

CL-10690384-5834

United States
Department of Transportation
National Highway Traffic Safety
Administration
Office of Defect Investigation
(NVS)-210
1200 New Jersey Ave South East
West Building
Washington DC 20590

FEB 10 2015

2-6-2015

Dear Sir/Madam,

Please see enclosed a copy of my complaint to Mercedes Benz. I was driving my 1997 Mercedes E320 at rated of approximately five miles per hour after just making a right hand turn from one street onto another, then myself and my passenger heard what sounded like an explosion and then we felt pressure hitting us in our chest and torso area. This pressure pinned us against our seat backs. My passenger yelled, are we shot. Thank GOD we weren't shot, instead the passenger side air bag deployed for no reason at all. There was no accident or any contact we anything. Not only did the airbag deploy for no reason it deployed defectively. The contents of the airbag inflator did not go into the airbag, instead it hit myself and my passenger in the torso area. That is what pinned us to our seat backs and caused injuries to us. Thank GOD we were not on the highway at the time and that we were only driving at a rate of five miles per hour. Although we were injured, but for The GRACE OF GOD this could have been much worse. Please review this complaint and provide us with any assistance that your office can. I would not want this to happen again to anyone. Please contact me.

Thank You

GOD BLESS

Cc: Mr. Stephen Cannon-CEO Mercedes
Mercedes Legal Department
Jorel A.- Mercedes Case Manager

MERIDEN CT

NAM
22015
SMID

P

Mercedes Benz USA
1 Mercedes Drive
Montvale NJ 07645

October 1, 2014

Dear Sir/ Madam,

My name is [REDACTED] I own a 1997 E320 Mercedes Benz. While driving my E320 along Colony St Meriden Ct on Monday afternoon on September 29, 2014, I made a right turn off of Colony St onto Brook St Meriden Ct. I was traveling approximately 5 miles per hour because I just made a right turn. Suddenly just after I made the right turn, my passenger (who was sitting in the right front passenger seat) and I heard a very loud bang. It sounded like an explosion. Then my passenger and I felt pressure hitting us in our torso and chest areas. The car then began filling up with what seem to us to be smoke. Not knowing what happened my passenger started screaming that she was shot. We both began checking our upper bodies to make sure we were not shot while the vehicle was still moving and smoke was filling the car. I then stopped the car after the pressure stopped hitting us and we both ran from the car. My passenger's chest area was very red and I felt pain in my chest area. We now were both in various stages of what I believed to be shock. It is important to note that there was no accident. We hit nothing and nothing hit the car before the explosion or while the pressure was hitting our torso and chest area. Nothing hit the car through the entire ordeal. Once what we believe to be smoke cleared from the car, I closed the car doors. Not knowing what to do or what happen and not thinking straight after this ordeal, I put my passenger in the back seat and I started the car and I drove the car very slowly to the North Haven CT Mercedes dealership. My passenger and I explained what happened to the service account representative and he felt that the passenger seat airbag must have **deployed unexpected, without any accident occurring**. He then gave us an appointment to bring the car back into their dealership. The seat belts that my passenger and I were both wearing malfunctioned after the explosion. Before the explosion the seat belts functioned properly. **What was further troubling the passenger seat airbag and airbag inflator deployed without any accident, while I was driving and the airbag and the airbag inflator didn't deploy properly. The airbag inflator deployed but not into the airbag. The gases and the air shot out and hit my passenger and myself. It was like the force from an explosion that hit us. The contents of the inflator hit my passenger and myself very forcefully in the chest and torso area. The airbag itself didn't deploy out of the airbag module, it must have deployed into the dash board. Needless to say the airbag system deployed incorrectly and unexpectedly without an accident.** Due to the fact that this airbag deployed unexpectedly, without and accident and while I was driving slowly, this had to be a defective airbag system, due to a flaw in design, a mistake made during the manufacturing process, to include assembly or installation. But not for the Grace of GOD, this event could have been fatal. If this unexpected and improper deployment of the airbag system occurred when I was driving on the highway (which I do most days) an accident would have occurred and my passenger would not have had the protection a properly working airbag system and we both wouldn't have had the protection of the seat belts that we were wearing. Once the airbag system deployed unexpected and in properly the seat belts malfunctioned and I probably would have lost control of the car. Thank GOD we were not on the highway. Needless to say both my passenger and I now have no confidence in the other remaining air bags in the car or the malfunctioning seat belts. However, since the

dealership could not give us a loaner car, and we had no other means of transportation, against our better judgment I drove the vehicle slowly back to our parking area. While driving back I prayed that the other air bags, especially the driver's side airbag would not unexpectedly deploy, just as the passenger side airbag did. As the shock of the event started wearing off my passenger and I began to feel more pain. My passenger more than I. She felt so much pain that we rushed to the emergency room. My passenger did suffer injuries to her chest and torso areas and she was treated in the ER. She was diagnosed with injuries consistent with trauma to the torso. As for me I am monitoring my pain that I am feeling.

I did nothing wrong. All I was doing was driving my car and this happened. Not only was my passenger and I injured and could have not been here any more (but for The Grace of GOD) now I have no car or transportation to do my work. We suffered trauma and injuries and I now have no transportation to go do my work. I am prepared to have Mercedes and an third party inspect the car. I do feel that Mercedes should provide me with a loaner car, until the car is inspected and appropriate arrangements are made to compensate myself and my passenger for physical and psychological pain and suffering, medical expenses, lost of vehicle and any other harm done to us. I don not feel comfortable driving my car anymore. I am very concerned that if this happen once in this car, it could happen again in this car. I did call Mercedes USA on Tuesday September 30, 2014 to report this ordeal and on Wednesday October 1, 2014, I did receive a return phone call from Mercedes.

It is my hope that you understand the trauma that we experienced during this ordeal and that but for the GRACE OF GOD it could have been much worse. It is my prayer that this ordeal doesn't happen to me, my passenger or any other Mercedes Benz vehicle owner.

Thank You,



GOD BLESS

MERIDEN CT

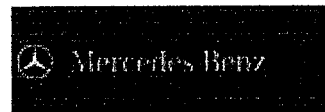
Tel:



**Appointment Scheduled: New MERCEDES-BENZ OF NORTH HAVEN
appointment on 10/07/2014 09:00 AM**

From: staylor@mercedesbenzofnorthhaven.com
To: [REDACTED]
Priority: Normal
Date: 09-29-2014 04:10 PM

If you are having trouble viewing this email, then please add our email address to your address book and opt to load/view images.



[Dealership website](#) | [Appointment Changes](#) | [Map](#)

MERCEDES-BENZ OF NORTH
HAVEN
620 Washington Avenue (Rt 5)
North Haven, Connecticut
06473
(203) 239-1717



APPOINTMENT CONFIRMATION

Confirmation Code: [REDACTED]
Date and Time: **10/07/2014 09:00 AM**
Advisor: **L Scott Taylor**
Vehicle: **1997 MERCEDES-BENZ E320**
Requested Arrangement: **Loaner vehicle**

Dear [REDACTED]

Thank you for taking the time to schedule your appointment in advance. Your service appointment for 10/07/2014 09:00 AM has been created.

Click [Appointment Details](#) to manage your appointment directly. Visit us at [here](#) for your general appointment taking needs.

Add this appointment to your Outlook calendar using the attached file, if present, or by clicking a link below: 

Google |  Yahoo |  Windows Live/Hotmail
We look forward to seeing you!

Sincerely,

MERCEDES-BENZ OF NORTH HAVEN
(203) 239-1717

Directions:
620 Washington Avenue (Rt 5), North Haven, Connecticut -
06473
[Map to Dealership](#)

The following services are scheduled:

Maintenance Services:

Car Wash w/ Value
Complementary Loaner

Repair Services:

SRS Malfunction
Climate Control Diagnosis/Repair

Note: Repair times and costs vary based upon the nature of the repair, parts availability, your warranty status, and other factors. Once your vehicle is in the shop, we will diagnose your problem and contact you as soon as we can to provide details and specific time and cost estimate. Diagnostic and/or repair fees may apply if work to be performed is not covered under warranty.

Notes:

LOANER

Note: This is an automated message and please do not reply to it.



MB Worldwide

If you would like to stop receiving these emails, please click here to [UNSUBSCRIBE](#).

Service_Appointment.vcs

Content-Type: application/octet-stream;
name=Service_Appointment.vcs
Size: 1.1 KB

Mercedes-Benz Questionnaire [REDACTED]

From: MBUSA_CAC@mbusa.com
To: [REDACTED]
Priority: Normal
Date: 10-02-2014 12:28 PM

Dear [REDACTED]

At Mercedes-Benz, the safety and security of vehicle occupants has always been our foremost priority, and we appreciate the opportunity to review your questions.

In order for us to best assist you in the investigation of your concern, please complete the attached questionnaire. Reply to this e-mail with the completed questionnaire, appropriate photographs, and other documents attached. We request the completed form is returned at your earliest convenience within a week.

Thank you for your contact with our Customer Assistance Center.

Sincerely,

Jorel A.
Case Manager
Phone: (800) 367-6372 (ext.4635)
Fax: (201) 476-6213

[REDACTED]	Content-Type: application/pdf; name="[REDACTED]" Size: 489.37 KB
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Mercedes-Benz

Airbag / Collision Questionnaire

Return this form along with any relevant photographs by replying to your CAC Case Manager email or by emailing [REDACTED]. Please save a copy of this document for your records.

To assist us in fully understanding the events leading up to the incident you experienced, please take the time to complete all sections of this questionnaire with as much detail as possible.

Your name

Your address

Meriden, CT [REDACTED]

Phone number

Email [REDACTED]

Date of incident

September 29, 2014

Time of incident

approximately 3:15 to 3:45PM



A.M.



P.M.

(Please specify whether am/pm)

Vehicle details

Model

1997 E320

VIN

WDBJF55F8VA [REDACTED]

(Found in lower left corner of windshield, drive door frame, insurance card, or vehicle registration.)

Date of Purchase

July 19, 2005

Mileage

Vehicle owner's address

Meriden CT [REDACTED]

Where is the vehicle located now?

(Please provide address and phone contact details for the current location of the vehicle)

Parking Garage. contact [REDACTED]

Most recent service or repair details (Please provide name, address, contact number of the last servicing workshop and date and mileage at the time of the last workshop visit)

Mercedes Benz North Haven CT. You can contact them for the service details on this vehicle.

Vehicle insurance details (Insurance company and claim number, if applicable)

There was no accident. The airbag deployed unexpected and improperly, without and accident occurring. No claim has been filed as yet with Progress Insurance Co.



Mercedes-Benz

Details of incident

Name of driver at time of incident



Location of incident

(e.g. road name/highway, town)

Brook St right off of Colony St Meriden CT 06451

Weather conditions at the time of incident

(e.g. outside temperature, snowing, wet/dry road, etc.)

approximately 70 & dry

Description of the incident

Please describe in as much detail as possible the trip leading up to the incident (e.g. straight/winding road, negotiating a corner, etc.)

I made a right turn off of Colony St onto Brook St. I reduced my rate of speed to about 5 mph and made the right turn onto Brook St. As soon as I got onto Brook St. The airbags unexpected & improperly deployed. The seat belts that my passenger & I were wearing also malfunctioned after the airbag deployed. Please see my letter to Mercedes USA dated 10-1-2014 for further details.

Was there a police report filed? Please provide a copy of report or report number.

Yes ☐ No ☒

How long was the trip immediately before the incident?

a few minutes

(e.g. after a few minutes of driving, after a few hours, etc.)

Did the vehicle display any warning lamps or instrument cluster messages before the incident?

Yes ☐ No ☒

If yes, please provide details

Did the vehicle display any warning lamps or instrument cluster messages after the incident?

Yes ☐ No ☒

If yes, please provide details

YES. THE SRS LIGHT CAME ON. The air bag light.

Has the vehicle had any problems with the airbag system in the past?

Yes ☐ No ☒



Mercedes-Benz

Were there any witnesses? Yes ☒ No ☐

If yes, please provide their name(s) and contact details

[REDACTED]

Did any Supplemental Restraint System components deploy? Yes ☐ No ☒

If so, which systems did you notice activating?

[REDACTED]

Was the driver or any passengers injured in the incident/taken to hospital? Yes ☐ No ☒

If so, please provide details of their injuries

[REDACTED] and I suffer trauma to the chest & torso area from the contents of the air bag system & inflator. [REDACTED] was taken to the hospital ER. Please see [REDACTED] letter to Mercedes USA date 10-1-2014 for details. 

Driver's name [REDACTED] Injured? Yes ☒ No ☐

Injuries (if any)

Trauma to chest & torso area.

Name of front passenger [REDACTED] Injured? Yes ☐ No ☒

Injuries (if any)

Trauma to the chest & torso area.

If a minor, how old?

Child/booster seat used? If so, please specify what make and model

[REDACTED]

Name of rear passenger [REDACTED] Injured? Yes ☐ No ☒

(behind driver)

Injuries (if any)

[REDACTED]



Mercedes-Benz

If a minor, how old?

Child/booster seat used? *If so, please specify what make and model*

Name of rear passenger
(middle seat)

Injured?

Yes

No

Injuries (if any)

If a minor, how old?

Child/booster seat used? *If so, please specify what make and model*

Name of rear passenger
(behind front passenger)

Injured?

Yes

No

Injuries (if any)

If a minor, how old?

Child/booster seat used? *If so, please specify what make and model*

Details of vehicle damage (if any)

Main point of impact

No impact at all.

Describe key areas of body damage

No impact & no vehicle body damage.



Mercedes-Benz



I affirm that the information I have provided above is true to the best of my knowledge.*



I hereby grant Mercedes-Benz USA, LLC (MBUSA) permission to inspect my vehicle.*



I affirm that I am the owner (or lessee) of the subject vehicle and grant MBUSA permission to image the data contained in the vehicle's Event Data Recorder (EDR), if so equipped. I understand that the EDR may capture specific information during the few seconds prior to and after a collision.

*Required



Mercedes-Benz



I affirm that the information I have provided above is true to the best of my knowledge.*



I hereby grant Mercedes-Benz USA, LLC (MBUSA) permission to inspect my vehicle.*



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*Required

Re: Mercedes-Benz Questionnaire [REDACTED]**From:** [REDACTED]**To:** MBUSA_CAC@mbusa.com**Cc:** [REDACTED]**Priority:** Normal**Date:** 10-24-2014 09:39 AM

Hi Jorel,

When we last spoke you told me that Mercedes would like to inspect the vehicle (E320). I then stated that I would like to have a third party present at the inspection, to ensure full transparency and to represent my interests. I have contacted Automotive Systems Analysis, Inc. (ASA). They do forensic analysis of electronic and computer vehicle controls. They have indicated a willingness to be present at the time of the inspection. However, they have asked that Mercedes, [REDACTED] & ASA execute a protocol agreement for the inspection. The agreement will ensure that all parties are on the same page. ASA will draft the agreement.

Thank You,

GOD BLESS

> On October 2, 2014 at 12:28 PM MBUSA_CAC@mbusa.com wrote:

>

>

> Dear [REDACTED]

>

> At Mercedes-Benz, the safety and security of vehicle occupants has always been our foremost priority, and we appreciate the opportunity to review your questions.

>

> In order for us to best assist you in the investigation of your concern, please complete the attached questionnaire. Reply to this e-mail with the completed questionnaire, appropriate photographs, and other documents attached. We request the completed form is returned at your earliest convenience within a week.

>

> Thank you for your contact with our Customer Assistance Center.

>

> Sincerely,

>

> Jorel A.

> Case Manager

> Phone: (800) 367-6372 (ext.4635)

> Fax: (201) 476-6213



Mr. Steven Cannon
Chief Executive Officer
Mercedes Benz USA
1 Mercedes Drive
Montvale NJ 07645

November 10, 2014

Dear Mr. Cannon,

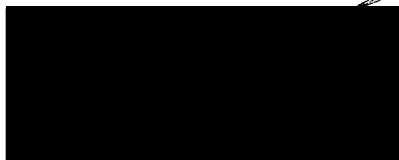
My name is [REDACTED]. I own a 1997 E320 Mercedes Benz. While driving my E320 along Colony St Meriden CT on Monday afternoon, September 29, 2014, I made a right turn off Colony St onto Brook St Meriden CT. I was traveling approximately 5 miles per hour because I just made a right turn. Suddenly just after I made the right turn, my passenger (who was sitting in the right front passenger seat) and I heard a very loud bang. It sounded like an explosion. Then my passenger and I felt pressure hitting us in our torso and chest areas. The car then began filling up with what seem to us to be smoke. Not knowing what happened my passenger started screaming that she was shot. We both began checking our upper bodies to make sure we were not shot while the vehicle was still moving and smoke was filling the car. I then stopped the car after the pressure stopped hitting us and we both ran from the car. My passenger's chest area was very red and I felt pain in my chest area. We now were both in various stages of what I believed to be shock. It is important to note that there was no accident. We hit nothing and nothing hit the car before the explosion or while the pressure was hitting our torso and chest area. Nothing hit the car through the entire ordeal. Once what we believe to be smoke cleared from the car, I closed the car doors. Not knowing what to do or what happened, and not thinking straight after this ordeal, I put my passenger in the back seat and I started the car and I drove the car very slowly to the North Haven CT Mercedes dealership. My passenger and I explained what happened to the service account representative and he felt that the passenger seat airbag must have **deployed unexpectedly, without any accident occurring**. He then gave us an appointment to bring the car back into their dealership. The seat belts that my passenger and I were both wearing malfunctioned after the explosion. Before the explosion the seat belts functioned properly. **What was further troubling, the passenger seat airbag and airbag inflator deployed without any accident, while I was driving and the airbag and the airbag inflator didn't deploy properly. The airbag inflator deployed but not into the airbag. The gases and the air shot out and hit my passenger and myself. It was like the force from an explosion that hit us. The contents of the inflator hit my passenger and myself very forcefully in the chest and torso area. The airbag itself didn't deploy out of the airbag module, it must have deployed into the dash board. Needless to say the airbag system deployed incorrectly and unexpectedly without an accident.** Due to the fact that this airbag deployed unexpectedly, without an accident and while I was driving slowly, this had to be a defective airbag system, due to a flaw in design, a mistake made during the manufacturing process, to include assembly or installation. But not for the Grace of GOD, this event could have been fatal. If this unexpected and improper deployment of the airbag system occurred when I was driving on the highway (which I do most days) an accident would have occurred and my passenger would not have had the protection of a properly working airbag system and we both wouldn't have had the protection of the seat belts that we were wearing. Once the airbag system deployed unexpectedly and improperly the seat belts malfunctioned and I probably would have lost control

of the car. Thank GOD we were not on the highway. Needless to say both my passenger and I now have no confidence in the other remaining air bags in the car or the malfunctioning seat belts. However, since the dealership could not give us a loaner car, and we had no other means of transportation, against our better judgment I drove the vehicle slowly back to our parking area. While driving back I prayed that the other air bags, especially the driver's side airbag would not unexpectedly deploy, just as the passenger side airbag did. As the shock of the event started wearing off my passenger and I began to feel more pain. My passenger more than I. She felt so much pain that we rushed to the emergency room. My passenger did suffer injuries to her chest and torso areas and she was treated in the ER. She was diagnosed with injuries consistent with trauma to the torso. As for me, I am monitoring my pain that I am feeling.

