

USPS Certified: [REDACTED]  
RETURN RECEIPT REQUESTED

[REDACTED]  
December 16, 2024

Madison, CT [REDACTED]

National Highway Traffic Safety Admin.  
Attn: Automobile Recall Complaint  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

Gentlemen:

RE: **Mercedes-Benz S 500 Class 2002 Instrument Illumination  
Panel RECALL**

I am contacting you regarding the above recall matter. I am the original owner of a 2002 Mercedes-Benz S 500. My Instrument Illumination Panel went black. I took it to be repaired and the automobile repair technician informed me that there was a recall on my vehicle for this matter **Recall: 06V028000** which I am attaching to this letter. Attachment 1

On multiple occasions by email and USPS Certified correspondence, I contacted both the Mercedes-Benz Service Manager and General Manager of the nearest Mercedes-Benz service: Mercedes-Benz – North Haven, Connecticut, 620

22

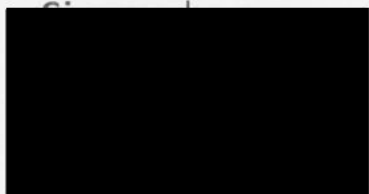
National Highway Traffic Safety (2) December 16, 2024  
Administration Recall Complaint

Washington Avenue, North Haven, CT 06473 alerting them to my repair situation and requesting an appointment for service. I am attaching my correspondence to this letter. Attachments 2.

To date, I have not received any further communication from either the Service Manager, Scott Molster or the General Manager, Mr. Daniel Walker.

Since the Instrument Illumination Panel has failed, one is not unable to read the vehicles' gauges, indicators, speedometer, etc. while the vehicle is in operation; this may lead to a vehicle accident. Mercedes-Benz of North Haven, CT will not provide me a service appointment to remedy this situation or provide me any further information about the Recall.

Please assist me in this matter.



Attachments 1-2

6/24, 1:02 PM

Recall 06V028000: Inadequate Instrument Illumination (Instrument Panel, Gauges and Warning Indicators) - ALLDATA Repair

002 Mercedes Benz S 500 (220.175) V8-5.0L (113.960)

Vehicle > Instrument Panel, Gauges and Warning Indicators > Technical Service Bulletins

ATT. 1.

RECALL 06V028000: INADEQUATE INSTRUMENT ILLUMINATION \*

MAKE/MODELS: MODEL/BUILD YEARS:

Mercedes Benz/CL Class 2000-2002 2004-2005

Mercedes Benz/S Class 2000-2002 2004-2005

MANUFACTURER: Mercedes-Benz USA, LLC.

HTSA CAMPAIGN ID NUMBER: 06V028000 MFG'S REPORT DATE: February 01, 2006

COMPONENT: Interior Lighting

POTENTIAL NUMBER OF UNITS AFFECTED: 36911

SUMMARY:

In certain vehicles, the instrument cluster is experiencing electrical malfunctions. The instrument cluster contains gauges and indicators that must be illuminated whenever the vehicle is in operation.

CONSEQUENCE:

Due to inadequate illumination, the driver will be unable to read the gauges and indicators, such as the speedometer, which could increase the risk of a crash.

REMEDY:

Dealers will replace the instrument cluster modules. The manufacturer has not yet provided an owner notification schedule. Owners may contact Mercedes-Benz at 1-800-367-6372.

NOTES:

Customers may also contact The National Highway Traffic Safety Administration's Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to <http://www.safercar.gov>.

📄 COPY

202 Mercedes Benz S 500 (220.175) V8-5.0L (113.960)

Vehicle > Instrument Panel, Gauges and Warning Indicators > Technical Service Bulletins

RECALL - INSTRUMENT CLUSTER INSPECTION/REPLACING

Campaign No. 2006080004, November 2006

NOTE:

SERVICE: GROUP 00 OF SERVICE INFORMATION BINDER

PARTS: GROUP 1 OF INFORMATION \_ PARTS & ACCESSORIES BINDER

Revision History

Revision Date Purpose A 1/03/06 Update to work instructions and warranty information (new repair scenario) - 09/27/06 Initial issue

TO: ALL MERCEDES-BENZ CENTERS ✕

OBJECT:

ODEL 215, MODEL YEAR 2000-2002, 2004-2005

ODEL 220, MODEL YEAR 2000-2002, 2004-2005

INSPECT INSTRUMENT CLUSTER AND REPLACE IF NECESSARY

This Recall Campaign has been initiated because DCAG has determined that due to some variations in the production quality of electrical components from its supplier, the background illumination of the instrument cluster may fail in affected vehicles (see VIN range on the following page). Under certain conditions if the vehicle is driven after the background illumination fails, the instrument cluster fuse may blow causing a total failure of the instrument cluster. A total failure of the instrument cluster may contribute to driver confusion and may lead to a vehicle crash. The dealer will check the instrument cluster part number and replace the instrument cluster if necessary.

