

May 20, 2020

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

From [REDACTED]
[REDACTED]
[REDACTED]

Owens Cross Roads, AL [REDACTED]

RE: Complaint to the Administrator, NHTSA; "Vehicle" as used below means the 2014 Mercedes Benz GLK, VIN# WDCGG8JB9EG [REDACTED] "Dealer" as used below means Mercedes-Benz of Huntsville, 6520 University Drive, Huntsville, Alabama 35806

To: the Administrator NHTSA (id 19V010 – PND TAK PHASE 4 - 1200 W. S. Ave, 20540

Dear Sir:

Enclosed is a copy of the notice I received from Mercedes-Benz regarding the defect in the Takata airbag and warning of possible serious injury or death due to the defect. The notice is dated March 2019, and applies to our Vehicle.

I have on at least four (4) occasion and on each visit to the Dealer over the past year inquired as to when the Dealer will remedy the situation. I have yet to receive an answer, other than something like, "Not sure, usually takes 14 months or, we are beginning to fix some of them." In the meantime the value of having a vehicle that can safely transport someone riding in the passenger seat has been significantly diminished.

In my opinion the Dealer has not acted within a reasonable time. Please consider this letter a "complaint" as described in the enclosed copy of the Recall Notice.

Sincerely yours,
[REDACTED]

cc: Dealer



IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle

VIN: WDCGG8JB9EG [REDACTED]

Replace Passenger-side Airbag Module

NHTSA ID #19V010 - PND TAK PHASE 4

Mercedes-Benz USA, LLC

Christian Treiber

Vice President

Customer Services

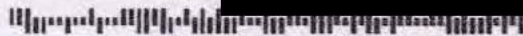


WDCGG8JB9EG [REDACTED]

March, 2019

2019010001
WDCGG8JB9EG

Owens Cross Roads, AL



- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2010-2017 C-Class, E-Class Coupe/Cabrio, GLK-Class, and SLS-Class Mercedes-Benz vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

The passenger-side airbag in your vehicle is affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your passenger-side airbag inflator may cause the airbag to explode. A passenger-side inflator explosion during deployment could result in sharp metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.

What will MBUSA do?

We want to assure you that Mercedes-Benz USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. Unfortunately, replacement parts are not yet available for your vehicle, but we will contact you again once parts become available. You may visit www.mbusa.com/recall and enter your vehicle model, Model Year, and State your vehicle is registered to check when remedy parts will be available.

What should YOU do?



To enter your most recent contact information from your smartphone, scan the QR code to the left.

As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz dealer to repair your vehicle free of charge. In the meantime, please visit www.MBUSA.com/mercedes/recall and enter your 17 digit Vehicle Identification Number ("VIN") in the VIN Look-up tool, then enter your most recent contact information. We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

For additional questions about this recall, please visit www.mbusa.com, and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the MBUSA Customer Assistance Center, use the "Email/Write" section under Customer Support, or call our Takata hotline at 1-877-496-3691.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, NHTSA, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Mercedes-Benz.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company

One Mercedes-Benz Drive

Sandy Springs, GA 30328

Phone (770) 705-0600

[Redacted]

Owens X Rds.

BIRMINGHAM AL 350

29 MAY 2020 PM 1 1



ADMINISTRATOR, NHTSA
1200 NEW JERSEY AVE.
S.E. WASHINGTON, D.C.
20590

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