

P.O. Box 109  
Madison, CT 06443

January 16, 2025

Sophie Shulman, Deputy Administrator  
National Highway Traffic Safety Admin., Federal Agency  
1200 New Jersey Avenue, SE – West Building  
Washington, DC 20590

Dear Administrator Shulman:

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

I am sending you a duplicate letter that I sent the NHTSA on December 16, 2024 (Recall Complaint) which staff has failed to respond although they received our letter on December 26, 2024. The letter was as follows:

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

National Highway Traffic Safety (2) January 16, 2025  
Administratpr 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 at the address above.

Sincerely,


A solid black rectangular redaction box covering the signature area.

Attachments 1-2

ALERT: USPS WILL RESUME MAIL SERVICE TO CANADA ON MONDAY, JANUARY 6, 2025. REA...

ALERT: MAJOR WINTER STORM FROM CENTRAL PLAINS THROUGH MID-ATLANTIC U.S. MAY...

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Washington, DC 20590

Certified Mail Fee	\$4.85
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<input type="checkbox"/> Return Receipt (electronic)	\$0.00
<input type="checkbox"/> Certified Mail Restricted Delivery	\$0.00
<input type="checkbox"/> Adult Signature Required	\$0.00
<input type="checkbox"/> Adult Signature Restricted Delivery	\$0.00
Postage	\$1.29
Total Postage and Fees	\$10.24
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NAT'L HIGH TRAFFIC SAFETY ADMIN	
Street and Apt. No., or PO Box No.	
1200 NEW TERRY AVE. SE WEST	
City, State, ZIP+4®	
WASHINGTON DC 20590	
PS Form 3800, January 2023 PGN 7520-02-000-9047 See Reverse for Instructions	

0443  
01

Postmark  
Here

12/17/2024

9/26/24, 1:02 PM

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

2002 Mercedes Benz S 500 (220.175) V8-5.0L (113.960)

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

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.

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

COMPONENT: Interior Lighting

POTENTIAL NUMBER OF UNITS AFFECTED: 36911

SUMMARY:

On 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>.

MADISON CT

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



**Retail**



**Department of Transportation**

U.S. POSTAGE PAID  
FCM LETTER  
MADISON, CT 06443



To: W41-306

RDC Building: DOT

Mailstop: 4 West

Rtg Symbol: NEC, NOA, NIA

External Carrier: Registered

Sender:

DOT

1/27/2025 9:15:10AM



Sophie Shulman, DEP  
NATIONAL Highway for  
(Federal Highway)  
1200 New Jersey Av  
West Building  
WASHINGTON, DC

CONFIDENTIAL

NEF