already had and knew existed that I have referenced in my communication with NHTSA. The original recall number is 06VO028000 if I am not mistaken. I will wait a reasonable time for Mercedes to contact me to honor the 2006 NHTSA recall that applied to those defective instrument clusters.

[REDACTED]
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Quality Control Analyst

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