



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue, SE
Washington, DC 20590

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

December 3, 2019

NEF-109 cjb
Ref. No. 11196319

[REDACTED]
Simi Valley, CA [REDACTED]

Dear [REDACTED]

Thank you for the letter about your model year (MY) 2014 Mercedes-Benz C350 vehicle. Your letter was forwarded to the National Highway Traffic Safety Administration's (NHTSA) Office of Defects Investigation. I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's highways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects in their design, construction, or performance. We also monitor the completion rates and adequacy of manufacturers' recall campaigns.

Please accept our sincere sympathy for the injuries you, other motorists, and passengers may have sustained in the crash. We reviewed our database to identify whether a safety defect trend exists with the accelerator system in MY 2014 Mercedes-Benz C350 vehicles. We specifically looked into problems with the cruise control, including the design and location of the lever. At this time, we lack evidence to open a safety defect investigation or initiate a recall. We entered your information into our database. It will be used with other reports to identify any safety defect trends that may require our attention. You can learn more about NHTSA's investigation and recall process on our website at:

www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf.

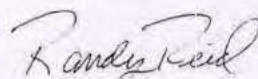
We recommend that you contact Mercedes-Benz or your dealer for assistance with the cruise control in your vehicle. You may also ask your dealership for a meeting with a Mercedes-Benz district manager regarding your problem. Also, your owner's manual provides instructions on how to use the cruise control beginning on page 155. Please note that our agency has no authority over the investigations conducted by the California Highway Patrol and AAA Insurance Company regarding who was at fault in the crash. You may consider contacting your local Consumer Protection Agency or the California Attorney General's Office regarding your problem and rights under the State laws.

In addition, the Federal Trade Commission (FTC) has jurisdiction over non-safety defects, paint, fraud or deception, warranty and dealership problems, remuneration matters, and fair trade practices. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

You may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information, or call the BBB Auto Line at 800-955-5100.

If you encounter a safety-related problem with a motor vehicle or motor vehicle equipment in the future, please complete an electronic Vehicle Owner's Questionnaire online at www.nhtsa.gov or call the Vehicle Safety Hotline at 888-327-4236. Also, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in cursive script that reads "Randy Reid".

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement