

Howell, Rosa (NHTSA)

From: Habib, Kareem (NHTSA)
Sent: Tuesday, December 29, 2020 9:13 AM
To: Howell, Rosa (NHTSA)
Cc: Posada, Steven (NHTSA)
Subject: FW: Daimler Vans - Rear Wheel Speed Sensor/PE 20-014
Attachments: Durpee, Gene - Complaint - 2019.06.11.pdf; MER1930026 Klay BB Docs.pdf; MER1829967 Klay BBB docs.pdf; Waters - pre-arb insp.pdf; Updated REQUEST_NUMBER_THREE_DATA.xlsx

Rosa,

Attached are supplemental submissions for PE 20-014.

Regards,

Kareem

From: lannetta, Christie [mailto:Clannetta@KSLAW.com]
Sent: Monday, December 14, 2020 11:35 AM
To: Quandt, Jeff (NHTSA) <Jeff.Quandt@dot.gov>; Habib, Kareem (NHTSA) <kareem.habib@dot.gov>
Cc: Glassman, Jacqueline <JGlassman@KSLAW.com>
Subject: Daimler Vans - Rear Wheel Speed Sensor

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Dear Jeff and Kareem -

In follow up to the discussion with Jeff in November, attached please find an updated spreadsheet responsive to Request Number 3. This spreadsheet contains at Column Q a summary of the customer's report as prepared by MBUSA's Customer Assistance Center (CAC). Upon review of the descriptions, we note that there are approximately 155 entries where the CAC representative did not prepare a summary and there is no information provided and an additional 45 or so entries where the summary consists of customer contact information, the VIN or other information that does not provide further insight into the customer's report. There are approximately 125 entries where the summary simply mentions or makes some reference to the ESP/ABS system, generally in the form of the customer noting the ESP, ABS or BAS warning lamps are illuminated (not specific to the wheel speed sensor). There are an additional 11 where the description mentions the ESP/ABS system, but also describes that the vehicle was driving through windy conditions which could have triggered the ESP/ABS lamps. There are approximately 22 reports that make mention of the "wheel speed sensor" or where a replacement of the WSS was noted, but we do not believe that any of these reports suggest potential consequences from a faulty wheel speed sensor other than those that have already been discussed with the agency and in the original response to the Information Request.

We are also updating the response to Request Number 2 relating to pre-litigation claims or demands that are or may potentially be related to the alleged defect. Daimler Vans has identified 3 instances where a consumer made a vehicle buy-back request. There is one instance (VIN ending in [REDACTED]) where the consumer reported issues with the wheel speed sensor, but never provided the requisite information to substantiate the buy-back claim. For the other two instances (VINS ending in [REDACTED] and [REDACTED]) there are references to issues or faults with

the ESP/ABS system and Daimler Vans declined to buy-back the vehicle. All three of these vehicles were upfitted to campers. Again, Daimler Vans is unable to confirm that the claims or demands are in fact due to moisture intrusion or dendrite formation, but is including them here based on the potential that they may be related to the alleged defect.

Please note that the attached documents contain consumers' personal identifying information.

Please let us know if you have any questions and thank you for your courtesy of the additional time to gather the CAC summary information.

Thanks. Jackie and Christie.

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