



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

MAR 24 2008

1200 New Jersey Avenue SE  
Washington, DC 20590

**CERTIFIED MAIL**  
**RETURN RECEIPT REQUESTED**

Mr. Frank J. Diertl  
General Manager, Engineering Services  
Mercedes-Benz USA, LLC  
One Mercedes Drive  
Box 350  
Montvale, NJ 07645-0350

NVS-213swmc  
RQ08-002

Dear Mr. Diertl:

This letter is to inform you that the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) has opened a Recall Query (RQ08-002) to investigate complaints of power steering fluid cooling hose leakage in model year (MY) 1998 through 2003 Mercedes M-Class vehicles that had previously received the recall remedy power steering cooling service in Safety Recall 03V-121. This letter requests information to assist ODI in its investigation of the alleged defect..

This office has received 10 reports alleging leakage from the power steering fluid cooling hose in MY 1998 through 2003 Mercedes M-Class vehicles after the vehicles had received the service remedy for Safety Recall 03V-121. ODI has also identified two Dealer Technical Service Bulletins, T-B-46.30/13 and T-B-46.30/13a, issued in March 2004 and December 2007 respectively, that provide instructions for replacing the recall remedy clamp with a revised clamp-and-hose repair set. Mercedes also sent letters to owners extending the warranty coverage for the recall repair. A copy of each of the reports and the bulletins are enclosed for your information.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** all MY 1998 through 2003 M Class vehicles manufactured for sale or lease in the United States.
- **Subject recall:** Safety Recall 03V-121 the power steering fluid cooling hose and the hose clamp used as a remedy part for the subject recall to secure the hose to the power steering fluid cooler.
- **Subject bulletins:** Mercedes Dealer Technical Bulletins T-B-46.30/13 and T-B-46.30/13a.



- **Subject components:** the power steering fluid cooling hose and all hose clamps used to secure the hose to the power steering fluid cooler, including the remedy part for the subject recall and the part released in the subject bulletins.
- **Mercedes-Benz:** Mercedes-Benz USA, LLC., DaimlerChrysler AG, Mercedes-Benz International, all of their past and present officers and employees, whether assigned to their principal offices or any of their field or other locations, including all of their divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or indirectly (e.g., employee of a consultant) by or under the control of Mercedes-Benz (including all business units and persons previously referred to), who are or, in or after January 1, 1998, were involved in any way with any of the following related to the alleged defect in the subject vehicles:
  - a. Design, engineering, analysis, modification or production (e.g. quality control);
  - b. Testing, assessment or evaluation;
  - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
  - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Any one or more of the following: (1) power steering fluid leakage from the power steering fluid cooling hose connection to the power steering fluid cooler; (2) failure of the power steering pump; or (3) increase steering effort due to loss of, or diminished, power steering.
- **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts,

administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by Mercedes-Benz, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record, graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by Mercedes-Benz or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as Mercedes-Benz has previously provided a document to ODI, Mercedes-Benz may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation.

Please repeat the applicable request verbatim above each response. After Mercedes-Benz's response to each request, identify the source of the information and indicate the last date the information was gathered.

1. State, by model and model year, the number of subject vehicles Mercedes-Benz has manufactured for sale or lease in the United States. Separately, for each subject vehicle manufactured to date by Mercedes-Benz, state the following:
  - a. Vehicle identification number (VIN);
  - b. Model;
  - c. Model Year;
  - d. Date of manufacture;

- e. Date warranty coverage commenced;
- f. The date the subject recall was completed (use N/A if not completed);
- g. The mileage when the subject recall was completed (use N/A if not completed);
- h. The repair performed in the subject recall (i.e., replace hose clamp or replace hose and hose clamp – use N/A if not completed); and
- i. The State in the United States where the vehicle was originally sold or leased (or delivered for sale or lease).

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

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. Reports involving a fire, 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;
  - e. Property damage claims; and
  - f. Third-party arbitration proceedings where Mercedes-Benz is or was a party to the arbitration; and
  - g. Lawsuits, both pending and closed, in which Mercedes-Benz is or was a defendant or codefendant.

For subparts "a" through "e" state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "g," provide a summary description of the alleged problem and causal and contributing factors and Mercedes-Benz's assessment of the problem, with a summary of the significant underlying facts and evidence. For items "f" and "g," identify the parties to the action, as well as the caption, court, docket number, and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice, or matter) within the scope of your response to Request No. 2, state the following information:
  - a. Mercedes-Benz's file number or other identifier used;

- b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
- c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
- d. Vehicle's VIN;
- e. Vehicle's make, model and model year;
- f. Vehicle's mileage at time of incident;
- g. Incident date;
- h. Report or claim date;
- i. Whether a crash is alleged;
- j. Whether a fire is alleged;
- k. Whether property damage is alleged;
- l. Number of alleged injuries, if any; and
- m. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

- 4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method Mercedes-Benz used for organizing the documents.
- 5. 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 to, 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.

