 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 18-JUN-2019 AUG 14 2019	Repository <input type="checkbox"/> Reference No. 11220826
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	
Address		E-mail Address	
City	State	Zip Code	
SARASOTA	FL		
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side		Make	Model
55SWF8DB4KU		MERCEDES BENZ	C300
Model Year		Engine:	Fuel Type:
2019		No: Cylinders	GAS
Date Purchased	Dealer's Name and Telephone Number		State
4/6/19	MERCEDES BENZ OF SARASOTA		FL
Original Owner	Dealer's City	Zip Code	
<input checked="" type="checkbox"/>	SARASOTA FLORIDA		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes	Powertrain	Multiple Failure:
AUTOMATIC	<input checked="" type="checkbox"/> Cruise Control		Incident Date(s)
			10-JUN-2019
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: 060000 ENGINE (PWS)		Failure Mileage	Failure Speed
		1700	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: DOTM19ABC036)	<input type="checkbox"/> Original Equipment	Failure Location:	
	<input type="checkbox"/> Prior Repair		
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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>			
Crash	Fire	Number of Persons Injured	Number of Deaths
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
			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).			
<p>TL* THE CONTACT OWNS A 2019 MERCEDES-BENZ C300W. THE CONTACT PURCHASED THE VEHICLE ON APRIL 6, 2019. ON APRIL 10, 2019 HE TOOK THE VEHICLE BACK TO THE DEALER (MERCEDES-BENZ OF SARASOTA, 4754 CLARK RD, SARASOTA, FL 34233, (941) 275-1293) BECAUSE IT SHOOK VIOLENTLY WHILE DRIVING AND THE ENGINE FELT LIKE IT WAS LOSING POWER AT 20 MPH. ALSO, AN ABNORMAL NOISE WAS HEARD. THE DEALER STATED THAT THE FAILURES WERE NOT ABNORMAL. THE DEALER TEST DROVE THE VEHICLE WITH THE WINDOWS UP AND COULD NOT REPLICATE THE FAILURES; HOWEVER, THEY STATED THAT THE NOISE WAS DUE TO A DESIGN FAULT THAT OCCURRED WHEN THE REAR WINDOWS WERE OPEN. THE CONTACT SPOKE WITH THE STATE ATTORNEY GENERAL'S OFFICE AND WAS ADVISED TO PURSUE HIS CONCERN UNDER THE STATE LEMON LAW. THE CONTACT CALLED THE MANUFACTURER AND WAS INFORMED THAT THE CASE WOULD BE ASSIGNED TO A CASE MANAGER AND HE WOULD BE CALLED BACK WITHIN 24 HOURS. IF THE ISSUE COULD NOT BE RESOLVED, THE CASE WOULD BE TURNED OVER TO AN EXECUTIVE INVESTIGATING SQUAD. THE DEALER CALLED THE CONTACT AND ASKED FOR A CALL BACK. AFTER SEVERAL ATTEMPTS TO CALL THE DEALER, THE CONTACT HAD NOT HEARD BACK. THE FAILURE MILEAGE WAS 1,700.</p>			
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>			
<p>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.</p>			

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 Mercedes-Benz Sedans (<https://mbworld.org/forums/mercedes-benz-sedans-1/>) > C Class (W205) (<https://mbworld.org/forums/mercedes-benz-sedans-1/c-class-w205/>) > C Class (W205) (<https://mbworld.org/forums/mercedes-benz-sedans-1/c-class-w205/>) > Official wind noise service bulletin

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C Class (W205) C 180 BlueTec, C 200 BlueTec, C 220 BlueTec, C 220 BlueTec BlueEfficiency, C 180, C 180 BlueEfficiency, C 200, C 250, C 300, C 400 Plug-in Hybrid

Official wind noise service bulletin

Get answers from community experts

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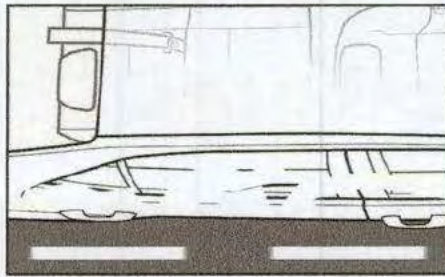
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#12



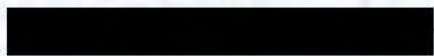
Explained: That Weird Throbbing When You Open One Car Window

NOV 28, 2016



From the December 2016 issue

It can be as loud as
standing alongside a Boeing
767 at takeoff. And it's
about as irritating as having



06/26/19

someone thumping on a bass drum in the back seat. Whether you call it wind throb or buffeting or just plain annoying, it happens when someone in the car opens a single window at speed and it stops when a second window rolls down.

The phenomenon that produces this noise is the Helmholtz Resonance, the same principle that makes a bottle hum when you blow over its open top. It's the interaction of the gas in a container with a single orifice and the other gases that are, um, passing over that orifice. In this case, the container is the car. The interaction between the two

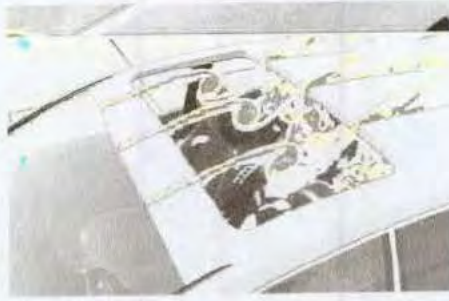
masses of air produces vortexes that compress and decompress the air, producing the throbbing effect. Hermann von Helmholtz, the German physician and physicist who described this interaction, died in 1894 and was thus unavailable for comment.

RELATED VIDEOS

How intrusive buffeting can get depends on the car's shape and the size of its

windows as well as the speed the vehicle is traveling. Modern cars and trucks are more subject to air thump because they're so aerodynamically efficient and well sealed against wind intrusion. Jim Zunich, GM's global vehicle performance chief engineer for wind noise, explains: "We want nice, smooth attached air for aerodynamics, but that's worse for buffeting."





Gimme Buffet

See the top image for how the side-mirror shape can affect air movement around the front windows, and the middle image for how not much can influence flow around the rears. A pop-up deflector would shift airflow over the open sunroof rearward, mitigating those annoying vortexes.

When the car was designed with little concern for aero, the haphazard mass of air

boiling around it only coincidentally adhered to the vehicle's surface and only occasionally allowed the Helmholtz Resonance to generate its vortices. And even when the problem did arise, the car's other windows and doors were hardly airtight, so the air leakage around them relieved any pressure differences. But a modern cockpit is a well-sealed drum from which only minimal air pressure leaks. In this small, particular way, a modern vehicle is too good for its own good.

But why is buffeting so much worse when just a rear window is down? Two

words: side mirrors. They're one of the last things developed in a vehicle's design, and they're placed and shaped precisely to direct airflow in a way that minimizes buffeting at the front windows. But there are no easy tweaks to be made to tune the airflow around the rear windows.

Buffeting is likely to get worse as vehicles get more aerodynamic. "Obviously, if

we could resolve it free of charge, it's something we would do," concludes Zunich. "But because it comes with styling, aero, and noise penalties, it's a trade-off engineers have to make." Well, whether or not we understand how buffeting works, most of us have figured out a solution: Crack another window.

Powering Up

Software
simulatio
page. Po
(CFD) pr
model of
observe :
through
tools tha

#8



I found this explanation of the rear window down when driving, hope this helps a little. It was nice meeting you. I do hope you find a vehicle that you will be 100% happy in, I think its important to find that.

Its called Helmholtz resonance. That "whum whum WHUM WHUM" noise happens because the wind passing over the small window opening is like a bored drunk blowing over the neck of an empty beer bottle.

Air passing over an opening forms tiny tornadoes as it moves past the front edge of that opening. When those tornadoes, or vortices, reach the opening's back edge, they make a wave of pressure that pushes air into and out of the car. Since sound is nothing more than waves of pressure, this makes noise. If you're driving slowly the effect's not too bad, but if you drive fast enough, you reach a resonant point. Imagine I stand by your open car window and use my science powers to push on the air inside the car, compressing it a bit. The car air then springs back out, then back in, then back out, then back in. With each cycle of moving out and in, the amount of air movement gets smaller until it completely dies away. But if I push on the car air again just as it finishes springing back out and is headed back in, and I do that over and over again, the amount of air movement gets a whole lot bigger and doesn't die away. That's what happens when you drive fast enough. The vortices keep pressing on the air in your car just at the right time to make big pressure waves that we can feel and hear

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#9

United States Department of Transportation

Search

REPORT A PROBLEM

Distracted Driving

Language: English ▾

Overview

Distracted driving is dangerous, claiming 3,166 lives in 2017 alone. NHTSA leads the national effort to save lives by preventing this dangerous behavior. Get the facts, get involved, and help us keep America's roads safe.

Share:



Distraction Is Deadly

3,166

NUMBER OF PEOPLE KILLED BY
DISTRACTED DRIVING IN 2017

Source



U Drive. U Text. U Pay.

