

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11497087-----
Date: Thursday, March 9, 2023 8:00:46 AM

From: [REDACTED]
Sent: Wednesday, March 8, 2023 12:17 PM
To: EVOQ (NHTSA) <EVOQ@dot.gov>; DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: Follow up to ODI Complaint ----- 11497087-----

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

U.S. Department
of TransportationNational 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

Address

City

Milledgeville

State

GA

ZIP Code

Daytime Telephone Number

E-mail Address

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 INFORMATION17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WD4PG2EE8J3MAKE
MERCEDES-BENZModel
METRISModel Year
2018

Date Purchased

01-JAN-2019

Dealer's Name and Telephone Number
Mercedes-Benz of State College 8142060904Engine:
No: Cylinders 4

Fuel Type:

GAS

Original Owner

☒

Dealer's City State College

STATE
PAZIP Code
16801

Transmission Type

AUTO

☒ Antilock Brakes☐ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
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 FAILURETire Make
CONTINENTAL

Tire Model (Name or Number)

CONTINENTAL VANCO FOUR SEASONS

Tire Size (Example P215/65R15)

LT275/65R18 225/55 R 17

DOT No. (Example: DOTM1 9ABC036)

A3B9H00R DOT 6Y00 HMAX

☒ 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

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police
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 to 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.