



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

Region 4
Alabama, Florida, Georgia,
South Carolina, Tennessee

April 10, 2018

APR 19 2018

Atlanta Federal Center
61 Forsyth Street, S.W.
Suite 17T30
Atlanta, GA 30303-3104
Phone: 404-562-3739
Fax: 404-562-3763

CL-11090591-8910

[REDACTED]
Memphis, Tennessee [REDACTED]

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

Dear [REDACTED]

This is in response to your letter regarding a problem with the headliner in your 2001 Mercedes-Benz C320. We are, by copy hereof, forwarding your letter to our Office of Defects Investigation for their response. All further correspondence should be communicated to the following address and phone number below:

National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-211
1200 New Jersey Avenue, Southeast
Washington, D. C. 20590
(202) 366-5226

Sincerely,

Carmen N. Hayes
Regional Program Manager

cc:
Office of Defects Investigation, NVS-211(w/encl.)



NAM
4-23-18
WJ

MEMPHIS, TENNESSEE
TELEPHONE
FACSIMILE
E-MAIL

April 6, 2018

National Highway Transportation Safety Administration
Atlanta Federal Center
61 Forsyth Street, SW
Atlanta, GA 30303

Re; 2001 Mercedes-Benz C320
VIN WDBRF64J71F

Ladies and Gentlemen:

I took delivery of the above referenced vehicle as a new vehicle in December of 2000. I had originally leased the vehicle from Mercedes-Benz (M-B) and then purchased it from the leasing company at the end of the lease term.

The vehicle has been serviced more frequently than suggested by M-B and I am in possession of all service records since new. The vehicle just turned 95,000 miles and has always been garaged. Its exposure to weather has probably been, on average, less than three hours per day since new.

The interior headliner is beginning to come loose and is likely to fall off in the not too distant future. In fact, the lining on the inside of the sunroof fell partially off the other day while my wife was driving. My wife and I have done nothing to cause the headliner to come loose.

Should the headliner fall while driving, it will startle the driver and may also impair the driver's vision causing a serious safety hazard.

I took the car to a local M-B dealer and was simply told that the car was out of warranty.

Page 2

In all of my sixty-seven years of car ownership and driving, I've never seen a headliner fall off. Therefore, in my opinion, this is a potential safety hazard that M-B should be responsible for correcting.

My contact information appears in the above letterhead and my cell phone number is: [REDACTED] Thank you for your attention to this matter and I look forward to your response.

Sincerely,

[REDACTED]

Cc: Client Assistance Center
Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645-0350

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

Southeast Region
Atlanta Federal Center
61 Forsyth Street, SW.
Suite 17T30
Atlanta, GA 30303

Official Business
Penalty for Private Use \$300



NHTSA
OFFICE OF DEFECTS INVESTIGATION
NV5-211
1200 NEW JERSEY AVE, S.E.
WASHINGTON, D.C. 20590

20590-

