

January 15, 2014

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Gebr. Märklin & Gie. GmbH
Stuttgarter StraSe 55-57,
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Dear Märklin Management,

This letter was compiled by some members in the online community and contains wishes and suggestions. The letter is feedback from dedicated customers who are not fully satisfied with everything coming from the Märklin range. The letter is meant as a positive, constructive feedback with the aim to have better Märklin products and thereby help the company to grow in the future.

The below list was consolidated among the respective users:

- A. Recommendation: Märklin to review product descriptions in new items brochures, catalogues, and product database.

Reasoning: It has been observed that several locomotives (etc. #37160, #37740 &c.) are showing the 5* symbol (which makes customers expect to be a five-pole motor), while in reality they are fitted with a three-pole can motor.

- B. Wish: Märklin shall reconsider their decoder policy and include DCC also in the Märklin H0 models.

Reasoning: DCC is included for Trix H0 locomotives, Märklin I locomotives and upgrade decoders (mLD, mSD). Some 3-rail users prefer to disable mfx in the decoder and use DCC instead.

- C. Recommendation: All Märklin 37xxx and 39xxx models should have running behavior that does honor to the brand Märklin.

Reasoning: There are several complaints about the running behavior of new models BR 94.5 (#37160, #37165), BR 216 Lollo (#37740, #37741), and BR 218 (#37745). It seems the decoder is not capable of controlling the motor properly. In house quality test should ensure such products are not being shipped to customers.

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- D. Recommendation: Premium models should have motors with bell-shaped armatures or five-pole motors with skewed armatures.

Reasoning: It's a pity that new models like the Big Boys (#37994, #37995) or BR 45 (#37455) is only nearly as good as the older models (#37993, #37452). The new motors are good, but the old motors gave better running performance.

- E. Wish: Märklin to communicate their motor strategy.

Reasoning: Previously Märklin has tried to standardized the motor types. However in recent years a variety of different motor types have been introduced and lately 3 pole can motors have been introduced in high end models. Users are also concerned if Märklin can guarantee the quality of a replacement motor that may be needed in 10 years' time?

We are looking forward to feedback and hope that management will take our observations into consideration.

Contact person for this letter is: [Name], [Postal address], [Email]

Yours Sincerely,

[Name, country]

Lasse D. Pedersen, New Zealand