

INFORMATION REDACTED PURSUANT TO THE FREEDOM
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 -11522258
Date: Monday, June 5, 2023 4:13:04 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, June 5, 2023 3:04 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint -11522258

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.

----- Forwarded message -----

From: EVOQ (NHTSA) <EVOQ@dot.gov>
Date: Mon, Jun 5, 2023 at 6:26 AM
Subject: Follow up to ODI Complaint -11522258
To: [REDACTED]

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

[REDACTED]

June 5, 2023

Randy Reid Chief, Office of Defects Investigation Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

VIN: WDDWF6EB7LR [REDACTED]

Dear NHTSA,

This writing is to respond to your request for more details regarding the wheel failure on the Mercedes Benz AMG C43 model.

I purchased the above mentioned vehicle brand new in May 2020. Since then I had 3 wheels cracked and both times left me stranded at night and in danger.

The first incidence was when I was driving normally on the freeway and all of the sudden the dash board says that both my right front and right rear wheels were losing air. Because it was late at night, I tried to drive home. After about 10 minutes, I could tell the tires were so flat that I could no longer drive. I waited almost 2 hours for the tow truck to rescue me. When It was towed to the tire shop the next morning, both the right front and right rear wheels were cracked and both the tires needed to be replaced since they don't repair run flat tires.

The second incident just happened again a few weeks ago. I got the same message displayed saying that my left rear wheel is loosing air. This time I am closer to home so I drove immediately to the tire shop, left the car there, and used an uber to get home. The next morning the tire shop informed me that the tire is fine, but the wheel is cracked. It was repaired by the tire shop.

When I got onto a Mercedes owner's forum, I realized that this is not an isolation issues. Many other owners of the very same model, AMG C43, had their wheels cracked so many time and they all had to replace with aftermarket wheels since Mercedes original wheels is very expensive at \$1500 each.

[REDACTED] West Hills, CA [REDACTED]

I believe that this wheel failure problem needs to be addressed and Mercedes Benz need to be accountable.

Attached are several repair invoices for your information.



Sincerely yours,





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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, **please provide a more detailed description of the failure(s) you reported that you believe relevant to safety**. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the **vehicle identification number (VIN) is known**. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a **dealer repair invoice or** your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



State of California
LICENSED
SMOG
CHECK

19951 Ventura Blvd., Woodland Hills, CA 91364
(818) 340-4200 or (818) 884-6514
FAX (818) 340-6563 B.A.R. #AK 041734
www.hankstire.com

HANK'S TIRE

SERVICE, INC.

PIRELLI

GOODYEAR
BRIDGESTONE
MICHELIN

WE CARRY ALL BRANDS
SMOG INSPECTION
& REPAIR STATION
BRAKES • FRONT END

Road Test

NOTIFIED ☐

PROMISED

Phone when ready
Yes ☐ NO ☐

C = REFUNDABLE CORE DEPOSIT

DISCARD PARTS ☐
CODE N = NEW R = REBUILT U = USED



INVOICE NUMBER [REDACTED]
OCTOBER 01, 2020 15:59

HOME PHONE [REDACTED] WORK PHONE [REDACTED]

20/MERCEDES C43 (PMT875 CA) P/T: 10/01/20 17:00 ENGINE

QTY.	CODE	PART NUMBER	PART DESCRIPTION	PRICE	EXT. PRICE
1.00	N	225-40R19	CONTI SPTCONT 5 SSR 89V	350.00	350.00
1.00	N	225-35R19	CONTI SP SSR SP 86V MOE	325.00	325.00

cracked RF & RR wheels

HANK'S TIRE

SERVICE, INC.

HANK'S TIRE WARRANTIES MECHANICAL REPAIRS (PARTS AND LABOR) FOR 24 MONTHS OR 24,000 MILES. THIS SUPERCEDES ALL WARRANTIES. CONDITIONS APPLY. NO REFUNDS WILL BE GIVEN. THANK YOU FOR CHOOSING HANK'S TIRE.
TIRE PRESSURE: LF _____ RF _____ LR _____ RR _____ CUST: _____

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. I UNDERSTAND THAT THIS REPAIR FACILITY IS NOT AN INSURER OF SAID VEHICLE AND WILL NOT BE HELD RESPONSIBLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER LOSS. A DAY WILL BE ADDED TO REPAIR BILL IF VEHICLE IS NOT PICKED UP WITHIN 30 DAYS. PARTS ARE CONSIDERED NEW UNLESS OTHERWISE SPECIFIED.

