INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [redacted]
To: EVOQ (NHTSA); DataQuality, DataQuality (NHTSA)
Subject: Re: Follow up to ODI Complaint ----- 11497087-------
Date: Wednesday, March 8, 2023 12:17:26 PM

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please find attached my edits to the complaint (VOQ) form. While I have reached out to Mercedes Benz multiple times now, they were all calls so I have nothing written.

Thank you for your assistance,

[redacted]

On Monday, February 27, 2023 at 12:04:55 PM EST, EVOQ (NHTSA) <evoq@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation

Form Approved: O.M.B No.2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148	
Date Received 12-DEC-2022	Repository ☐
	Reference No. 11497087

OWNER INFORMATION (Type or Print)

Name [redacted]			Daytime Telephone Number [redacted]	E-mail Address [redacted]
Address				
City Milledgeville	State GA	ZIP Code [redacted]	Evening Telephone Number	

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	MAKE	Model	Model Year
WD4PG2EE8J3[redacted]	MERCEDES-BENZ	METRIS	2018

Date Purchased	Dealer's Name and Telephone Number			Engine:	Fuel Type:
01-JAN-2019	Mercedes-Benz of State College 8142060904			No: Cylinders 4	GAS
Original Owner ☑	Dealer's City State College	STATE PA	ZIP Code 16801		

Transmission Type		Powertrain	Multiple Failure:	Incident Date(s)
AUTO	☑ Antilock Brakes ☐ Cruise Control			01-OCT-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 190000 TIRES	Failure Mileage 0.0	Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
CONTINENTAL	~~CONTITRAC~~ VANCO FOUR SEASONS	~~LT275/65R18~~ 225/55 R 17
DOT No. (Example: DOTMAL 9ABC036) ~~A3B9H00R~~ DOT 6Y00 HNAX	☑ Original Requirement ☐ Prior Repair	Failure Location: ~~PASSENGER SIDE REAR~~ ALL FOUR TIRES
Tire Component Code 191000 TIRES:TREAD/BELT		Tire Failure Type: TREAD SEPARATION

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

The contact owns a 2018 Mercedes-Benz Metris. The contact received notification of NHTSA Campaign Number: 22V482000 (Tires) however, the part to do the recall repair was not yet available. The local dealer was contacted. The contact stated that the manufacturer had exceeded a reasonable amount of time for the recall repair. The manufacturer was made aware of the issue. The contact had not experienced a failure. VIN tool confirms parts not available.

THE CONTACT HAS HEARD FROM MULTIPLE SOURCES THAT REPLACEMENT TIRES ARE AVAILABLE, INCLUDING MERCEDES-BENZ DEALERS, BUT MERCEDES-BENZ STILL REFUSES TO PAY FOR A REPLACEMENT.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic. Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.