

[REDACTED]
Creve Creve, Missouri [REDACTED]

February 7, 2007

NHTSA
Office of Defects Investigation
NVS-216 400 7th St. SW
Washington, DC 20590

Dear Sir:

Enclosed is a copy of the complaint I filed on 12/10/2006. I have not included a copy of the two letters (the second one being to Dr. Dieter Zetsche, Head of Mercedes Car Group in Stuttgart, Germany), and enclosures because they should be in my file. I have received no response of any kind. I feel the complaint describes a safety related problem with rear door window regulators in Mercedes-Benz 4 Door Sedans (mine is a 2000 MB 320 with 4MATIC) that the Service Manager at Plaza Motors, Bill Ussery (refer to copy of 9/15/06 Invoice enclosed), told me he has seen a lot of.

Please respond as to the status of my complaint.

Sincerely,

[REDACTED]
[REDACTED]
Enclosure

aa
2/15/07
cc



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

09-NOV-2006

Repository

Reference No.
10173005

*alphabetical
Small
"L"*

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City CREVE COEUR State MO Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]

E-mail Address [REDACTED]

Evening Telephone Number [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of a signature, your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 12/10/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WDBJF82G0YX [REDACTED] Make MERCEDES BENZ Model E CLASS (E 320) Model Year 2000

Date Purchased 07-SEP-00 Dealer's Name and Telephone Number Bill Ussey (Service Mgr.) PLAZA MOTORS 314-301-1716 (314) 301-1100 (Ext. 8040) Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner Dealer's City CREVE COEUR State MO Zip Code 63141

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain ALL WHEEL DRIVE (4 Mat'd)

Vehicle Component Code 133000 VISIBILITY: POWER WINDOW DEVICES AND CONTROLS
Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 16-SEP-2006
14 Failure Mileage 42690 Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make Tire Model (Name or Number) Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1A9BC036) Original Equipment Prior Repair Failure Location:

Tire Component Code Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:

Seat Type: Installation System:

Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), cause(s), and injury (ies).)

Crash Yes No Fire Yes No
Number of Persons Injured Number of Deaths Reported to Police N

Narrative Description of Incident(S), Crash(es), and Injury (ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

DT: THE CONTACT STATED THE REAR WINDOWS FAILED TO OPERATE WITHOUT WARNING. THE VEHICLE WAS TAKEN TO THE DEALERSHIP, WHERE IT WAS DETERMINED THE WINDOW REGULATOR FRACTURED. THE WINDOW REGULATORS WERE REPLACED.
The left rear door window failed to operate in December of 2004 and the window regulator was replaced at no charge on 12/13/04 (see enclosed statement). On 7/14/06, the right rear door window would not close from the "down" position and the window regulator had to be replaced on 9/15/06 (see enclosed statement). I had to pay for this work because my "extended warranty" didn't cover this repair (see my 9/19/06 letter to MB as to "why").
Failing rear door window regulators on 2000 MB's are a frequent happening per Bill Ussey as explained in my 9/19/06 letter. I have contended with MB that it's a bad engineering design causing the problem (not cover)

Include, if available: Police/Fire Department Report, Photos and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

should be redesigned and replaced under a "recall" program, and not any warranty coverage. They have twice refused to agree with me (see both my 9/19/06 and 10/18/06 letters and MB's two response letters). Because the 9/14/06 problem happened on the right rear seat side of my wife's 2000 MB where our 4 year old granddaughter rides in her "car seat" when being picked up from Nursery School, it presented a real "safety" problem, not just a nuisance. In fact, the window had failed in the "down" position when my granddaughter was in her car seat.

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



Think your vehicle
has a safety defect?



If so:
Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline
888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration



THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).