THE ISSUE

What Is Distracted Driving?

Distracted driving is any activity that diverts attention from driving, including talking or texting on your phone, eating and drinking, talking to people in your vehicle, fiddling with the stereo, entertainment or navigation system—anything that takes your attention away from the task of safe driving.

Texting is the most alarming distraction. Sending or reading a text takes your eyes off the road for 5 seconds. At 55 mph, that's like driving the length of an entire football field with your eyes closed.

06/25/19

You cannot drive safely unless the task of driving has your full attention. Any non-driving activity you engage in is a potential distraction and increases your risk of crashing.

THE ISSUE

Consequences

TRAFFIC SAFETY FACTS

Using a cell phone while driving creates enormous potential for deaths and injuries on U.S. roads. In 2017 alone, 3,166 people were killed in motor vehicle crashes involving distracted drivers.

THE ISSUE

Get Involved

RELATED TOPIC

We can all play a part in the fight to save lives by ending distracted driving.

Teens

Teens can be the best messengers with their peers, so we encourage them to speak up when they see a friend driving while distracted, to have their friends sign a pledge to never drive distracted, to become involved in their local Students Against Destructive Decisions chapter, and to share messages on social media that remind their friends, family, and neighbors not to make the deadly choice to drive distracted.

Parents

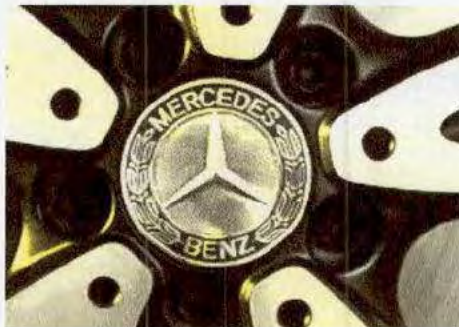


#6

Mercedes Under Investigation For Alleged Recall Failures

Federal government claims Mercedes-Benz has continually ignored federal rules concerning recalls.

By
CarComplaints.com •
Posted in [Investigations](#)



October 26, 2018 – Mercedes-Benz is under federal investigation

concerning how the automaker recalls vehicles, in this case more than 1.4 million of them.

The National Highway Traffic Safety Administration (NHTSA) alleges Mercedes failed to meet federal recall standards and left safety regulators with too many unanswered questions.

NHTSA sent Mercedes a list of problems about recalls issued in 2017 alleging the automaker failed to notify car owners about safety recalls within the regulated 60-day time period. In May 2018, the government asked Mercedes to explain why it wasn't meeting standards and what it would do to fix the deficiencies.

The automaker allegedly responded with short statements concerning each violation, including many responses that said, "*Redacted version of the interim letter was not posted. Redacted version now updated to portal.*"

NHTSA alleges Mercedes left out critical information about the safety problems that originally caused the recalls and sometimes omitted

important information about the automaker's recall plans.

Then Mercedes allegedly provided important details only after the recalls were set in motion, such as the estimated percentage of its products impacted by a recall and information about the expected timing for its recalls campaigns.

According to NHTSA, a continuing pattern of recall failures occurred as Mercedes-Benz allegedly failed to mail owner notifications in a timely manner and failed in its quarterly reporting duties.

In addition, the automaker allegedly caused multiple disruptions to the federal "*VIN Lookup Tool*" that possibly prevented car owners from viewing critical safety recall information about their cars.

NHTSA also claims it sees problems with recall completion reports that Mercedes is mandated to submit to the government. In addition, the automaker must also answer questions about alleged failures concerning planned dealer notification dates for recalls and the estimated percentage of recalled vehicles affected by safety defects.

Safety regulators claim Mercedes fails to provide missing information even when the automaker is notified of important details missing from recall reports. Regulators say they are blocked from investigating safety risks when Mercedes ignores its legal responsibilities.

CarComplaints.com will update our website with results of the Mercedes-Benz investigation.

More News:



| 6
days ago

| 7
days ago



June 24, 2019 10:24 AM.

- 1: Meeting at Mercedes with Ernie Withers GM Autonation and three staff members.
- 2: Requested Mr. Withers to test drive my car. Refused saying car C300 is normal.
- 3: Asked Withers to consider three ways to arrive at a negotiated deal and settlement.
Refused saying "drive with the windows shut. We all drive that way in Florida."
" I will not offer you any thing ."
4. I left.

#10

Mercedes-Benz meeting – June 18 – 2019 at Mercedes-Benz office Sarasota Florida 9 AM.

Attending meeting – service manager Jim Foulkrod, Sales manager Jamie Muldoon and two others.

Purpose of meeting was to discuss Mercedes-Benz vehicle C 300 which I Gilbert Florsheim purchased from Mercedes-Benz Sarasota.

The vehicle in question was purchased new in May 6, 2019 from the dealer.

The concern was the discovery of severe noise and shaking of my C300 when either or both of the passenger rear windows were open.

Was told by service manager that it was “normal in all cars even “Lexus”.

After further discussion Ms. Muldoon suggested that she would be willing to offer me another vehicle from their A220 line after coming to a financial agreement. Agreement to be discussed after I test drove the A220 model. I agreed to test drive and was introduced to a salesman by the name of Bolduc.

Mr. Bolduc arrived with car and we started to drive. I drove and set up the conditions that existed in my C300.

I opened the right rear back window and began to drive and the vehicle began to shake very strongly with strong sound waves and even more so when I opened both rear windows.

Went back to show room discussed what had happened and I left.

Went to Lexus and drove their car model ES that was competitive in all ways with the C300. Drove the ES for about 20 minutes with and without rear window open and there was none of the shaking and noise as I was told there would.

Called Mercedes HQ in New Jersey. Spoke to D.J. ext 2315 and she took all in formation. Got call back from executive complaint department and was

told that there is no such problem on C300. When told it also happened on the A220 there was silence and then was told we have to look into that.. Have not heard since (Jun 18).

Called Autonation (Jun 18) impossible to speak to anyone.

Jun 18 called NHTSA 1-888327-4236 Spoke to TIM and made report. Case number 11220826 re: C300. Followed up and reported A220 problem.

June 18 Received e-mail from someone (email redacted) giving information as to what causes the shaking etc. The cause is called HEIMHOLZ RESONANCE.

Article in Google dtd. 3/131/2015 Titled "Suspension Noise Problems of the 2015 C300. Copy attached.

CONTACTS

#13

NHTSA -

JUNE 9TH. CALLED TO REPORT- 1-888 327 4236

INFORMED TIM 8:10 AM, CASE NUMBER 11220826 WILL REPORT BACK IN ABOUT 6 WEEK

JUNE 9TH. CALLED MERCEDES IN NEW JERSEY AND REPORTED INCIDENT TO 'DI' .
WILL INVESTIGATE. FOLLOW UP CALL FROM MBZ ATLANTA. MALE SAID HE FOLLOWED
UP AND ALL CARS DOT IT. ADVISED HIM ABOUT A2200. SAID HE WILL FOLLOW UP. HAS
NOT CALLED BACK SINCE JUNE 27, 2019..

What is a Defective Product?

A defective product is defined as any product that is unreasonably dangerous when it is being used for its intended purpose without any alterations or interference. More specifically, a defective product is one that causes injury to a person due to a design defect, a manufacturer defect, or a marketing defect.

Defective products can include anything from food items, to medical devices, to a children's toy.

What are Design Defects?

Defects of this nature are present in the product from the beginning, even before it is manufactured. A company becomes liable for a design defect when there was a foreseeable risk posed by the product during manufacturing and the company chose to continue creating an unsafe product.

In many states, the courts require that plaintiffs show that the risk could have been reduced or avoided by a reasonably alternative design. A reasonably alternative design means that the manufacturer could actually make the changes, the cost for the changes was economically feasible, and the product would be virtually the same as the unsafe product.

Two common examples of a design defect is a power saw that doesn't have a hand guard, or a children's toy that

Products that have a design defect are inherently dangerous and can only be fixed by altering the original design to fix the defect.

What are Manufacturer Defects?

Defects of this type result from an unintentional mistake during the manufacturing process. These defects cause the product to be more dangerous than what the company and consumer expected.

The biggest difference between a design defect and a manufacturer defect is that a design defect was intentional and a manufacturer



defect was an unintentional flaw that occurs when the product is made. Also, a manufacturer defect is typically easier to fix because the defect could be remedied by simply changing a material or the process of how a product is put together.

Common examples of manufacturer defects include: faulty screws or bolts, contaminated medications, , and faulty mechanisms.

What are Marketing Defects?

Defects of this nature result from flaws in the way the

insufficient instructions or inadequate safety warnings. Marketing defects are commonly associated with a company's "failure to warn" a consumer about the proper way to use a product or about a hazard associated with a product.

This type of defect largely results from injuries sustained from a product. Common examples include use of vehicles or medical equipment. Dangerous equipment like chainsaws or any heavy machinery often come with a lot of



U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ

