



Mercedes-Benz

MM 7/19/06

Mercedes-Benz USA, LLC

A DaimlerChrysler Company

CERTIFIED MAIL - RETURN RECEIPT REQUESTED

NON CONFIDENTIAL

July 13, 2006

Kathleen C. DeMeter, Director
Office of Defects Investigation, Enforcement
National Highway Traffic Safety Administration
400 Seventh St., S.W.
Washington, D.C. 20590

**Re: NHTSA Request for Comparative Assessment Information
for EA06-001PIR (Glass Panoramic Sunroof System)**

Dear Ms. DeMeter:

This letter is submitted by Mercedes-Benz USA, LLC ("MBUSA") to the National Highway Traffic Safety Administration ("NHTSA" or "Agency") in response to the Office of Defect Investigation's May 16, 2006 request for information relating to a comparative assessment request for certain MY 2004 - 2006 Mercedes-Benz R-Class vehicles equipped with a panoramic sunroof system to assist in the Agency's investigation of certain model year 2004 - 2006 Cadillac SRX.

MBUSA's response to the Agency's specific request for information relating to certain model year 2004 - 2006 Mercedes-Benz R-Class vehicles equipped with a panoramic sunroof system manufactured for sale or lease in the U.S. are included below following a restatement of the Agency's original request. Information for which MBUSA has requested confidential treatment is enclosed in brackets [] below.

1. *State, by model and model year and each sunroof configuration, the number of subject peer vehicles Mercedes-Benz has manufactured for sale or lease in the United States.*



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The R-Class was introduced in the U.S. MY 2006. Approximately [] R-Class vehicles equipped with a panoramic sunroof were produced in this model year for sale or lease in the U.S. See attached Excel file. The following tables identify the total U.S. production by model and model year:

R-Class	
MY 06	[]

2. *State the number of each of the following, received by Mercedes-Benz, or of which Mercedes-Benz is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:*
 - a. *Consumer complaints, including those from fleet operators;*
 - b. *Field reports, including dealer field reports;*
 - c. *Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by a possible defect in a subject vehicle, property damage claims, consumer complaints, or field reports;*
 - d. *Property damage claims;*
 - e. *Third-party arbitration proceedings where Mercedes-Benz is or was a party to the arbitration; and*
 - f. *Lawsuits, both pending and closed, in which Mercedes-Benz is or was a defendant or codefendant.*

MBUSA has not received any customer complaints which may relate to the alleged defect in subject vehicles, and has received no other complaints or reports responsive to requests a-b above. MBUSA has not identified any Crash/Injury Reports, or claims responsive to requests c-d. In response to request e-f, MBUSA did not identify any matters where there was an allegation that panoramic sunroof failure resulted in an accident causing personal injury or property damage. MBUSA has not identified any state Lemon Law matters alleging problems with the panoramic sunroof as among the grounds for demanding vehicle repurchase.

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- 3. State, by model and model year, a total count for all of the following categories of claims, collectively, that have been paid by Mercedes-Benz to date that relate, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.*

MBUSA has received a total of 1 warranty claim for panoramic sunroof in the subject vehicles for broken glass.

- 4. Describe in detail the search criteria used by Mercedes-Benz to identify the claims identified in response to Request No. 3, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make and model year, the terms of the new vehicle warranty coverage offered by DaimlerChrysler on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that DaimlerChrysler offered for the subject vehicles and state by option, model, and model year, the number of vehicles that are covered under each such extended warranty.*

To identify the claims referenced in response to request No. 3 MBUSA searched warranty records by damage code [] for the peer subject vehicles, and then manually reviewed the dealer text for each warranty claim for any reference to the alleged defect.

The standard New Vehicle Limited Warranty for all peer subject vehicles cover defects in material or workmanship for 48,000 miles or 4 years whichever come first. Extended Limited Warranties can also be purchased for coverage up to 100,000 miles. Glass breakage of the panoramic glass roof is covered under the New Vehicle and Extended Limited Warranties described above.

- 5. For each glass panel utilized (from front to rear of vehicle) in the subject vehicle, provide the following information:*

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- a. *Formal item name;*
- b. *Common item name;*
- c. *Movable or Fixed glass panel system;*
- d. *Single or multiple panel design (state no. of panels);*
- e. *Type of movable glass panel deployment design (i.e. Slide-in-Roof; Tilted and Slide over roof; Tilted, Slide and Stacked (for sectioned design), etc.);*
- f. *Interior opening beneath glass panel area (length x width across roof in centimeters);*
- g. *Location of glass panel (i.e. "over 1st -row occupants", "over 2nd-row occupants", "over 1st & 2nd-row occupants," etc...);*
- h. *Size of panel (length x width centimeters);*
- i. *Thickness of glass (millimeters);*
- j. *Weight of glass panel (kilograms);*
- k. *Type of glass used (i.e. laminated, tempered, tempered-laminated, multiple glazed unit, rigid plastics, etc...as classified in ANSI/SAE Z26.1);*
- l. *Certified to ANSI/SAE Z26.1, Item ¾ Glazing Material Standard (specify all applicable table 1 Tests);*
- m. *Provide any impact test results per ANSI/Z26.1 Test No 6-14 or per other standards if available);*
- n. *ANSI/Z26.1 certification marking (i.e. AS1, AS2 etc.) if any; and*
- o. *Explain the reasons for selecting the type, thickness, and other relevant aspects of the glass used in the subject components in comparison with other types, thicknesses, and other relevant aspects of the glass used in subject component in comparison with other types, thicknesses, and other relevant aspects of glass, which were considered or which could have been used.*

An Excel-File and two other Document scans with the information requested above are attached with this letter.

Note:

- 1) The moveable glass is "Tempered Glass" as described in section 1.21 and the fixed glass is "Glass-Plastic" as described in section 1.5
- 2) A copy of the ANSI standard is attached.

6. *Provide photographs showing an exterior top view looking down at the vehicle's entire roof section. If the glass panel opens, provide photographs for both the close position and the open position. In addition, show wide-angled*

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interior views looking up at the entire roof liner, with all shades opened, with the glass roof panels in the close position and in the open position. Provide a minimum of two pictures each originating from two opposite angles for each exterior and interior screen shots. The files shall be in "JPG" format with a minimum resolution of 2,500 x 2,000 pixels each and 2.0 MB size.

A Zip-File with the photographs are attached with this letter

- 7. For each model, model year and glass panel design on the subject peer vehicles, identify the part number, supplier name and complete street address, contact name and telephone number.*

For all subject peer vehicles the panoramic sunroof system was supplied by Webasto AG. The contact information for this supplier is as follows:

Webasto AG
i. A. Andreas Geisler
Roof & Body Germany
Project Manager OSR/TSR 251/164
Kraillinger Strasse 5
82131 Stockdorf
Germany
Phone: +49 (0)89 - 85794 - 508
Cell: +49 172 842 9427
PC-Fax: +49 (0)89 - 899214 - 508
<mailto:ageisler@webasto.de>

* * * *

If you or your staff has any questions, please feel free to contact Gary H. Bowne at (201) 573-2719.

Sincerely,



Rolf Scherer
General Manager,
Engineering Services

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cc: Gary Bowne
Peter Herz
Norbert Wintzen
Patrick Rahe