

ADMINISTRATOR NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION

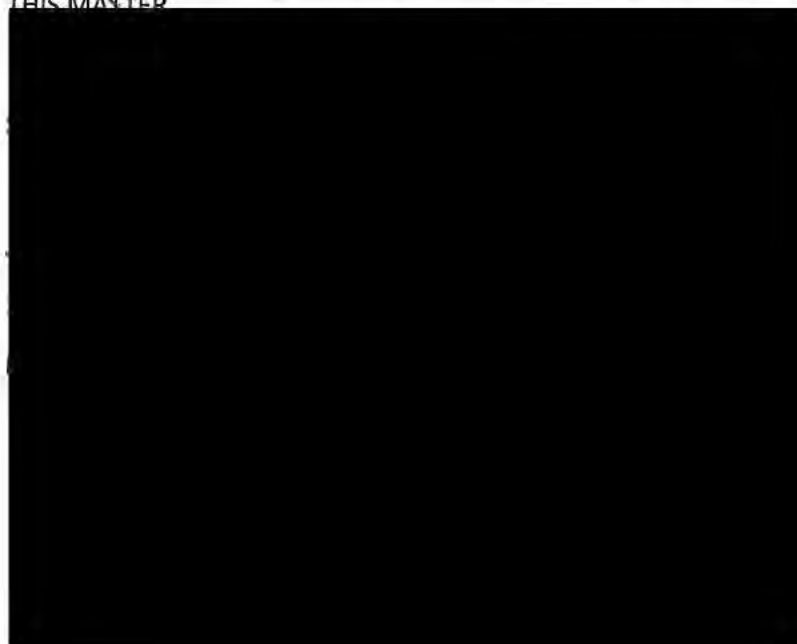
1200 NEW JERSEY AVENUE, S.E. WASHINGTON, D.C. 20590

COMPLAINT RE MERCEDES BENZ SAFETY RECALL 2020040011 ENCLOSURES

LADIES/GENTLEMEN:

I TOOK MY CAR TO THE MERCEDES DEALERSHIP IN HANOVER MASSACHUSETTS THEY SAID THAT MY CAR WAS NOT ON THE RECALL. THE SUNROOF IS DAMAGED THERE IS RUST. RECENTLY TOOK THE CAR TO AN INSURANCE ADJUSTER HE SAID THAT THE DAMAGE IS LEADING TO STRUCTURAL INSTABILITY OF THE ENTIRE VEHICLE AS IT IS A UNIBODY CONSTRUCTION.

MERCEDES BENZ HAS FAILED TO CURE THE SITUATION. I THANK YOU FOLKS FOR YOUR ATTENTION IN THIS MATTER





IMPORTANT SAFETY RECALL 2020040011
 This notice applies to your vehicle, VIN: WDBTJ65JX3F [REDACTED]
Check Sunroof Glass Bonding
NHTSA Recall #19V918

Mercedes-Benz USA, LLC

Christian Treiber
 Vice President
 Customer Services

July, 2020

2020040011
 WDBTJ65JX3F [REDACTED]

N Weymouth, MA [REDACTED]



- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

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 AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2001-2011 vehicles, including C-Class, CLK-Class, E-Class and CLS-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

MBAG has determined that on certain MY 2001-2011 vehicles, including C-Class, CLK-Class, E-Class, and CLS-Class vehicles, the bonding between the glass panel and the sunroof frame might deteriorate gradually over time. If the bonding adhesion were to deteriorate, the durability requirements might not be met, which could lead to a separation of the sunroof glass panel from the vehicle. A detached sunroof glass panel could become a road hazard, increasing the risk of a crash or injury for other road users.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace and replace the sunroof as necessary. **This service will be provided free of charge.** We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be less than 2.5 hours, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle which may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.MBUSA.com/recall. **Please mention you are scheduling an appointment to have the sunroof glass panel bonding checked under Recall Campaign # 2020040011.** You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Impacts from COVID-19: Your health and safety remain our top priority. The Mercedes-Benz dealerships remaining open for recall repairs and service are closely following the guidelines set forth by the CDC. **Free Mobile Repair** at your home or business as well as vehicle pick-up and delivery may be available. Your preferred authorized Mercedes-Benz dealer can confirm availability.

