

US DEPARTMENT OF TRANSPORTATION

MR RANDY REID, CHIEF

IN REGARD TO YOUR RESPONSE DATED 28, JULY 2021

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

KINDLY REFER TO THE LETTER SENT TO ME BY MERCEDES BENZ USA IT CLEARLY NOTES VEHICLES
PRODUCED 2001-2011 MY VEHICLE WAS PRODUCED 2003. NO REPAIR WAS EVER MADE THAT I AM
AWARE OF THE CAR WAS DRIVEN BY A LITTLE OLD LADY BOUT 4K PER YEAR AND WAS GARAGED. I
WENT TO AN AUTO BODY SHOP AND THE INDIVIDUAL THAT WORKED THERE WAS FORMERLY AN
INSURANCE ADJUSTER HE SAID THE THE DAMAGE IN THE ROOF IS DETRIMENTAL TO THE STRUCTURAL
INTEGRITY OF THE VEHICLE KINDLY NOTE THERE ARE NOT MANY OF THIS YEAR STILL ON THE ROAD.
THE rust spots are exactly in the position where MB has noted I think that something should be done
bout this

I THANK YOU FOR

SINCERELY



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



July 28, 2021

NEF-109 ela
Ref. No. 11424913

North Weymouth, MA

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2003 Mercedes-Benz CLK320 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 roadways. We are authorized to order manufacturers to recall and repair vehicles or motor vehicle equipment when our investigations indicate that they contain safety defects, such as in their design, construction, or performance. Among other activities, 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 corrosion of the sunroof frame rail in MY 2003 Mercedes-Benz CLK320 vehicles. At this time, NHTSA has not identified sufficient evidence to open a safety defect investigation or to initiate a recall.

Please note that recalls are very specific with regard to vehicle build dates, affected vehicle identification numbers (VIN), assembly plants, remedy procedures, and defective components. NHTSA Safety Recall Campaign No. 19V-918 addresses a problem with the bonding adhesion between the sunroof glass and the sliding roof frame in certain MY 2003 Mercedes-Benz CLK320 vehicles. The roof rust that you are experiencing with your vehicle is not caused by the defect identified in Recall No. 19V-918. Vehicles that had their sunroofs repaired with sunroofs that were produced between December 12, 2005 and July 15, 2006 were affected by the bonding adhesion defect. You indicate that your vehicle was inspected by the dealer and they advised that your sunroof does not fall within the date range of the affected vehicles. Mercedes-Benz advised that vehicles with sunroofs manufactured prior to and after these dates are not affected. Therefore, your vehicle is not eligible for a free remedy under Recall No. 19V-918.

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 www.nhtsa.gov/sites/nhtsa.gov/files/documents/14895_odi_defectsrecallspubdoc_110520-v6a-tag.pdf.

We encourage you to continue working with Mercedes-Benz and your dealer to explore the potential for an amicable resolution to your problem. You may also ask your dealership for a meeting with a Mercedes-Benz district manager regarding your problem. In addition, the Federal Trade Commission (FTC) regulates and investigates warranty and dealership problems, reimbursement matters, and fair-trade practices. Therefore, if you believe this issue potentially relates to such a practice, you may contact the FTC to discuss the matter. There are three ways to contact the FTC: by toll free telephone at 877-382-4357; by mail at Federal Trade Commission, CRC-240, Washington, DC 20580; and by using the Internet complaint form at www.ftccomplaintassistant.gov.

Finally, you may also consider contacting the Better Business Bureau (BBB) Auto Line. The BBB offers free mediation/arbitration to resolve warranty disputes under guidelines established by the FTC. Remedies include repair, reimbursement, repurchase or replacement, depending on program eligibility. You can visit their website at www.bbb.org to file a complaint and review eligibility information or call the BBB Auto Line at 800-955-5100.

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, you may review owners' complaints, safety recalls, manufacturers' service bulletins, etc., on our website.

Sincerely,

A handwritten signature in dark ink, appearing to read "Randy Reid", is written over a faint, larger signature that also appears to read "Randy Reid".

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

**Article number 70201290000153567352 Certified US POSTAL
SERVICE**

7020 1290 0001 5356 7352

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 WDBTJ65JX3 [REDACTED]

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.

Regards,

[REDACTED]



IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle, WDBTJ65JX3 [REDACTED]
Sunroof Glass Bonding
NHTSA Recall #19V918

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

February, 2020

WDBTJ65JX3 [REDACTED]
[REDACTED]
N Weymouth, MA [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) 765-0600



IMPORTANT SAFETY RECALL 2020040011
This notice applies to your vehicle, VIN: WDBTJ65JX3 [REDACTED]
Check Sunroof Glass Bonding
NHTSA Recall #19V918

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services

July, 2020

[REDACTED]
[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,

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

PS Form 3800, April 2015 www.irs.gov/efile See Reverse for Instructions

[REDACTED]
NORTH WEYMOUTH, MA

CERTIFIED MAIL



7020 1290 0001 5356 6515

\$5.200
US POSTAGE
FIRST-CLASS
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AUG 25 2021
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Department of Transportation

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Purchase Order:
DOT

8/30/2021 12:25:17 PM



7020 1290 0001 5356 6515

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