



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



September 1, 2022

NEF-109 tgd
Ref. No. 11477377

Richmond, VA

Dear [REDACTED]:

Thank you for the letter about your model year (MY) 2007 Mercedes-Benz SL 550R vehicle. I am pleased to respond.

The National Highway Traffic Safety Administration (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 brake failures caused by defective SBC Hydraulic Units in MY 2007 Mercedes-Benz SL 550R 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.

We are aware of Mercedes-Benz's extended warranty program for SBC Hydraulic Units (Campaign No. 2005070007 or Campaign No. 2005110001). The SBC warranty has been extended from the original 4 years/50,000 miles to 25 years with no mileage limitation in MY 2003 through MY 2012 SL-Class vehicles, among other Mercedes-Benz models. Please note that the issuance of special coverage program by a manufacturer does not necessarily mean that a vehicle contains a safety-related defect in accordance with our statute, the National Traffic and Motor Vehicle Safety Act. Manufacturers may issue these types of actions at their discretion to address a known problem unrelated to motor vehicle safety and to restore customer satisfaction. While NHTSA continuously monitors manufacturer special coverage programs to identify potential vehicle safety issues for which a recall is necessary, the agency does not otherwise regulate special coverage programs. Thus, the manufacturer remains responsible for all aspects of special coverage programs including the nature and scope of the repair and the vehicle make, model and years at issue.

We encourage you to continue to work 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. You may also consider contacting your local Consumer Protection Agency or the Virginia Attorney General's Office regarding your problem and rights under state law. 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, owners' complaints, safety recalls, manufacturers' service bulletins, etc. can be reviewed on our website.

Sincerely,

A handwritten signature in black ink that reads "Randy Reid". The signature is written in a cursive, flowing style.

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