

FEB 21 2018

CL-11074867-9009

[REDACTED]
San Diego, CA [REDACTED]

February 13, 2018

National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.,
Washington, D.C. 20590

Re: Inability to remedy a driver-side airbag malfunctioning within a reasonable time.

Dear Sir or Madam:

In November 2017, I had received a notice from Mercedes-Benz that my Mercedes Benz 2014 C250 (VIN: WDDGF4HB7ER [REDACTED]) has an active safety recall. At that time, a warning message had not been appeared in the cluster so I had not been concerned at all. However, since Sunday February 4, 2018, a warning message in the instrument cluster have been appeared, which is "front left malfunctioning service required".

On Monday February 5, 2018, I called Mercedes-Benz of San Diego to take my car for service. However, the representative told me that parts to remedy are not available. I was told that when remedy is available, I will receive another letter, then I can be scheduled for the service but Mercedes Benz does not have any idea when it will be ready.

I expressed my concern of driving the car knowing that there might be a problem with airbag. It has been 3 months since I received a notice from Mercedes-Benz regarding a recall for the first time. Parts to remedy have not been available since then, and Mercedes-Benz does not know when they will become ever ready. I am deeply worried about driving my vehicle now, and fear for my life whenever I drive out. I would appreciate if National Traffic Safety Administration looks into the case and figures out if there is any way that Mercedes-Benz can expedite this recall process.

Sincerely,
[REDACTED]

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NAM
WD



Mercedes-Benz

IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, WDDGF4HB7EP [REDACTED]
Steering Column Module Ground
NHTSA Recall #17V627

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

November, 2017

WDDGF4HB7EP [REDACTED]

San Diego, CA [REDACTED]

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2012-2018 B-Class electric, C-Class, E-Class, CLA, GLA, GLC, and GLK-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

Certain Model Year ("MY") 2014-2017 B-Class electric, MY 2012-2018 C-Class, MY 2012-2017 E-Class, MY 2014-2018 CLA, MY 2015-2018 GLA, MY 2016-2018 GLC, and MY 2013-2018 GLK-Class vehicles, may have insufficient electrical grounding. If the insufficiently grounded components are exposed to an electrostatic discharge, and the steering column module clock spring is broken (due to wear), this could lead to an inadvertent deployment of the driver airbag. Such an airbag deployment may cause a risk of injury to the driver and may increase the risk of a crash.

Unless the SRS light illuminates and a warning message appears in the instrument cluster, there is no issue. Should the SRS light illuminate, bring the vehicle to your preferred authorized Mercedes-Benz dealership to be diagnosed and determine if the illuminated SRS light is related to this recall.

To remedy this recall issue, an authorized Mercedes-Benz dealer will add sufficient grounding to the steering components on your vehicle. Unfortunately, the parts to remedy this are currently not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
303 Perimeter Center North
Suite 202
Atlanta, GA 30346
Phone (770) 705-0600
Fax (770) 705-0117
www.MBUSA.com



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San Diego, CA

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