

**INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)**

 <p>DOT Auto Safety Hotline U.S. Department of Transportation National Highway Traffic Safety Administration</p>		<p align="center">Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET:www.nhtsa.dot.gov/hotline</p>		<p>FOR AGENCY USE ONLY 100148</p>	
<p>Date Received</p> <p align="center">15-JUL-2015</p>		<p>Repository <input type="checkbox"/></p> <p>Reference No. 10734271</p>			
<p align="center">OWNER INFORMATION (Type or Print)</p>					
<p>Name</p> <p>██████████</p>		<p>Daytime Telephone Number</p> <p>██████████</p>		<p>E-mail Address</p> <p>██████████</p>	
<p>Address</p> <p>██████████</p>		<p>Evening Telephone Number</p> <p>██████████</p>			
<p>City</p> <p>LIBERTYVILLE</p>	<p>State</p> <p>IL</p>	<p>Zip Code</p> <p>██████████</p>			
<p><i>The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).</i></p>					
<p align="center">VEHICLE INFORMATION</p>					
<p>17 digit Vehicle Identification Number Located at bottom of windshield on driver's side</p> <p>WDDSJ5CB7E██████████</p>		<p>Make</p> <p>MERCEDES BENZ</p>	<p>Model</p> <p>CLA45 AMG</p>	<p>Model Year</p> <p>2014</p>	
<p>Date Purchased</p> <p>SEPT 2nd 2014</p>	<p>Dealer's Name and Telephone Number</p> <p>AUTOHAUS ON EDEWS</p>		<p>Engine:</p> <p>No: Cylinders</p>	<p>Fuel Type:</p>	
<p>Original Owner</p> <p><input checked="" type="checkbox"/></p>	<p>Dealer's City</p> <p>NORTH BROOK</p>	<p>State</p> <p>IL</p>	<p>Zip Code</p> <p>60062</p>		
<p>Transmission Type</p> <p><input type="checkbox"/> Antilock Brakes</p> <p><input type="checkbox"/> Cruise Control</p>	<p>Powertrain</p>	<p>Multiple Failure:</p>		<p>Incident Date(s)</p> <p>02-JUL-2015</p>	
<p align="center">FAILED COMPONENT(S)/PART(S) INFORMATION</p>					
<p>Vehicle Component Code: 980000 UNKNOWN OR OTHER</p> <p>EXPLODING SUNROOF</p>			<p>Failure Mileage</p> <p>3500</p>	<p>Failure Speed</p> <p>50</p>	
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</p>					
<p>Tire Make</p>	<p>Tire Model (Name or Number)</p>		<p>Tire Size (Example P215/65R15)</p>		
<p>DOT No. (Example: DOTM19ABC036)</p>	<p><input type="checkbox"/> Original Equipment</p> <p><input type="checkbox"/> Prior Repair</p>	<p>Failure Location:</p>			
<p>Tire Component Code</p>			<p>Tire Failure Type:</p>		
<p align="center">ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</p>					
<p>Make:</p>		<p>Date Manufactured:</p>		<p>Model No./Name:</p>	
<p>Seat Type:</p>		<p>Installation System:</p>			
<p>Child Seat Component Code:</p>		<p>Failed Part:</p>			
<p align="center">APPLICABLE INCIDENT INFORMATION</p> <p align="center"><i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)</i></p>					
<p>Crash</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Fire</p> <p><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No</p>	<p>Number of Persons Injured</p> <p>0</p>	<p>Number of Deaths</p> <p>0</p>	<p>Reported to Police</p> <p>N</p>	
<p>Narrative Description of Incident(S), Crash(es), and Injury(ies). Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).</p>					
<p>I WAS DRIVING SOUTH ON US 41 IN LAKE FOREST IL WHEN THE SUNROOF SUDDENLY EXPLODED. THE FABRIC SUNSCREEN WAS ON AND PREVENTED THE GLASS FROM HITTING THE DRIVER OR PASSENGERS. THERE WERE NO BRIDGES IN THE AREA. NOTHING HIT OUR WINDSHIELD EITHER. PHOTOS OF THE DAMAGE SHOWED NO EVIDENCE OF ROCKS OR OTHER OBJECTS MIXED IN WITH THE GLASS FRAGMENTS. COPIES OF THE PHOTOS ARE AVAILABLE BY REQUEST. WE ARE CONCERNED THE SUNROOF WAS DEFECTIVE AND IS A SAFETY HAZARD.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.</p>			<p align="right">ATTACH ADDITIONAL SHEETS IF NECESSARY</p>		
<p><small>The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.</small></p>					

AUTOHAUS AUTOBODY LLC

Workfile ID: [REDACTED]
Federal ID: 364457657

Customer Copy

1510 FRONTAGE RD, NORTHBROOK, IL 60062
Phone: (847) 272-7905
FAX: (847) 272-2808

Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Written By: LEIGH SORBY, 7/8/2015 5:16:44 PM
Adjuster: B2 - Processor Team, (888) 695-3265 Day

Insured: [REDACTED]
Type of Loss: Comprehensive
Point of Impact: 27 Roof

Policy #: [REDACTED]
Date of Loss: 7/1/2015 6:15 PM

Claim #: [REDACTED]
Days to Repair: 0

Owner: [REDACTED]
LIBERTYVILLE, IL [REDACTED]
Evening
Other

Inspection Location:
AUTOHAUS AUTOBODY LLC
1510 FRONTAGE RD
NORTHBROOK, IL 60062
Repair Facility
(847) 272-7905 Business

Insurance Company:
STATE FARM INSURANCE COMPANIES

Vehicle Drop Off Date: 07/03/2015

Promise Date: 07/17/2015

Repair Start Date: 07/08/2015

VEHICLE

Year: 2014	Body Style: 4D SED	VIN: WDDSJ5CB7EN [REDACTED]	Mileage In: 5414
Make: BENZ	Engine: 4-2.0L-T	License: [REDACTED]	Mileage Out:
Model: CLA45 AMG	Production Date: 6/2014	State: IL	Vehicle Out: 10/17/2015
Color: BLACK Int:	Condition:	Job #: [REDACTED]	

TRANSMISSION

Automatic Transmission
4 Wheel Drive
Traction Control

SEATS

Power Driver Seat
Power Passenger Seat
Bucket Seats
Leather Seats
Reclining Seats

STEERING

Power Steering

Tilt Wheel

Telescopic Wheel
Steering Wheel Controls

BRAKES

Power Brakes
4 Wheel Disc Brakes
Anti-Lock Brakes (4)

GLASS

Tinted Glass
Rear Defogger
Power Windows

WHEELS

Aluminum/Alloy Wheels

RADIO

AM Radio
FM Radio
Stereo
Search/Seek
CD Player

INTERIOR

Power Locks
Power Trunk/Tailgate
Air Conditioning
Cruise Control

Driver Air Bag

Passenger Air Bag
Front Side Impact Air Bags
Console/Storage
Intermittent Wipers

EXTERIOR

Power Mirrors
Dual Mirrors
Alarm
Keyless Entry

PAINT

Clear Coat Paint

DATE CAR PICKED UP: MON OCT 19th 2015

10/19/2015 12:39:56 PM

081431

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Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 BENZ CLA45 AMG 4D SED 4-2.0L-T BLACK

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		ELECTRICAL					
2	R&I	Antenna assy w/Sirrus				0.8	
3		ROOF					
4	*	Rpr Roof panel				3.0	3.2
5	Repl	Sunroof glass	1177800021	1	1,170.00	0.7	
6	Repl	LT Drip molding	1176900382	1	187.00	0.6	
7	R&I	RT Drip molding				0.6	
8	R&I	R&I headliner				4.0	
		Note: R&I for antenna removal					
9		PILLARS, ROCKER & FLOOR					
10	*	Rpr LT Roof rail				1.5	1.2
11		QUARTER PANEL					
12	*	Rpr LT Quarter panel				2.0	2.2
13		Overlap Major Adj. Panel					-0.4
14		TRUNK LID					
15	*	Rpr Trunk lid				4.0	2.3
		Note: Partial strip					
		Overlap Major Adj. Panel					-0.4
17	Repl	Nameplate "CLA45"	1178170015	1	48.50	0.2	
18	*	Repl Nameplate "AMG"	1178171815	1	48.50	0.2	
19	R&I	Emblem				0.2	
20	R&I	Trunk lid trim				0.5	
21	R&I	Handle w/rear camera				0.4	
22	#	R&I Deck lid spoiler				1.0	
23	#	Rpr Deck lid spoiler				1.5	1.4
24		Clear Coat					2.5
25	**	Repl Non OEM Clean and retape deck lid spoiler		1	5.00	0.8	
26		REAR LAMPS					
27	R&I	LT Tail lamp assy w/o LED lamps				0.4	
28		REAR BUMPER					
29	*	R&I R&I bumper assy				1.0	
		Note: drop left side					
30	#	Rpr Glass clean up				0.5	
31	#	Subl Hazardous waste removal		1	3.00		
32	#	Repl Cover car		1	5.00		
33	#	Repl Corrosion protection		1			0.9
34	#	Rpr DENIB AND FINESSE				1.2	
SUBTOTALS					1,467.00	25.1	12.9

Estimate of Record

Customer: [REDACTED]

Job Number: [REDACTED]

Vehicle: 2014 BENZ CLA45 AMG 4D SED 4-2.0L-T BLACK

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,467.00
Body Labor	25.1 hrs @	\$ 46.00 /hr	1,154.60
Paint Labor	12.9 hrs @	\$ 46.00 /hr	593.40
Paint Supplies	13.0 hrs @	\$ 26.00 /hr	338.00
Subtotal			3,553.00
Sales Tax	\$ 1,805.00 @	8.7500 %	157.94
Grand Total			3,710.94
Deductible			0.00
CUSTOMER PAY			0.00
INSURANCE PAY			3,710.94

For more information regarding State Farm's promise of satisfaction relating to new non-original equipment manufacturer (non-OEM) and recycled parts, please visit: [REDACTED] code.



Register online to check the status of your claim and stay connected with State Farm®. To register, go to [REDACTED] and select Check the Status of a Claim. If you are already registered, thank you!

ILLINOIS LAW REQUIRES THAT VEHICLE REPAIRERS MUST BE LICENSED IN ACCORDANCE WITH SECTION 5-301 OF THE ILLINOIS VEHICLE CODE.

This estimate has been prepared based on the use of crash parts supplied by a source other than the manufacturer of your motor vehicle. Warranties applicable to these replacement parts are provided by the manufacturer or distributor of these parts rather than the manufacturer of your vehicle.

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement
NHTSA, USDOT
1200 New Jersey Ave SE
Washington, DC 20590

October 20th, 2015

REF: 10734271

Dear Mr. Reid,

Thank you for your follow-up letter to my report on the VSH.

I could not reply sooner because I wanted to include a copy of the repair invoice with this letter. This only became available yesterday because it has taken them this long to fix the problem.

I bought my CLA45AMG new from Autohaus on Edens in Northbrook, Illinois on September 2nd, 2014. It has about 5500 miles on it.

On July 3rd 2015, I was driving south on US 41 in light traffic going 50 when I heard a loud crack overhead followed by wind noise and the sound of glass hitting the roof and trunk of the car. You can see the size of the defect.

There were no bridges or gravel trucks in the area.

Fortunately, I had left the fabric sunscreen on and it kept the glass fragments from hitting me. The repair invoice lists significant damage to the paint on the car body from the flying glass fragments. If my grandchildren were with me in the backseat and if the fabric sunscreen were off, they would have been severely injured.

Several photos were taken from the inside. No rocks or foreign objects can be seen in either photo.

Sunroof explosions have been reported before.





I drove straight to dealer and left the car with the service department.

Originally, they told me it would take 4 to 10 days to replace the sun roof.
But it was not until October that Mercedes Benz shipped a new sunroof to their body shop.

I wonder if they knew the 2014 sunroof was defective and waited until a 2015 model was available.

As you can see, Mercedes Benz did not cover this under their warranty and instead billed my insurance company.

Feel free to contact me if you need additional information.

Yours Sincerely,

