

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

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: Vehicle Defect
Date: Tuesday, June 05, 2018 9:20:39 AM
Attachments: [11092544.pdf](#)

From: DataQuality, DataQuality (NHTSA)

Sent: Tuesday, June 05, 2018 9:18 AM

Subject: FW: Vehicle Defect

complaint

From: [REDACTED]
Sent: Tuesday, June 05, 2018 7:21 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Vehicle Defect

NHTSA/Office of Defects Investigation

This information is correct and I have more information about the sliding door latch problem. From conversation with the Mercedes dealer service department "This is common"

[REDACTED]



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received
08-MAY-2018

Repository
Reference No.
11092544

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City PIGEON State MI Zip Code [REDACTED]

Daytime Telephone Number [REDACTED] E-mail Address [REDACTED]
Evening Telephone Number [REDACTED]

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 8BRPE8CD7GE [REDACTED]
Make: MERCEDES BENZ Model: SPRINTER 2500 Model Year: 2016
Date Purchased: Dealer's Name and Telephone Number: Engine: No: Cylinders: Fuel Type:
Original Owner: Dealer's City: State: Zip Code:
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 29-AUG-2017

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 162000 STRUCTURE: BODY, 171100 LATCHES/LOCKS/LINKAGES: DOORS: LATCH Failure Mileage: 2500 Failure Speed: 20

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: Tire Model (Name or Number): Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL9ABC036) Original Equipment Prior Repair Failure Location:
Tire Component Code: Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: Date Manufactured: Model No./Name:
Seat Type: Installation System:
Child Seat Component Code: Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash: Yes No Fire: Yes No Number of Persons Injured: Number of Deaths: Reported to Police: N

Narrative Description of Incident(S), Crash(es), and Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e. parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2016 MERCEDES-BENZ SPRINTER 2500. WHILE DRIVING 20 MPH, THE CONTACT HEARD AN ABNORMAL NOISE COMING FROM THE REAR PASSENGER SIDE OF THE VEHICLE. THE CONTACT INSPECTED THE VEHICLE AND NOTICED THAT THE PASSENGER SIDE SLIDING DOOR LATCH FAILED TO LOCK. IN ADDITION, THE DOOR FAILED TO OPEN. THE VEHICLE WAS TAKEN TO MERCEDES-BENZ OF MISHAWAKA (4004 NORTH GRAPE ROAD, MISHAWAKA, IN 46545, (574) 252-5827) WHERE IT WAS DIAGNOSED THAT THE DOOR LATCH NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 2,500.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.