

NHTSA ccmMercury Routing Slip



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

NHTSA #: ES12-006307
XREF #:
Delivery: MESSENGER ENV.

Rec'd Date: 11/16/2012
Doc Type: CNG
Address To: DOT/I

Referred By: NPO-011
Doc Date: 11/14/2012
Due Date: 11/30/2012

S10 #:
Subject: LETTER FROM SENATOR NELSON ON BEHALF ON CONSTITUENT [REDACTED]
AN ACTIVE DUTY MILITARY MEMBER STATIONED IN GERMANY WHO IS HAVING PROBLEMS WITH HIS
2010 HONDA ODYSSEY (DOT/I# S 2012 282)

DOT/I #: S 2012 282

RMP #:

Ack Date:
Sign Office: DIR. GOVT.
AFFAIRS
Cleared Date:
File Loc:
Added By: BMILLINGS x65470

Ack By:
Signature: CHAN LIEU
Cleared By:
XREF File:
Modified By:
BERNADETTE.MILLINGS

Signed For:
Cleared For:
Closed Date:

Most Recent Comment:

Author:

THE HONORABLE BILL NELSON
UNITED STATES SENATE

WASHINGTON, DC 20510 UNITED STATES
Tel: (407) 872-7161 Fax: (407) 872-7165 E-mail: billnelson.senate.gov

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	11/16/2012	11/30/2012	
NVS-010	INFORMATION	11/16/2012		11/16/2012
NGA-110	SIGN	11/16/2012	NOV 16 2012	

ET
11.16.12
AND



2012 Senate Input Form for Governmental Affairs Correspondence Control Sheet (I-10), W85-328



Control Number S - 2012 282

General

Date DOT Received #####
Date DOT Entered #####
Member's Date 11/14/2012
Member Last Name Nelson
Member First Name Bill
Member Organization United States Senator
Address1 Two 225 East Robinson Street, Suite 410
Address2
City Orlando
State FL
Zip 32801

Constituents

File Name [REDACTED]
Date 11/14/2012
Subject Lemon law
Action Office NHTSA
Action Code
Due Date 11/30/2012

Contacts

MemberContact Usha Tewari
Phone (407) 572-7173
Pending ☐
Closed Date
Remarks
DOT Contact Maria Harrison at (202) 366-4573

Notes:

ES12-006307

BILL NELSON
FLORIDA

United States Senate
WASHINGTON, DC 20510-0905



Date: Nov 14, 2012 Number of pages (including cover sheet): 3

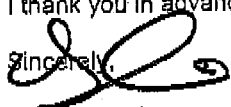
To: Robert Letteney, Congressional U.S. DOT Fax: 202-366-7346
From: U.S. Senator Bill Nelson Fax: (407) 872-7165
Regarding Constituent: [REDACTED]

Comments

Congressional Inquiry:

Your assistance is requested with the following: Please see documents attached. Could you review and respond to the issues raised? If you require additional information, you may contact me directly at Usha_Tewari@billnelson.senate.gov. I thank you in advance for your assistance in this matter.

Sincerely,


Usha Tewari
Constituent Advocate
407-872-7173

= Stationed overseas and having
problems w/ car that falls under
Lemon Law.



United States Senate
WASHINGTON, DC 20510-0905

BILL NELSON
FLORIDA

November 14, 2012

Mr. Robert Letteney
Deputy Assistant Secretary for Governmental Affairs
U.S. Department of Transportation
1200 New Jersey Avenue, Southeast
Washington, District of Columbia 20590-0003

Dear Mr. Letteney:

Please find enclosed correspondence I received from one of my constituents. It involves an important matter under the jurisdiction of your agency.

Your review and response to the issues raised would be greatly appreciated. Please send your correspondence directly to my office and reference [REDACTED] for our records. I look forward to a response at your earliest convenience and thank you in advance for your assistance with this matter.

Sincerely,

A handwritten signature in black ink that reads "Bill Nelson".

BN/ut
132734-2SB

Enclosure



Casework Tracking Sheet

Tracking # 132734-2SB

Constituent

Phone:

Email:

ID:

APO Ae, APO
County

Promoted From Correspondence

Web Mail Message

Agency:

Business & Commerce

Details:

I am an active duty military member stationed in Germany with a 2010 Honda Odyssey that has an unidentified electrical and/or computer problem that triggers the anti-theft system every time I open the doors and resulted in all the power buttons inside the car to not function. American Honda has acknowledged that the car is still under warranty because I moved to Germany on military orders but they have made no discernible effort to repair the car. I contacted the BBB for support in working this issue under the Federal Lemon Law (Magnuson-Moss Warranty Act) but they informed me they could not do anything as I was not in the US. However, they did not tell me what Federal Agency can enforce the Magnuson-Moss Warranty Act for military members overseas. I need help getting Honda to either repair, replace, or refund the car in accordance with Federal Law.