



Mercedes-Benz

Mercedes-Benz USA, LLC
A Daimler Company

May 5, 2017

VIA NHTSA Portal

National Highway Traffic Safety Administration
Attention: Recall Management Division
1200 New Jersey Avenue, S.E.
NVS-200, Room W45-306
Washington, D.C. 20590

Re: NEF-107 16V308 Loss of Torque due to Driveshaft Bond Failure

In an email dated April 13, 2017 to Mercedes-Benz USA, LLC ("MBUSA"), NHTSA reiterated that recall notification letters must be mailed to owners within 60 days of filing a Part 573 Report with NHTSA. The letters for the subject recall did not meet this deadline. NHTSA requested an explanation from MBUSA for the delay in notifying owners of this safety recall and what steps we will take to ensure future recall notifications are issued within 60 days.

MBUSA submitted the Part 573 Report on May 16, 2016 for the subject recall involving 136 vehicles. The target owner mailing date was July 15, 2016. NHTSA approved the draft owner Notification letter on June 22, 2016. During the work instruction verification on June 28, 2016, MBUSA learned that additional parts and hardware were required to complete the repair. The parts were immediately ordered from Daimler AG, with a receive date into the US on July 20, 2017. Upon arrival, the parts were immediately binned at the Parts Distribution Centers and made available for the dealers. The recall was launched to our authorized dealers, including the necessary parts and available work instructions, on July 21, 2016. MBUSA mailed the owner letters one week later on July 28, 2016, per our internal process timeline, to give dealers sufficient time to prepare for the recall. MBUSA will continue to work diligently to meet the 60 day notification deadline for any future recalls.

Should you have any questions, please do not hesitate to contact Mr. R. Thomas Brunner at brunnert@mbusa.com.

Sincerely,

R. Thomas Brunner
Department Manager,
Vehicle Compliance and Analysis

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