



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

1200 New Jersey Avenue SE
Washington, DC 20590

June 27, 2008

[REDACTED]
Yorba Linda, CA [REDACTED]

NVS-216 et
Ref. No. 10199130

Dear [REDACTED]

Thank you for your correspondence concerning crankshaft position sensor failure in your model year (MY) 2000 Mercedes-Benz C280. The National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation received your most recent correspondence on June 8, 2008. Please accept my apology for our failure to respond to your initial letter dated July 23, 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. We also monitor the adequacy of manufacturers' recall campaigns. In order for the agency to initiate an investigation, we look carefully at the body of consumer complaints and other available data to determine whether a defect may exist. We cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the reports you provided. Reports from motorists are a very important source of information for us.

We sympathize with you concerning your request for reimbursement; however, reimbursement is limited to consumers that have incurred costs to correct a defect in their vehicle prior to notification of a safety recall. NHTSA recall campaign 08V006 involves the replacement of the crankshaft position sensor of certain MY 2006-2008 Mercedes Benz vehicles with diesel engine OM 642. The scope of this recall does not include your vehicle.

If you have not done so, you may consider contacting the Federal Trade Commission (FTC). The FTC has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways you can contact the FTC: by toll free telephone at 1-877-FTC-HELP (1-877-382-4357); by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at <http://www.ftc.gov/ftc/complaint.htm>.

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 that reads "Frank S. Borris II". The signature is written in a cursive style with a large, stylized "F" and "B".

Frank S. Borris II, Acting Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement