

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Complaint 2000 Mercedes Complaint #10438841
Date: Thursday, December 29, 2011 12:21:00 PM

eq-10438841-3537



Report Vehicle Safety Defects!

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From: Williams, Maritza CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Tuesday, December 20, 2011 11:23 AM

Subject: FW: Complaint 2000 Mercedes Complaint #10438841

This email is a complaint. But, it has an ODI #. So, it may have a questionnaire, but they didn't attach it. Not, sure.

From: [REDACTED]
Sent: Tuesday, December 20, 2011 9:19 AM
To: DataQuality, DataQuality (NHTSA)
Subject: FW: Complaint 2000 Mercedes Complaint #10438841

From: [REDACTED]
Sent: Tuesday, December 20, 2011 9:07 AM
To: 'dataquality@dot.gov'
Subject: Complaint 2000 Mercedes Complaint #10438841

We were told by Mercedes, in 2005 it sent a notification to all of its service centers. The notification stated that some of the door seals on the 2000 Mercedes were defective. This was wrong, what Mercedes should have done was a recall. They new that a lot of owners of Mercedes automobiles do have them serviced at Mercedes. Also we found out that Mercedes did a recall in 2007 for another problem. My wife took the car to Mercedes in Fairfield per the recall. My wife asked the service person about the rust on the automobile. He told my wife that the car was 7 years old and that is why it started to rust. He should have known that they were put on notice to check the door seals. Our car has defective door seals that were installed by the maker of the car in 2000. [REDACTED]