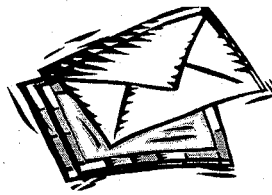


NHTSA ccmMercury Routing Slip



DL-10873071-7314

Printed: 6/6/2016

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

NHTSA #: ES16-002661	Rec'd Date: 6/6/2016	Referred By: NAD-200
XREF #:	Doc Type: CNG	Doc Date: 5/19/2016
Delivery: EML	Address To: DOT/I	Due Date: 7/5/2016
S10 #:	DOT/I #:	RMP #:
Subject: LETTER FROM SENATOR NELSON RE CONSTITUENT [REDACTED] RE 2006 ML MERCEDES BENZ SUV ML 350 RECALL ISSUES		
Ack Date:	Ack By:	Signed For:
Sign Office: DIRECTOR, GOVERNMENTAL AFFAIRS	Signature: ALISON PASCALE	
Cleared Date:	Cleared By:	Cleared For:
File Loc:	XREF File:	Closed Date:
Added By: CBUTLER x60180	Modified By: Chris. Butler	
Most Recent Comment:		

Author:

THE HONORABLE BILL NELSON SENATOR
UNITED STATES SENATE
225 EAST ROBINSON STREET, SUITE 410
ORLANDO, FL 32801
Tel: 407-872-7164 Fax: 407-872-7164 E-mail:

JUN -7 2016

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	6/6/2016	7/5/2016	
NGA-010	SIGN	6/6/2016		

RR
6716
SUD

BILL NELSON
FLORIDA

United States Senate
Washington, DC 20510-0905

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA

2016 JUN -6 P 2:21



Consent For Release Of Information

I'm very concerned you are in need of assistance, and want you to know we're committed to doing our best to resolve your problem. The first thing you need to do is fill out this form and return it quickly to me by fax or mail. This has to be done before I can legally act on your behalf. This is a free service. The form not only tells me about your concerns, but also allows government agencies to share your information with me. (It is something required by the Privacy Act of 1974.)

Please note, if you are inquiring on behalf of someone, that person must sign the release.

Today's Date May 19, 2014 Social Security Number [REDACTED]
 Mr. Mrs. Ms. Dr. [REDACTED] Middle Last

Mailing Address [REDACTED]
Fort Lauderdale FL

Home Phone [REDACTED] Cell Phone [REDACTED] Work Phone [REDACTED]
Date of Birth [REDACTED] E-mail Address [REDACTED]

I hereby authorize Senator Nelson or his representative to make inquiries into my personal records and or files, and to obtain information about me pertaining to my request for assistance.

Signature [REDACTED] For The Attention Of _____
Please return form to:

By Mail: Office of Senator Bill Nelson
225 East Robinson Street, Suite 410
Orlando, Florida 32801

By Fax: Fax: (407) 872-7165

Questions: Telephone: (407) 872-7161
Toll-Free in Florida Only:
(888) 671-4091

FOR OFFICE USE ONLY

IT: Yes No IT # _____ (Caseworker Only) Cross Reference Name _____

Referral: FTL FTM JAX MIA ORL TAL TPA WPB BN GN PM BS

Web Tracking # _____

PLEASE COMPLETE PAGE 2 OF THIS FORM

ES16-002661

Please complete the sections that apply to your case.

Military or Veteran's Issues

Military ID/VA ID/Other ID Number _____ Sponsor's ID / SSN _____

Rank / Unit _____ Duty Station _____

Immigration Issues

Receipt Number _____ Alien Registration Number A- _____

Date of Birth _____ Place of Birth _____

Type of Application Filed _____

Social Security Administration Issues

Type of claim filed? _____

Initial Claim	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
Reconsideration	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
ALJ Hearing	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied
Appeals Council	Date Filed _____	<input type="checkbox"/> Pending	<input type="checkbox"/> Approved	<input type="checkbox"/> Denied

Case Details

Please briefly explain your problem. (In writing, provide my office with a detailed account. Include any additional relevant correspondence that you have initiated or received concerning your problem.)

Please state how you would like Senator Nelson to help you.

