



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

March 22, 2007

[REDACTED]
[REDACTED]
Las Vegas, NV [REDACTED]

NVS-216drd
Ref. # 10182674

Dear [REDACTED]:

Thank you for your correspondence dated January 29, 2007, concerning a reimbursement problem you encountered with your Model Year (MY) Mercedes-Benz SLK230 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on February 7, 2007. We regret any inconvenience our delay in responding may have caused you.

NHTSA's authorizing statute requires manufacturers to reimburse owners for costs associated with a safety recall (e.g., lost wages while the vehicle is being repaired, car rentals, damage caused by the defect, etc.). The statute does not authorize the Federal government to reimburse vehicle owners for any costs associated with safety recalls or assist vehicle owners in obtaining reimbursements for costs associated with an alleged defect. However, federal regulations do require a manufacturer conducting a safety recall of motor vehicles or motor vehicle equipment to reimburse owners who have paid to obtain a remedy for the problem within a reasonable time, which in many instances is one year, prior to the manufacturer's notification. Certain restrictions apply, including the need to submit certain documents to the manufacturer. Owners should follow the instructions in the recall notification letter to file a claim.

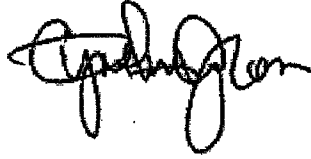
We sympathize with you concerning the reimbursement problem you reported; however, this does not fall under our jurisdiction. If you have not done so, you may consider contacting your local Consumer Protection Agency at 702-486-3420, Better Business Bureau at www.vegasbbb.org or 702-320-4500, or the Nevada Office of the Attorney General at 555 E Washington Avenue, Suite 3900, Las Vegas, NV 89101 regarding your problem. You may also ask your dealership for a meeting with the Mercedes-Benz LLC's district manager regarding your problem.



www.nhtsa.dot.gov
nhtsa
people saving people

VEHICLE SAFETY HOTLINE
888-327-4236

Sincerely,

A handwritten signature in black ink, appearing to read 'Cynthia Glass', written in a cursive style.

Cynthia Glass, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement