



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

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



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November 27, 2020

[REDACTED]  
Whittier, CA [REDACTED]

NEF-109 ela  
Ref. No. 11343867

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 1985 Mercedes-Benz 380 SL I am pleased to respond.

NHTSA is the Federal agency responsible for improving safety on our Nation's roadways. 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.

We appreciate the report you provided. Reports from motorists are a very important source of information for NHTSA. The recall you reference is Mercedes-Benz Customer Satisfaction Campaign No. 1985120001. The campaign addresses a problem with front subframe failures in models 107.023/.043/.024/.044 only.

Please note that the issuance of a customer satisfaction campaign does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. While NHTSA continuously monitors manufacturer customer satisfaction campaigns to identify potential vehicle safety issues for which a recall is necessary, the agency does not otherwise regulate customer satisfaction campaigns. Thus, the manufacturer remains responsible for all aspects of customer satisfaction campaigns including the nature and scope of the repair and the vehicle make, model and years at issue.

Your request for reimbursement does not fall under our jurisdiction. 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. You may also ask your dealership for a meeting with a Mercedes-Benz district manager regarding your problem. 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](http://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 web site at [www.bbb.org](http://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](http://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