



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



April 16, 2021

NEF-109 ela
Ref. No. 11404535

Naples, FL

Dear :

Thank you for the letter about your model year (MY) 2021 Mercedes-Benz GLC 300 vehicle. Your letter was received by 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 motor 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 us. We reviewed our database to identify whether a safety defect trend exists with a sudden loss of motive power due to faulty engine valve springs in MY 2021 Mercedes-Benz GLC 300 vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall. However, we entered your information into NHTSA's database, where 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.

Your request for Lemon Law assistance and compensation do not fall under our jurisdiction. We encourage you to continue working with Mercedes-Benz and your dealer for an amicable resolution to your problems. You may also ask your dealership for a meeting with a Mercedes-Benz district manager regarding your problem.

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,

Randy Reid, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement