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CRD NEF109 MAIL

[REDACTED]
Abingdon, MD [REDACTED]

August 11, 2020

Administrator, NHTSA

1200 New Jersey Avenue, S. E.

Washington, D.C. 20590

Dear Sir:

I received a letter from Mercedes-Benz USA, LLC stating that there is a concern with the passenger-side air bag in regards to my 2014C300.

My first telephone call was placed on March 1, 2019 and I spoke to Dana in the Catonsville Service Department. I was told that I would get a telephone call when they got the part. As of this writing, I have not received a return call.

My second call was made on March 15, 2019 to Mercedes-Benz. I spoke with Darla. Again, there has been no response as to when I can expect the problem to be resolved.

My third call was made on January 22, 2020 to Mercedes-Benz USA, LLC and I was told by Jay that they were working on the older cars first. Gave an estimated date of August 2020. This is completely ridiculous. This is a quote directly from the letter, "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. This is serious. I am concerned for myself as well as others that ride in my car and others that find themselves in the same situation without a response.

My complaint is that it has been almost a year and no positive results. Secondly, I feel like I am getting the run around when interacting with Mercedes personnel.

Lastly, I was involved in an accident on July 15, 2020 and my car was totaled. The hit was on the driver's side to which the driver side airbag did not deploy.

If you have any questions or concerns, I can be reached at [REDACTED] which is my home telephone number or [REDACTED] which is my cell telephone number.

Thanks for your attention to this matter.

Sincerely, [REDACTED]
[REDACTED]
[REDACTED]

Abingdon, MD

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