



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

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

June 27, 2007

[REDACTED]
Riverside, RI [REDACTED]

NVS-216 nlm
Ref. # 10192385

Dear [REDACTED],

Thank you for your correspondence dated June 20, 2007, inquiring about the status of your complaint, No. 10192385. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation (ODI) received your correspondence on June 20, 2007.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or items of motor vehicle equipment when our investigations indicate that they contain serious safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

[REDACTED], we appreciate the report you provided. Reports from motorists are a very important source of information for us. Information submitted by vehicle owners using Vehicle Owner's Questionnaires (VOQs) are automatically entered into our complaint database, and data is then available to NHTSA's Office of Defects Investigation investigators for review and analysis to determine whether an investigation is warranted. Due to the volume of VOQs received and limited agency resources, NHTSA cannot respond to the submitters of these questionnaires. We apologize for any confusion this may have caused you. We have enclosed a copy of your VOQ for your review.

We have reviewed our database in an effort to identify whether a safety defect trend exists with regard to air suspension problems in MY 2000 Mercedes Benz S430 vehicles. Although our database revealed similar air suspension complaints to that which you encountered; there is insufficient evidence to warrant opening a safety defect investigation at this time. The information you provided has been entered into our database and will be considered with future reports to identify any safety defect trends that may require our attention. A brochure explaining

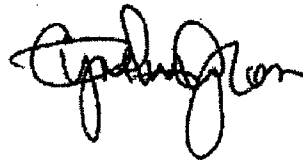


DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

the investigation process is enclosed for your information; or you may visit our website at:
<http://www-odi.nhtsa.dot.gov/cars/problems/recalls/recallprocess.cfm>.

Should you encounter a safety-related problem with a motor vehicle or item of motor vehicle equipment in the future, you can complete an electronic Vehicle Owner's Questionnaire online at <http://www.nhtsa.dot.gov/ivoq>. Also, a summary listing of vehicle owners' complaints, safety recalls, manufacturers' service bulletins, etc., can be obtained at <http://www.nhtsa.dot.gov/cars/problems>.

Sincerely,

A handwritten signature in black ink, appearing to read "Cynthia Glass". The signature is fluid and cursive, with a large initial "C" and "G".

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

Enclosure: VOQ No. 10192385; Motor Vehicle Defects and Recall Campaigns brochure