

[REDACTED]
[REDACTED]
Pompano Beach, Florida [REDACTED]

February 6, 2025

National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590

Subject: 2018 SL63 AMG (Vin #: WDDJK7EA1JF[REDACTED])

Dear Sir or Madame,

I am writing this letter out of complete frustration! I have tried to engage leaders at every level of Mercedes Benz informing them that the car that I drive, has a significant safety issue. Unfortunately, they are not responsive and frankly speaking, show very little interest in helping to resolve their engineering issue. In fact, when speaking to other owners of a similar car; they tell me that they have experienced the same issue.

I have taken my SL63 AMG to 3 different car service organizations. All three have "experienced" the issue with their preliminary "diagnosis". I have paid for the two of the three service organizations recommendations and neither has addressed the issue (I have paid for all three diagnostic assessments – we are talking about thousands of dollars). The second organization, Mercedes Benz Pompano Beach recommended a change that my warranty company did not agree with...so that change was not implemented (though I still paid almost a thousand dollars for their diagnosis).

The issue occurs randomly while driving. The car decelerates for about 3-4 seconds. That means if the car is making a right turn, the car would just stop for 3-4 seconds. This happened to me, and it almost caused an accident because my car essentially stopped, oncoming cars had to swerve out of the way until my car responded. Needless to say, other drivers were not particularly happy with my performance. What they didn't know is that this issue is a "feature" of a 2018 SL63 AMG. It happens about every 40 miles or so. As I said, this issue is reproducible, and all three service organizations have experienced it and haven't been able to fix it. The diagnostics that are provided to the service organizations don't provide the root cause. So, I have paid as well as my warranty company for several items to be replaced that likely didn't need to be replaced.

You would think that Mercedes Benz would want this sort of safety issue understood and resolved. I tried to engage Mercedes Benz USA. They referred me to their customer advocacy group which essentially told me to go back to a dealer and have them diagnose the issue for a 4th time. Not being satisfied with that response; I sent a letter to the chairman of Mercedes Benz in Germany HQ. They sent me back to Mercedes Benz, USA stating that they don't engage in issues in the United States.

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Think about that for a minute. They engineer and produce the car in Germany. They have all the right skills to assist with diagnosis and they say that they aren't allowed to assist in fixing the problem. How is it possible that a car can be engineered and manufactured overseas, but they have no responsibility to assist in fixing the issue here in the United States. It isn't like I didn't go to three separate service organizations.

Earlier in this letter I mentioned that the car line may have a broader issue. Over the holiday's I was commenting on how much I love the SL63 AMG but that the car has a safety issue that is concerning. I mentioned the issue and two other people who had AMG cars explained that they had the same issue. Their "fix" is to drive the car in "sport" mode. That mitigates the issue so that it only shows up maybe every 100 miles. It still occurs...and it is scary as [REDACTED] when it decides to occur. There is no "warning". It can happen on a highway, coming out of a parking lot, or just driving in the hills.

I am a [REDACTED]. I understand how difficult complex systems are to diagnose having been responsible for [REDACTED]. I know how busy your organization is especially with a new administration onboarding. I don't want to waste valuable resources with frivolous claims. Mercedes Benz has a significant safety issue, and they don't seem to be very concerned about figuring it out.

I am hoping that someone from your organization can check your database of issues with Mercedes and maybe find a similar issue. If not, would it be appropriate to raise this issue to Mercedes leadership. Just the idea that Mercedes HQ in Germany engineers the car and dumps it here in the United States without a concern about safety issues is stunning.

I have tons of receipts and communications that support this letter. I am happy to share it with your organization. I will copy this letter to the individuals that I previously communicated to at Mercedes Benz inclusive of the Chairman. Perhaps they will be more responsive to a regulatory agency than to their customers.

Thanks for listening!

[REDACTED]

CC:

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