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. If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. Please see the following page for more information.

A VIN-based recall lookup tool on our MBUSA.com website offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbUSA.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800)-FOR-MERCEDES (1-800-367-6372).

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, National Highway Traffic Safety Administration, 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 <https://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,

Christian Treiber

Mercedes-Benz USA, LLC
 A Mercedes-Benz AG Company
 One Mercedes-Benz Drive
 Sandy Springs, GA 30328
 Phone (770) 705-0600



IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, WDBTJ65JX3F [REDACTED]
Sunroof Glass Bonding
NHTSA Recall #19V918

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

February, 2020

WDBTJ65JX3F [REDACTED]
[REDACTED]
N Weymouth, MA [REDACTED]
[REDACTED]

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 AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2001-2011 C-Class, CLK-Class, CLS-Class, and E-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

MBAG determined that on certain MY 2001-2011 C-Class (203 platform), CLK-Class (209 platform), E-Class (211 platform) and CLS-Class (219 platform) vehicles, the bonding between the glass panel and the sunroof frame might deteriorate gradually over time. If the bonding adhesion were to deteriorate, the durability requirements might not be met, and could lead to a separation of the sunroof glass panel from the vehicle. A detached panel could become a road hazard, increasing the risk of a crash or injury for other road users.

An authorized Mercedes-Benz dealer will check the glass panel bonding on the affected vehicles and replace the sun roof as necessary. Unfortunately, the parts to remedy this issue are currently not yet available. Please note that this recall is not related to alleged incidents of shattering sunroofs due to external influences (foreign objects).

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool on our MBUSA.com website offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter 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 days to comply with federal regulations.

If a 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, National Highway Traffic Safety Administration, 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 regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
A Mercedes-Benz AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600

Article number
SERVICE

Certified US POSTAL

January 9, 2021

Mercedes-Benz USA, LLC

One Mercedes-Benz Drive

Sandy Springs, GA 30328

Enclosures your recall letters dated February and July 2020

Legal Department: Dear Sirs Madames:

RE defective sunroof NHTSA Recall #19V918 WDBTJ65JX3P

I brought the car to Hanover, MA Mercedes benz dealer for inspection. I was told the the serial number was not part of the recall. The deteriorated area is in the corners, as mentioned in you letter. I was told that your company would not cure the defect.

You are being notified that if I sustain any injury from your, not curing the situation then I will be forced to file suit.

Re

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CERTIFIED MAIL® RECEIPT

Domestic Mail Only

For delivery information, visit our website at www.usps.com

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Certified Mail Fee

Extra Services & Fees (check box, add fee if appropriate)

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- ☐ Return Receipt (electronic)
- ☐ Certified Mail Restricted Delivery
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- ☐ Adult Signature Restricted Delivery

Postage

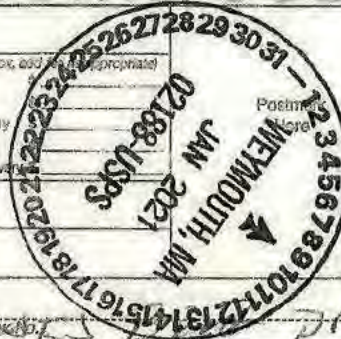
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PS Form 3800, April 2015 PSN 7530-02-000-9047



Department of Transportation

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Location Code: DOT

Cost Center: 4 West

Mail Point: NEC, NOA, NIA

External Carrier: USPS Certified Mail

Sender:

Manufacturer

Purchase Order:

DOT

7/9/2021 11:01:35 AM



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ADMINISTRATOR NHTSA
1200 NEW JERSEY AVENUE, SE
WASHINGTON DC 20590-0001

W41-306