I did nothing wrong. All I was doing was driving my car and this happened. Not only was my passenger and I injured and could have not been here any more (but for The Grace of GOD) now I have no car or transportation to do my work. We suffered trauma and injuries and I now have no transportation to go do my work. I am prepared to have Mercedes and a third party inspect the car. I do feel that Mercedes should provide me with a loaner car, until the car is inspected and appropriate arrangements are made to compensate myself and my passenger for physical and psychological pain and suffering, medical expenses, loss of vehicle and any other harm done to us. I don't feel comfortable driving my car anymore. I am very concerned that if this happened once in this car, it could happen again in this car. I did call Mercedes USA on Tuesday September 30, 2014 to report this ordeal and on Wednesday October 1, 2014, I did receive a return phone call from Mercedes. My case manager at Mercedes is Mr. Jorel A. To my surprise, Jorel told me by phone that Mercedes would not agree to sharing any vehicle information with my third party inspector. To insure transparency, I asked for a third party inspector to be present at the vehicle inspection. My third party inspector is Automotive Systems Analysis, Inc. (ASA). ASA has asked that Mercedes agree to share the vehicle information with them at the time of the inspection. I asked that a protocol agreement be executed before the inspection. Mercedes refused to enter into any agreement or to share any vehicle information with ASA. I would think that Mercedes would be happy to share the vehicle information. The vehicle information will reveal the cause of this incident. For the safety of all Mercedes owner and drivers, I would think that Mercedes would want to find out what the cause of this air bag incident was. Instead Mercedes, has said, if I don't let Mercedes inspect the car, without any third party present, they will not address this incident. Why would Mercedes know that an airbag deployed inadvertently and improperly, then just ignore that it happened?

It is my hope that you understand the trauma that we experienced during this ordeal and that but for the GRACE OF GOD it could have been much worse. It is my prayer that this ordeal doesn't happen to me, my passenger or any other Mercedes Benz vehicle owner. My hope is that you will intervene and schedule an inspection and allow ASA to be present and agree to share the vehicle information with ASA. I am only asking for full disclosure and transparency. We all need to find out what was the cause of this incident.

Thank You,



GOD BLESS

Cc Mercedes Benz legal department.

MERIDEN CT



Mercedes-Benz

Mercedes-Benz USA, LLC
Customer Assistance Center

November 14, 2014

[REDACTED]
Meriden, CT [REDACTED]

Subject: Model: 2011 S550v
VIN: WDDNG7BB0BA [REDACTED]

Dear [REDACTED]

The Mercedes-Benz USA ("MBUSA") Customer Assistance Center is in receipt of your letter dated November 10, 2014, which was addressed to Mr. Stephen Cannon. Please be advised that MBUSA remains willing to inspect the airbag system of your vehicle following your reported incident. Furthermore, we are willing to coordinate a joint inspection of the vehicle airbag system with a representative from Automotive Systems Analysis, Inc., to be conducted on a mutually agreeable date. Our position was previously communicated to you by telephone.

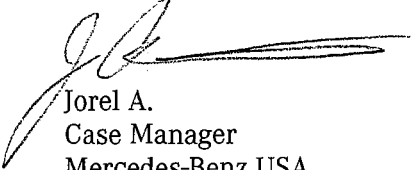
Please be advised that the retention of Automotive Systems Analysis, Inc. (or any other 3rd party) will be done at your cost, and MBUSA will not be responsible for any costs or fees associated with the services of ASA, regardless of the outcome of the investigation.

Please also be advised that this investigation is being conducted at the direction of the MBUSA Legal Department, and thus the work product and investigative reports of the MBUSA representative(s) who conduct(s) this inspection will remain privileged and confidential. Upon completion of our investigation and review of this matter, we will communicate our position to you. However, we will not supply you with the work product of our investigators, which may include, but not be limited to, their "reports." Since you are retaining a third-party company at your cost to inspect this vehicle, they will have the same opportunity to investigate and inspect the airbag system in the vehicle.

If you agree to the above information, please contact us to schedule and coordinate an inspection of the airbag system in your vehicle. In the alternative, if you wish to decline an inspection, in light of the above information, please advise us at your earliest convenience. If you do not wish to proceed with a vehicle inspection, we recommend that you address all further concerns with your automobile insurance company.

The opportunity to respond is appreciated.

Sincerely,

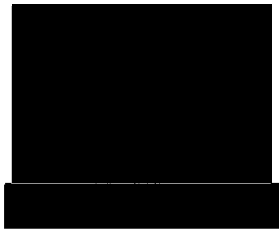

Jorel A.
Case Manager
Mercedes-Benz USA

JA/dl



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Mercedes-Benz USA, LLC
Three Mercedes Drive
Montvale, NJ 07645-0350
Phone 1-800-FORMERCedes
(1-800-367-6372)
Fax (201) 476-6213
www.MBUSA.com



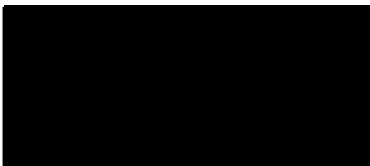
Mr. Jorel A.
Case Manager
Mercedes-Benz USA
3 Mercedes Drive
Montvale NJ 07645

December 10, 2014

Dear Jorel,

I am in receipt of your letter to me dated November 14, 2014, where-in you stated that Mercedes will not release work products and investigative reports to Automotive Systems Analysis (ASA). I am willing to move forward with a joint inspection of my vehicle at a mutually agreeable date and time. However, Automotive Systems Analysis, Inc. will require at the time of the inspection, the raw diagnosis data retrieved from the vehicle and copies of all computer files and print outs from the vehicle. ASA needs this information in order to investigate and inspect the vehicle. ASA is not asking for your reports. In the interest of complete transparency, I couldn't possible see why Mercedes-Benz USA would not release the vehicle data. Please confirm that this data will be released to ASA at the date and time of the inspection.

Thank You,



GOD BLESS

Cc Mercedes Benz legal department.
Mr. Stephen Cannon -CEO

 MERIDEN CT 



Mercedes-Benz

Mercedes-Benz USA, LLC
Customer Assistance Center

December 17, 2014

[REDACTED]
Meriden, CT [REDACTED]

Subject: Model: 1997 E320W
VIN: WDBJF55F8VA [REDACTED]

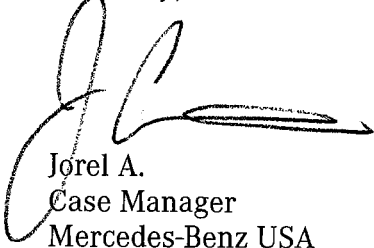
Dear [REDACTED]

Mercedes-Benz USA, LLC ("MBUSA") is in receipt of your December 10, 2014 letter. Please be advised that this vehicle has not yet been inspected, so there is no "data" to produce at this time. In any event, MBUSA does not agree to produce "the raw diagnosis data retrieved from the vehicle and copies of all computer files and print outs from the vehicle" that would be retrieved in connection with any such inspection undertaken by MBUSA. You are certainly free, however, to obtain copies of all Repair Orders directly from your dealer.

In light of the litigious tone and the demands you have set forth in your December 10, 2014 letter, MBUSA respectfully declines the opportunity to inspect your vehicle. As previously indicated, we recommend that you address all further concerns with your automobile insurance company. Should you decide to have your vehicle inspected by a third-party and proceed to commence litigation against MBUSA, it is incumbent upon you to preserve the vehicle throughout the pendency of any such litigation.

Please be guided accordingly. Thank you for your attention herein.

Sincerely,


Jorel A.
Case Manager
Mercedes-Benz USA

JA/dl



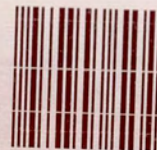
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Mercedes-Benz USA, LLC
Three Mercedes Drive
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(1-800-367-6372)
Fax (201) 476-6213
www.MBUSA.com

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