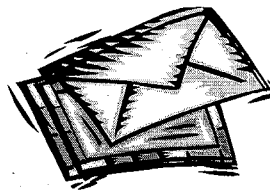


NHTSA ccmMercury Routing Slip



CL-10585495-6008

Printed: 4/30/2014

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

NHTSA #: ES14-001677

XREF #:

Delivery: EML

Rec'd Date: 4/30/2014

Doc Type: CNG

Address To: DOT/I

Referred By: NPO-011

Doc Date: 4/30/2014

Due Date: 5/29/2014

S10 #:

DOT/I #:

RMP #:

**Subject: LETTER FROM SENATOR CASEY ON BEHALF OF CONSTITUENT [REDACTED] RE
MERCEDES BENZ DEFECT WITH POWER SEAT CONTROLLERS**

Ack Date:

Sign Office: DIR. GOVT.

AFFAIRS

Cleared Date:

File Loc:

Added By: CBUTLER x60180

Ack By:

Signature: KRISTIN J. KINGSLEY

Cleared By:

XREF File:

Modified By: Chris.Butler

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

Author:

THE HONORABLE ROBERT CASEY, JR
UNITED STATES SENATOR
417 LACKAWANNA AVENUE, SUITE 303
SCRANTON, PA 18503
Tel: Fax: 570-941-0937 E-mail:

MAY -1 2014

Assigned To	Task	Asgn Date	Deadline	Returned Date
NVS-200	REPLY	4/30/2014	5/29/2014	
NVS-010	INFORMATION	4/30/2014		4/30/2014
NGA-110	SIGN	4/30/2014		
NOA-010	INFORMATION	4/30/2014		4/30/2014
NOA02	INFORMATION	4/30/2014		4/30/2014

AM
5114
SMD

Senator Robert P. Casey, Jr.
Case Information and Privacy Act Release Form
Please return to our office either by email, fax, or U.S. mail.
Office of Senator Robert P. Casey, Jr.
417 Lackawanna Avenue, Suite 303
Scranton, PA 18503
(570) 941-0937 (fax)

Submitting this form to other offices will result in unnecessary delays.

The Privacy Act of 1974 is a federal law designed to protect you from any unauthorized use and exchange of personal information by federal agencies. Any information that a federal agency has on file regarding your dealings with the United States government may not, with a few exceptions, be given to another agency or Member of Congress without your written permission. Family members, friends, or other interested parties generally may not authorize on your behalf the release of information covered by the Privacy Act.

I hereby request the assistance of Senator Casey's Office of Constituent Services to resolve the matter described on Page 2. I authorize Senator Casey and his staff to receive any information they might need to provide this assistance.

I certify that the information I have provided to Senator Casey and his staff is true and accurate to the best of my knowledge and belief. The assistance I am requesting from Senator Casey's office is in no way an attempt to evade or violate any federal, state, or local law.

SIGNATURE

DATE:

4/30/2014

Name: (please print)

Date of Birth

Address:

City:

Dingmans Ferry

State:

PA

Zip Code:

Day Telephone:

Evening Telephone:

E-mail Address:

Federal Agency Involved:

DOT

Case Number (if applicable):

10585495

Social Security Number (if applicable):

N/A

Passport Number (if applicable):

Do you currently have a case pending before a local, state or federal court pertaining to this matter? YES: _____ NO: ☒

If yes, please explain

Have you contacted any other Member of Congress regarding your case? YES: ☒ NO: _____

If yes, who have you contacted and when?

Congressman Marino and Senator Toomey

Senator Robert P. Casey, Jr.
Case Information and Privacy Act Release Form
Page 2

THIS FORM WILL BE SENT TO THE DEPARTMENT OR AGENCY IN
QUESTION

In your own words, please describe the problem for which you are requesting assistance.
You may attach up to 5 additional sheets if necessary. Documentation sent to this office will
be electronically archived and then shredded. Do not send originals.

The Signal Actuator Module fails everytime time
The car requires a "jump-starter procedure" caused
by a power drain.

The components that are the root cause of the power
drain are the power seat control model, the overhead
lighting component and the In-Dash CD/Navigation
system.

When the Signal Actuator Module is damaged by a
"jump-start", The fuel delivery and light fail while driving!

Please describe what you have done to resolve your problem with the federal department or
agency in question. You should include dates of contacts, telephone calls, emails, faxes, and
the names of any individuals with whom you have spoken. Send a copy of your latest
correspondence from or to the department or agency in question. Do not send originals.

