



Mercedes-Benz

Mercedes-Benz USA, LLC

Customer Assistance Center

October 13, 2004

Mr. Paul Barringer
P.O. Box 3985
Humble, TX 77347-3985

Via Federal Express

Subject: 1998 Model ML320
Serial No. 4JGAB54E7WA013425

Dear Mr. Barringer:

Thank you for your letter to Professor Balasubramanian. He has asked us to respond on his behalf because responsibility for Mercedes-Benz vehicles in the United States rests with Mercedes-Benz USA, LLC.

We regret to learn that after almost 7 years and over 100,000 miles of driving your ML320, you have not been happy with it. However, lacking any direct involvement in the situations that you describe prevents us from commenting with specifics.

Many factors which are beyond the control of the manufacturer, including time, mileage, usage and care provided by owners, can affect a vehicle's condition. Even with today's technology, no automobile manufacturer has developed backup or fail-safe systems that guarantee against possible mechanical failures or prevent those failures from occurring while the vehicle is being operated. Any automobile, as it accumulates years and miles, has the potential to experience parts simply wearing out. Our warranty records indicate that the harmonic balancer to which you refer was replaced at no cost to you while the vehicle was still under the Mercedes-Benz Limited New Vehicle Warranty. The other events to which you refer occurred well outside of warranty, respectively at 95,000 and 106,000 miles. We do not believe that a vehicle requiring repairs at those mileages are in any way an indication of defect or lack of quality.

We appreciate your patronage of our product and for taking the time to write and share your comments with us.

Sincerely,


Linda Tognetti

Team Leader, Customer Relations

LT/jla