I would love for the Senator to strongly urge Mercedes Benz USA to repair my vehicle under the terms of the classaction lawsuit. This would be fair and just. The recalled balance shaft is the only issue with my ML350, if this is not done I will have to junk my ML350 whether I drive 1 mile or 1 million mile - The balance shaft is bad

Background information

My vehicle is a 2006 ML Mercedes Benz SUV. (VIN # 4JGBB86E16A [REDACTED])
There was a class action lawsuit filed due to an inferior 'Balance Shaft' in the engine of a number of Mercedes Vehicles including my ML 350. The class action lawsuits was known as [REDACTED] v MBUSA. As a result of the lawsuit Mercedes agreed to repair vehicles paying up to 38% of the cost. My ML 350 was covered under this term. The recall for repair for this vehicle ends on Thursday June 16, 2016. However I am told that I exceeded 125,000 miles and would be eligible for the Class Action Recall Repairs. I feel that this is unfair because my vehicle is in good condition except that it is not drivable due to the nonfunctioning 'Balance Shaft'. All that was done on my part was to drive and maintain my ML 350 as was expected. My engine Balance Shaft was never mentioned to me by Mercedes Benz during my purchase nor during the course of my monthly car notes. Now as a result I have a 'junk luxury vehicle'. The slogan used to attract me to this brand is what Mercedes Brands itself as 'The Best or Nothing' Apparently this part (Balance Shaft) was not the best as a result of the class action lawsuit '[REDACTED] V MBUSA.

I am asking the MB USA repair my vehicle up to 38% of the cost or refund me my money paid for the vehicle due to an inferior part which they had to know about and never informed me. I think that is fair and just. I am the customer first and should be valued and treated fairly.

Bunce, Scott (Bill Nelson)

From: Manzo, Josiah (Bill Nelson)
Sent: Thursday, May 19, 2016 3:12 PM
To: Bunce, Scott (Bill Nelson)
Subject: FW: [REDACTED] time sensitive)
Attachments: [REDACTED]

From: Lawson, Willowstine (Bill Nelson)
Sent: Thursday, May 19, 2016 12:40 PM
To: Greene, Artena (Bill Nelson) <Artena_Greene@billnelson.senate.gov>; Manzo, Josiah (Bill Nelson) <Josiah_Manzo@billnelson.senate.gov>; Venkatesh, Rupa (Bill Nelson) <Rupa_Venkatesh@billnelson.senate.gov>
Subject: FW: [REDACTED]

From: [REDACTED]
Sent: Thursday, May 19, 2016 12:38 PM
To: Lawson, Willowstine (Bill Nelson) <Willowstine_Lawson@billnelson.senate.gov>
Subject: [REDACTED]

Ms. Lawson,
Please add this information to the form I submitted to you.

1. During the purchase of my vehicle I was not informed that there was an issue with the 'balance shaft' concerning my 2006 ML
2. I only received a newsletter last spring concerning this matter. I was instructed by the newsletter do not telephone the court, court clerk's office, MBUSA (Mercedes Benz USA) or MBUSA's Counsel to "inquire, about this settlement or the claim process" by order of Judge Thelton Henderson, Judge of the United States District Court for the Northern District of California assigned April 8 2015

From: [REDACTED]
Sent: Thursday, May 19, 2016 12:24 PM
To: Lawson, Willowstine (Bill Nelson) <Willowstine_Lawson@billnelson.senate.gov>
Subject: FW: Attached Image [REDACTED]

From: [REDACTED]
Sent: Thursday, May 19, 2016 12:19 PM

To: [REDACTED]

Subject: Attached Image

I need the help.

From: willo4@msn.com [mailto:willo4@msn.com]

Sent: Wednesday, May 18, 2016 2:19 PM

To: Lawson, Willowstine (Bill Nelson) <Willowstine_Lawson@billnelson.senate.gov>

Subject: [REDACTED]

----- Forwarded message -----

From: [REDACTED]

Date: Wed, May 18, 2016 at 3:16 AM -0700

Subject: Fw: I am very please with my purchase of my 2006 ML 350 (VIN 4JGBB86E16A [REDACTED])... [Incident: [REDACTED]]

To: "Willowstine Lawson" <willo4@msn.com>

I need for the Senator to help me, all I did was drive my car. Mercedes Benz had a defective part in the engine. The warranty ends on June 16, 2016. Mercedes Benz say I have too many miles on my car for them to honor the warranty.

On Tuesday, May 17, 2016 1:34 PM, MBUSA Customer Support [REDACTED] wrote:



Mercedes-Benz

2006 ML 350 (VIN 4JGBB86E16A [REDACTED])...

(M)

assistance Center at Mercedes-Benz USA.

rdship and the issues your vehicle is experiencing however are unable to take
ment or review individual requests for assistance. All information relating to this suit can be found at
gibility requirements, reimbursement process, or related to the class action must be directed to the Class Action

To: [REDACTED]
Subject: Attached Image

I need the help.

From: willo4@msn.com [mailto:willo4@msn.com]
Sent: Wednesday, May 18, 2016 2:19 PM
To: Lawson, Willowstine (Bill Nelson) <Willowstine_Lawson@billnelson.senate.gov>
Subject: [REDACTED]

----- Forwarded message -----

From: [REDACTED]
Date: Wed, May 18, 2016 at 3:16 AM -0700
Subject: Fw: I am very please with my purchase of my 2006 ML 350 (VIN 4JGBB86E16A [REDACTED])... [Incident:
[REDACTED]]
To: "Willowstine Lawson" <willo4@msn.com>

I need for the Senator to help me, all I did was drive my car. Mercedes Benz had a defective part in the engine. The warranty ends on June 16, 2016. Mercedes Benz say I have too many miles on my car for them to honor the warranty.

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Mercedes-Benz

2006 ML 350 (VIN 4JGBB86E16A [REDACTED])...

1)

Assistance Center at Mercedes-Benz USA.

Customer assistance and the issues your vehicle is experiencing however are unable to take
action or review individual requests for assistance. All information relating to this suit can be found at
www.classaction.com. Any questions, requests for assistance, or related to the class action must be directed to the Class Action

tance App free!

(05/16/2016 02:22 PM)

5 ML 350 (VIN 4JGBB86E16A [REDACTED]) that I invested based on the reputation being the

not in the position to pay for the full repairs cost of replacing the balance shaft on my

of the civil claim [REDACTED]

repair cost of my vehicle at no charge or at a low cost. Mercedes-Benz has a
is, we can agree on a compromise.

vehicle for transport and apart from the inconvenience not having my vehicle has
renting a vehicle.

ate excellent customer service and appreciation. I am core customer of your brand
les.

eration and assistance in this matter. I will continue to recommend my friends and
edes-Benz .Financial.

Butler, Chris CTR (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Thursday, June 02, 2016 6:21 PM
To: Butler, Chris CTR (NHTSA)
Subject: [REDACTED]
Attachments: [REDACTED]

Chris,

Please control to Randy and notify me.

Thanks!

Julie

From: Caldwell, Megan (NHTSA)
Sent: Thursday, June 02, 2016 3:27 PM
To: Korkor, Julie (NHTSA); Reid, Randy (NHTSA)
Cc: Pascale; Alison (NHTSA)
Subject: FW: [REDACTED]

Julie, please control. Randy, you might want to bump this one up in the cue because of the timing (may be able to handle by phone).

Thank you,

Megan

From: Bunce, Scott (Bill Nelson) <Scott_Bunce@billnelson.senate.gov>
Sent: Thursday, June 2, 2016 1:55:31 PM
To: Caldwell, Megan (NHTSA)
Subject: [REDACTED]

Good Afternoon-

Please find attached correspondence from [REDACTED] regarding his 2006 Mercedes and a recalled balance shaft. He has been trying to get them to repair the part, but has not had success. He is concerned because the recall ends on June 16 2016. Your review and response is greatly appreciated.

Thanks,

Scott Bunce

Constituent Advocate

U.S. Senator Bill Nelson

225 East Robinson Street, Suite 410

Orlando, Florida 32801

(407) 872-7164 direct

(407) 872-7165 fax