AUTHORIZED BY

ORIGINAL ESTIMATE 1227.13

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE.

(SIGNATURE OR INITIALS)

RECOMMENDED SERVICES / FUTURE VEHICLE NEEDS

VISA .00
M/C 1227.13
AM. EXP. .00
DISCVR .00
OTHER .00
CHECK .00
CASH .00
HAPA .00
GM/WTY .00
O. C/C .00
ATM .00

TOTALS
PARTS 675.00
SUBLET .00
LABOR 488.00
HAZ. WASTE .00
SUB TOTAL 1163.00
TAX 64.13
TOTAL 1227.13

AM. PD. 1227.13

WARRANTY ON REVERSE SIDE

State of California
LICENSED
SMOG
CHECK

19951 Ventura Blvd., Woodland Hills, CA 91364
(818) 340-4200 or (818) 884-6514
FAX (818) 340-6563 B.A.R. #AK 041734
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PIRELLI

GOODYEAR
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MICHELIN

WE CARRY ALL BRANDS
SMOG INSPECTION
& REPAIR STATION
BRAKES • FRONT END

Road Test

NOTIFIED

PROMISED

Phone when ready
Yes ☐ NO ☐

SAVE PARTS ☐ DISCARD PARTS ☐
CODE N = NEW R = REBUILT U = USED C = REFUNDABLE CORE DEPOSIT

WOODLAND HILLS, CA

HOME PHONE

MERCEDE

V.I.N. NUMBER

WORK PHONE

MILEAGE

26712

INVOICE NUMBER

QTY.	CODE	PART NUMBER	PART DESCRIPTION	PRICE	EXT. PRICE
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Front right wheel cracked

5/20/2023

HANK'S TIRE
SERVICE, INC.

CODE	LABOR OPERATION	PRICE
	WHEEL REPAIR	200.00



HANK'S TIRE WARRANTIES MECHANICAL REPAIRS (PARTS AND LABOR) FOR 24 MONTHS OR 24,000 MILES. THIS SUPERCEDES ALL WARRANTIES. CONDITIONS APPLY. NO REFUNDS WILL BE GIVEN. THANK YOU FOR CHOOSING HANK'S TIRE.

TIRE PRESSURE: LF RF LR RR CUST:

I HEREBY AUTHORIZE THE ABOVE REPAIR WORK TO BE DONE ALONG WITH THE NECESSARY MATERIAL AND HEREBY GRANT YOU AND/OR YOUR EMPLOYEES PERMISSION TO OPERATE THE VEHICLE HEREIN DESCRIBED ON STREETS, HIGHWAYS OR ELSEWHERE FOR THE PURPOSE OF TESTING AND/OR INSPECTION. AN EXPRESS MECHANIC'S LIEN IS HEREBY ACKNOWLEDGED ON ABOVE VEHICLE TO SECURE THE AMOUNT OF REPAIRS THEREON. I UNDERSTAND THAT THIS REPAIR FACILITY IS NOT AN INSURER OF SAID VEHICLE AND WILL NOT BE HELD RESPONSIBLE FOR LOSS OR DAMAGE TO VEHICLE OR ACCESSORIES LEFT IN VEHICLE IN CASE OF FIRE, THEFT, ACCIDENT OR ANY OTHER CAUSE BEYOND YOUR CONTROL. A STORAGE FEE OF \$10.00 PER DAY WILL BE ADDED TO REPAIR BILL IF VEHICLE IS NOT PICKED UP. ALL PARTS ARE CONSIDERED NEW UNLESS OTHERWISE SPECIFIED.

AUTHORIZED BY X

ORIGINAL ESTIMATE 200.00

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE

(SIGNATURE OR INITIALS)

RECOMMENDED SERVICES / FUTURE VEHICLE NEEDS

VISA	200.00
M/C	0.00
AM. EXP.	0.00
DSCVR	0.00
OTHER	0.00
CHECK	0.00
CASH	0.00
NAPA	0.00
GW/WTY	0.00
D. C/C	0.00
ATM	0.00
AM.FD.	200.00

TOTALS	
PARTS	0.00
SUBLET	0.00
LABOR	200.00
HAY WASTE	0.00
=====	
SUB TOTAL	200.00
=====	
TAX	0.00
=====	
TOTAL	200.00

WARRANTY ON REVERSE SIDE