



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

1200 New Jersey Avenue SE.
Washington, DC 20590

September 18, 2020

[REDACTED]
Abingdon, MD [REDACTED]

NEF-109 ela
Ref. No. 11354673

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2014 Mercedes-Benz C300 vehicle. Your letter was received in 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.

We are aware of the delay for NHTSA Safety Recall Campaign No. 19V-010. This recall addresses a problem with Takata front passenger-side air bag inflators which may rupture in certain MY 2012 through MY 2014 C300 vehicles in a frontal crash. Please note that it is not unusual for manufacturers to have an inadequate inventory of recall parts shortly after a recall is announced. Recall parts availability can be affected by numerous factors including, but not limited to, redesign, testing, manufacturing and logistics.

We understand your concerns regarding why the air bag(s) did not deploy in the crash. A number of factors, other than crash severity, can affect whether an air bag will deploy in a specific crash, e.g., the angle of impact, the speed of the involved vehicles, and the amount of force absorbed by vehicles or objects that are impacted. When provided with all necessary details, and particularly after an opportunity to examine the vehicle(s) involved in a crash, an expert in crash reconstruction can provide an educated opinion as to whether the air bag in a vehicle should have deployed in a specific crash.

In addition, we reviewed our database to identify whether a safety defect trend exists with air bag non-deployments in MY 2014 Mercedes-Benz C300 vehicles. At this time, we lack evidence to open a safety defect investigation or to initiate a recall. Furthermore, the air bag non-deployment you experienced in the crash is not the safety defect identified in Recall 19V-010.

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 https://www.nhtsa.gov/sites/nhtsa.dot.gov/files/documents/mvdefectsandrecalls_808795.pdf. We recommend that you continue to work with Mercedes Benz if you require further assistance regarding this matter.

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

AUG27 '20 11:11AM

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.

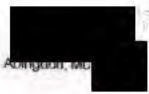
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If you have any questions or concerns, I can be reached at [REDACTED] which is my home telephone number or [REDACTED] which is my cell telephone number.

Thanks for your attention to this matter.

Sincerely,

[REDACTED]



20590



Administrator, NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

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