I filed a formal complaint with The DOT, online.
Complaint # 10585495

Specifically state the assistance you request from our office and the outcome you desire.

To request that DOT conduct an investigation
or audit that includes examination of national
service records that will provide ample proof of a
design flaw that has existed since 2001.
Mercedes Benz has flatly refused to acknowledge
the design flaw at the corporate & dealership level!

NOTE: Due to privacy laws, we cannot speak with a family member, or any other agent, regarding
your case unless you provide written permission on this release form. Thank you for understanding
our position.



Thank you for your Vehicle Safety Complaint

Your Complaint Information has been successfully submitted.

Your Confirmation Number (ODI Number) is: 10585495.

Your Complaint will be available within 72 hours at <http://www-odi.nhtsa.dot.gov/complaints/>.

An acknowledgement was sent to [REDACTED]

1. Vehicle Information

Vehicle Identification Number (VIN): WDBRF65J[REDACTED]

Make / Model / Year: MERCEDES BENZ E CLASS 2002

2. Incident Information

Approximate Incident Date: 04/25/2014

Vehicle mileage at time of incident: 102,000

Vehicle speed at time of incident: 65 (mph)

Affected Parts: Electrical, Fuel/Propulsion
System

Fire: No

Crash: No

Injury or Fatality: Yes

Deaths: 0

Persons Injured: 0

Medical Attention: No

Tell us what happened:

I reiterateThis vehicle is a deathtrap! Mercedes Benz installed power seat controllers in this car that fail VERY Frequently. This design flaw causes the unit to run power seat components constantly even when the car is parked, key removed and the car is locked. Within 2-11 hours, the activity of this fault seat controller unit drains the car battery! When you try to jump start the car as per Mercedes Benz owners manual instructions, the process causes the Rear Left SAM (SIGNAL ACQUISITION AND ACTUATION MODULE DRIVER SIDE) to lose partial or full memory. This affects a whole host of systems including fuel delivery, tail & head lights. Items that are essential to operating a vehicle on the public roads safely! The other day, April 25th, 2014, the fuel delivery on my 2002 MB C32 AMG failed suddenly while I was on the highway! The loss of power was so sudden that I had to swerve off the road and onto the shoulder, hitting my head on the drivers side window in the process! Having researched this extensively and have found that these are know problems since the introduction of the car in 2002. Instead of a voluntary recall, Mercedes Benz did a patch job of replacing faulty SAMs for owners still under warranty ...and only in cases where the owners complained or had three or more visits to a Mercedes Benz Dealer Service Department.

3. Personal Information

Name: [REDACTED]

Email: [REDACTED]

Daytime Phone: [REDACTED]

Evening Phone: [REDACTED]

Address1: [REDACTED]

Address2: [REDACTED]

City, State, Zip: Dingmans Ferry, PA [REDACTED]

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Wednesday, April 30, 2014 4:10 PM
To: Butler, Chris CTR (NHTSA)
Subject: FW: Congressional Inquiry - [REDACTED]
Attachments: [REDACTED]

Chris

Please control and notify me when completed.

Thanks, julie

From: Caldwell, Megan (NHTSA)
Sent: Wednesday, April 30, 2014 3:50 PM
To: Korkor, Julie (NHTSA)
Subject: FW: Congressional Inquiry - [REDACTED]

Hi Julie,

Please control!

Thanks,
Megan

From: Toth, Amanda (Casey) [<mailto:Amanda.Toth@casey.senate.gov>]
Sent: Wednesday, April 30, 2014 3:44 PM
To: Caldwell, Megan (NHTSA)
Subject: Congressional Inquiry - [REDACTED]

Megan,

Senator Casey's office has been contacted by [REDACTED] regarding the complaint he filed with the United States Department Transportation regarding difficulty he is experiencing with the signal acquisition and actuation module on his Mercedes Benz E Class.

Could you please review his concerns and provide me with a response I may share with him?

If you have any questions or need additional assistance, please contact me.

Thank you for your attention to this request.

Amanda Toth

Amanda Toth
Constituent Advocate
Senator Robert P. Casey, Jr.
417 Lackawanna Avenue, Suite 303

Scranton, PA 18503
(570) 941-0930

To receive Senator Casey's newsletters, please sign up [here](#).

Follow Senator Casey on:    