

[REDACTED]
Bend, OR [REDACTED]

Dr. Steven Cliff
Safety Administrator
NHTSA
1200 New Jersey Avenue, SE
Washington, DC 20590

22 August, 2022

RE: VIN WDXPD944X6 [REDACTED]

Dr. Steven Cliff:

I have a 2006 Dodge Sprinter 3500, made by Mercedes Benz, with a 5 cylinder Mercedes Benz turbo diesel. The EGR valve has failed, significantly impacting the vehicle's drivability. A replacement part is not available. The Mercedes Sprinter dealer in Boise has no information on when it will be available other than to say that they have customers who have been waiting at least eight months for Mercedes EGR valves.

MBUSA customer service called today and suggested that they cannot query the company to clarify when the parts are forecasted to be available. As I understand it, the problem is endemic to at least 14 model years of Mercedes Sprinters!

This is both a safety and health (emissions) problem.

I have written both Dietmar Exler (president) and Dianna du Preez (vp customer service). I would appreciate it if you could sharpen Mercedes' focus on this issue.

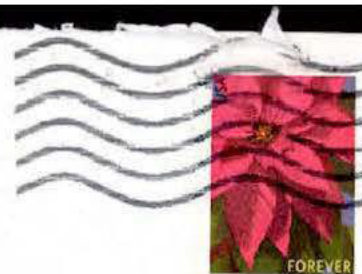
Sincerely,
[REDACTED]

cc MBUSA
1 Mercedes-Benz Dr.
Sandy Springs, GA 30328

BEND, OR

PORTLAND OR 972

24 AUG 2022 PM 4 L



NEF

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