Separately, for each such claim, state the following information:

- a. Mercedes-Benz's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Repair date;
- e. Vehicle mileage at time of repair;
- f. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- g. Labor operation number;
- h. Problem code;
- i. Replacement part number(s) and description(s);
- j. Concern stated by customer; and
- k. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table which provides further details regarding this submission.

6. Describe in detail the search criteria used by Mercedes-Benz to identify the claims identified in response to Request No. 5, 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 Mercedes-Benz 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 Mercedes-Benz 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.
7. Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Mercedes-Benz has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mercedes-Benz is planning to issue within the next 120 days.
8. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Mercedes-Benz. For each such action, provide the following information:
  - a. Action title or identifier;
  - b. The actual or planned start date;
  - c. The actual or expected end date;
  - d. Brief summary of the subject and objective of the action;
  - e. Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and
  - f. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

9. Describe all modifications or changes made by, or on behalf of, Mercedes-Benz in the design, material composition, manufacture, quality control, supply, or installation of the subject defect components, from the start of production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:
  - a. The date or approximate date on which the modification or change was incorporated into vehicle production;
  - b. A detailed description of the modification or change;
  - c. The reason(s) for the modification or change;
  - d. The part number(s) (service and engineering) of the original component;

- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and
- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that Mercedes-Benz is aware of which may be incorporated into vehicle production within the next 120 days.

10. Produce one of each of the following:

- a. Exemplar samples of each design version of the subject components; and
- b. Field return samples of the recall remedy version of the subject components from vehicles that experienced power steering fluid leakage at the connection of the subject hose to the power steering fluid cooler and had both the clamp and hose replaced.

11. State the number of each of the following that Mercedes-Benz has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (*including the cut-off date for sales, if applicable*):

- a. Subject components; and
- b. Any kits that have been released, or developed, by Mercedes-Benz for use in service repairs to the subject component/assembly (e.g., those detailed in T-B-46.30/13(a)).

For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Mercedes-Benz is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

12. Provide the following information regarding the subject components and the subject bulletins (state tolerances for all dimensions):

- a. State the material composition of the subject hose, including the SAE line call out for each rubber material used in the hose;
- b. State the inner diameter of the subject hose;
- c. State the outer diameter of the subject hose;
- d. State the specifications for each version of the subject hose clamps (e.g., type, size, torque specification);
- e. State the outer diameter of the power steering fluid cooler fitting;
- f. State the bead diameter and bead width of the power steering fluid cooler fitting;
- g. State the design interference fit for the subject hose;
- h. State the design operating temperature and pressure of the power steering fluid at the subject cooler connection;

- i. State the design sealing forces/pressures in the subject hose joint and provide a chart showing how they change with time/mileage for each of the clamps used by Mercedes as original equipment, recall parts or service parts;
  - j. Identify all tests used by, or for, Mercedes to evaluate the durability of the subject components in resisting leakage from the subject hose joint;
  - k. Provide a table summarizing the performance of all hose/clamp combinations in the tests identified in 12.j – this should include the hose/clamp used in the subject vehicles as original equipment (i.e., the parts that were the subject of Recall 03V-121), the recall remedy parts, and all subsequent revisions to the subject components (e.g., the parts released in the subject bulletins);
  - l. Provide a table summarizing the field performance (e.g., complaints, field reports and warranty claims) of all hose/clamp combinations in the tests identified in 12.j – this should include the hose/clamp used in the subject vehicles as original equipment (i.e., the parts that were the subject of Recall 03V-121), the recall remedy parts, and all subsequent revisions to the subject components (e.g., the parts released in the subject bulletins);
  - m. State the nominal fluid capacity of the subject power steering system, the amount of leakage that is necessary to affect system performance (i.e., increased steering effort), the amount of leakage that could lead to pump failure; and the hot surface ignition temperature of the power steering fluid;
  - n. Provide a chronology of events related to subject component leakage, including the following: (1) Job #1 of subject vehicle production; (2) first complaint of leakage from the subject hose fitting (pre-recall); (3) chronology of actions related to the DTB issued before 03V-121; (4) chronology of actions related to the decision to conduct 03V-121; (5) the date of the first complaint of leakage from a subject hose assembly after the recall remedy had been performed; (6) the start of Mercedes review of 03V-121 remedy effectiveness (i.e., actions leading to DTB T-B-46.30/13; (7) chronology of actions leading to revised DTB T-B-46.30/13a; and (8) the cumulative numbers of complaints and warranty claims received by Mercedes related to recall remedy failures by the dates that the subject bulletins were issued in 2004 and 2007 and currently;
  - o. Provide copies of all documents related to the subject bulletins, including the review of field data (e.g., complaints, field reports and warranty data), the development of the new clamp, and all related meetings, briefing material and presentations; and
  - p. Explain why Mercedes decided to address recall remedy failures with the subject bulletins rather than a new safety recall.
13. Furnish Mercedes-Benz's assessment of the alleged defect in the subject vehicles in comparison to the conditions addressed by Safety Recall 03V-121, including:
- a. The causal or contributory factor(s);
  - b. The failure mechanism(s);
  - c. The failure mode(s);
  - d. The failure rates after 12, 36 and 60 months-in-service - describe fully all statistical methods used for this response, including whether they are based on actual data from segments of subject population that had achieved the designated times-in-service for the parts in question or based on statistical modeling (e.g., Weibull analysis) – time-in-service for the 03V-121 parts should obviously be calculated from the date of the recall service;



- e. The risk to motor vehicle safety that it poses;
- f. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
- g. The reports included with this inquiry.

This letter is being sent to Mercedes-Benz pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. It constitutes a new request for information. Mercedes-Benz's failure to respond promptly and fully to this letter could subject Mercedes-Benz to civil penalties pursuant to 49 U.S.C. § 30165 or lead to an action for injunctive relief pursuant to 49 U.S.C. § 30163. (Other remedies and sanctions are available as well.) Please note that maximum civil penalties under 49 U.S.C. § 30165 have increased as a result of the recent enactment of the Transportation Recall Enhancement, Accountability, and Documentation (TREAD) Act, Public Law No. 106-414 (signed November 1, 2000). Section 5(a) of the TREAD Act, codified at 49 U.S.C. § 30165(b), provides for civil penalties of up to \$6,000 per day, with a maximum of \$16,375,000 for a related series of violations, for failing or refusing to perform an act required under 49 U.S.C. § 30166. *See* 49 CFR 578.6 (as amended by 71 Fed. Reg. 28279 (May 16, 2006)). This includes failing to respond to ODI information requests.

If Mercedes-Benz cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney-client, attorney work product, or other privilege, Mercedes-Benz does not submit one or more requested documents or items of information in response to this information request, Mercedes-Benz must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

Mercedes-Benz's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by May 7, 2008. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to PE08-002 in Mercedes-Benz's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel. If Mercedes-Benz finds that it is unable to provide all of the information requested within the time allotted, Mercedes-Benz must request an extension from me at (202) 366-5207 no later than five business days before the response due date. If Mercedes-Benz is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information Mercedes-Benz then has available, even if an extension has been granted.

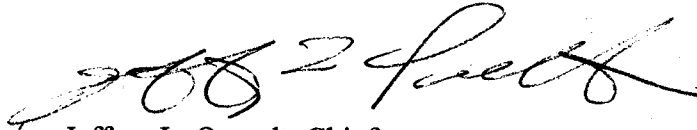
If Mercedes-Benz claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, Mercedes-Benz must submit supporting information together with the materials that are the subject of the

confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. Mercedes-Benz is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Please remember that the word "CONFIDENTIAL BUSINESS INFORMATION" must appear at the top of each page containing information claimed to be confidential, and the information must be clearly identified in accordance with 5 U.S.C. § 512.6. If you submit a request for confidentiality for all or part of your response to this IR, that is in an electronic format (e.g., CD-ROM), your request and associated submission must conform to the new requirements in NHTSA's Confidential Business Information Rule regarding submissions in electronic formats (49 CFR 512.6(c)). See Federal Register, volume 72, page 59434 (October 19, 2007).

Please send email notification to Stephen McHenry (stephen.mchenry@dot.gov) and to ODI\_IRresponse@dot.gov when Mercedes-Benz sends its response to this office and indicate whether there is confidential information as part of Mercedes-Benz response.

If you have any technical questions concerning this matter, please call Stephen McHenry of my staff at (202) 366-4883.

Sincerely,

A handwritten signature in black ink, appearing to read "Jeffrey L. Quandt", written in a cursive style.

Jeffrey L. Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation

Enclosure 1, one CD ROM titled Data Collection Disc containing four files