



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

1200 New Jersey Avenue SE.
Washington, DC 20590

November 3, 2008

[REDACTED]
Guilford, CT [REDACTED]

NVS-216 mec
Ref. # 10237596

Dear [REDACTED]

Thank you for your correspondence dated September 27, 2008, concerning your model year (MY) 1999 Mercedes Benz E320 vehicle. Your correspondence was received by the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation on October 8, 2008.

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 safety defects in their design, construction, or performance. However, we cannot act on isolated problems or resolve disputes between individual owners, dealers, or manufacturers.

We appreciate the report you provided. Reports from motorists are a very important source of information for us. On April 19, 2007, ODI opened a safety defect investigation (PE07-021) into reports alleging the front suspension coil support may corrode, flex, and fracture in 1996-1999 Mercedes Benz E-Class vehicles. However, on August 9, 2007, ODI closed PE07-021 without any determination that a safety defect trend exists within the subject vehicles. For your information, we have enclosed a copy of the closing resume for PE07-021. A recent review of our database relative to problems associated with the suspension system in 1996-1999 Mercedes Benz E-Class vehicles revealed insufficient evidence to warrant reopening PE07-021 at this time. ODI will continue to monitor this issue and take future action as appropriate.

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, reading "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

Enclosure