Please review the Effective Serial Number chart located on the following page.

This chart is a sample copy of a letter which owners of the affected vehicles will receive.

Prior to performing this Recall Campaign:

Please check VIN1 to insure the vehicle is involved and to determine if the vehicle has been previously repaired.

Please review the entire Recall Campaign bulletin.

Approximately 30,379 vehicles are affected.

Effective Serial Number Range

COPIED COPY



ATTS. 2

[REDACTED]  
Mercedes-Benz Dealership  
Attn: Scott Molster, Service Manager  
620 Washington Avenue  
North Haven, CT 06473

October 24, 2024

RE: Instrument Illumination Panel -  
My Mercedes Benz S 500 Class  
2002

 COPY

Dear Mr. Molster:

My Instrument Illumination Panel has gone black. According to the National Highway Traffic Safety Administration, they said that the Mercedes Benz Manufacturer had issued a **RECALL** regarding this vehicle instrument illumination electrical malfunction because I am unable to read my gauges, indicators, speedometer, etc. while my vehicle is in operation and may lead to a vehicle crash.

With this in mind, I would like to make an appointment as soon as possible with your service department to remedy this problem under the Recall. Please contact me via email:  
[REDACTED]

Thank you for your attention to this request for service.

Sincerely,  
[REDACTED]

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**CERTIFIED MAIL® RECEIPT**  
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For delivery information, visit our website at [www.usps.com](http://www.usps.com)®

**NOT FOR POSTAL USE**

Certified Mail Fee

\$4.95

Extra Services & Fees (check box, add fee as appropriate)

Return Receipt (hardcopy)

Return Receipt (electronic)

Certified Mail Restricted Delivery

Adult Signature Required

Adult Signature Restricted Delivery

Postage

\$0.00

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107267924

Postmark  
Here

Send To  
 Name and Address (Do not use P.O. Box)  
 MERCEDES-BENZ  
 30 WASHINGTON AVE  
 NORTH HAVEN CT 06473

Form 3800, January 2003 PSN 7530-02-000-9007 See Reverse for Instructions

Remove X



Copy

Add to Informed Delivery (<https://informedelivery.usps.com/>)

## Latest Update

Your item was delivered to an individual at the address at 1:03 pm on October 26, 2024 in NORTH HAVEN, CT 06473.

Get More Out of USPS Tracking:

**USPS Tracking Plus<sup>®</sup>**

## Delivered

**Delivered, Left with Individual**

NORTH HAVEN, CT 06473

October 26, 2024, 1:03 pm

[See All Tracking History](#)

[What Do USPS Tracking Statuses Mean? \(https://faq.usps.com/s/article/Where-is-my-package\)](https://faq.usps.com/s/article/Where-is-my-package)

Text & Email Updates



USPS Tracking Plus<sup>®</sup>



Product Information



See Less ^

Track Another Package



Nov. 6, 2024

 COPY

MR. DAN WALKER  
GENERAL MGR  
MERCEDES-BENZ NORTH HAVEN, CT  
620 WASHINGTON AVE  
NORTH HAVEN, CT 06473

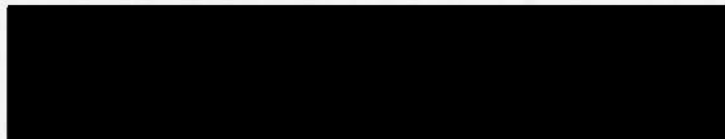
DEAR MR. WALKER:

ENCLOSED IS SELF-EXPLANATORY;  
HOWEVER MR. MOLSTER HAS YET  
TO RESPOND TO ME REGARDING  
RECALL SERVICE ALTHOUGH YOUR  
COMPANY HAD RECEIVED OUR  
CERTIFIED LETTER OCT. 26, 2024.

HENCE OUR LETTER TO YOU. IF YOU  
NEED MY VEHICLE I.D. # OR ANY  
OTHER INFORMATION PLEASE CONTACT  
ME, TIME IS OF THE ESSENCE  
IN THIS MATTER.

ENCs.

bcc:



USPS Certified: [REDACTED]  
Return Receipt Requested

November 19, 2024

P.O. Box 109  
Madison, CT 06443

Mr. Daniel Walker  
General Manager  
Mercedes-Benz – North Haven, CT  
620 Washington Avenue  
North Haven, CT 06473

 COPY

Dear Mr. Walker:

**RE: Instrument Illumination Panel – Our Mercedes-Benz  
S 500 Class – 2002 - Recall**

Commencing on October 14, 2024 by Certified Mail, we contacted your dealership concerning the above referenced matter as we are the original owners of this Mercedes-Benz vehicle. (Attachment 1)

We did not hear back from your service department so we sent you, as General Manager, another letter dated November 6, 2024, recall attachment. (Attachment 2)

Today is November 19, 2024 and we have not heard back from you regarding this serious matter as we are unable to read our vehicle's gauges, indicators, speedometer, etc. while the vehicle

Mr. Daniel Walker  
General Manager  
Mercedes-Benz

(2)

November 19, 2024

is in operation, which exposes us to a vehicle incident. We have provided our email address to yourself and Scott Molster, your dealership's Service Manager, but we have not been scheduled for this recall service or received a response from you.

Please respond to us regarding this matter.

Sincerely,



Attachment(s) *NY*

bcc

U.S. Postal Service™  
**CERTIFIED MAIL® RECEIPT**  
 Domestic Mail Only

For delivery information, visit our website at [www.usps.com](http://www.usps.com)

North Haven, CT 06473		0443
Certified Mail Fee	\$4.95	
Additional Services & Fees (check box, add fee as appropriate)		
Return Receipt (hardcopy)	\$0.00	
Return Receipt (electronic)	\$0.00	
Certified Mail Restricted Delivery	\$0.00	
Adult Signature Required	\$0.00	
Adult Signature Restricted Delivery	\$0.00	
Postage and Fees	\$0.73	
Total Postage and Fees	\$9.68	

Postmark Here

11/19/2024

Send To  
 WALKER - MERC. BENZ N. HAVEN  
 630 WASHINGTON ST  
 NORTH HAVEN CT 06473

PS Form 3800, January 2023 PSN 7530-02-000-0047. See Reverse for Instructions

**SENDER: COMPLETE THIS SECTION**

- Complete items 1, 2, and 3.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:  
 MR. DAN WALKER  
 GEN. MGR.  
 MERCEDES-BENZ  
 OF N. HAVEN CT  
 630 WASHINGTON ST  
 NORTH HAVEN CT 06473



**COMPLETE THIS SECTION ON DELIVERY**

A.  Agent  
 Addressee

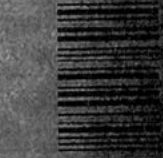
B. Received by (Printed Name)

C. Date of Delivery  
 11/21/24

D. Is delivery address different from item 1?  Yes  
 If YES, enter delivery address below:  No

3. Service Type
- Adult Signature
  - Adult Signature Restricted Delivery
  - Certified Mail®
  - Certified Mail Restricted Delivery
  - Collect on Delivery
  - Collect on Delivery Restricted Delivery
  - Insured Mail
  - Insured Mail Restricted Delivery
  - Registered Mail™
  - Registered Mail Restricted Delivery
  - Signature Confirmation™
  - Signature Confirmation Restricted Delivery
  - Priority Mail Express®

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS; FOLD AT DOTTED LINE  
**CERTIFIED MAIL®**



U.S. POSTAGE PAID  
FCM LETTER  
MADISON, CT 06443  
DEC 17, 2024

**\$10.24**

Retail

[Redacted]

MADISON CT

[Redacted]

W48-2

NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.  
ATTN: COMPLAINT AUTOMOBILE RECALL  
1200 NEW JERSEY AVENUE, SE  
WEST BUILDING  
WASHINGTON, D.C. 20590

Received By  
NEF/Enforcement Mailroom  
W48-129  
JUL 10 2025

[Redacted]