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NHTSA ccmMercury Routing Slip

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

Printed: 1/10/2017

NHTSA #: ES17-000064
XREF #:
Delivery: S10 E-MAIL

Rec'd Date: 1/10/2017
Doc Type: S10
Address To:

Referred By: NAD-200
Doc Date: 1/9/2017
Due Date:

S10 #: S10-170110-004
DOT/I #:
RMP #:

Subject: S10 APPROPRIATE HANDLING - COPY OF MERCEDES CUSTOMER COMPLAINT ADDRESSED TO MERCEDES-BENZ FINANCIAL SERVICES KEE SOURJOHN

Ack Date:
Sign Office: AA FOR ENFORCEMENT
Cleared Date:
File Loc:
Added By: TMAPP x62870

Ack By:
Signature: AS APPROPRIATE
Cleared By:
XREF File:
Modified By: TAMMY.MAPP

Signed For:
Cleared For:
Closed Date: 1/10/2017

Most Recent Comment:

EXECUTIVE SECRETARIAT
RECEIVED-NHTSA
2017 JAN 10 A 11:34

Author:

[redacted]

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	APPROPRIATE	1/10/2017		1/10/2017

JAN 12 2017

RR
11217
SMD

Spriggs, Brian (OST)

From: Gertel, Angelica (OST)
Sent: Tuesday, January 10, 2017 9:55 AM
To: Spriggs, Brian (OST)
Subject: FW: Assistance with billing issue

EXECUTIVE SECRETARIAT
RECEIVED NHTSA
2017 JAN 10 A 11: 27

From: [redacted]
Sent: Monday, January 09, 2017 7:55 PM
To: ExecReferrals@daimler.com
Subject: Re: Assistance with billing issue

Mr. Sourjohn,

Your statement is a blatant lie! The late fee was on the account on December 25th when I paid the bill on time before the expiration of the grace period. The late fee was assessed in retaliation for my complaints about the defective unsafe vehicle to Daimler and US Regulators. Please see the below payment confirmation that shows my payment was made on time within the 10 day grace period. My account is stellar I have proof that my payments have NEVER been late and I take offense to the implication as well as repeated lies and games from Mercedes especially because both are an attempt to conceal serious safety defects in this car. Not only has Mercedes refused to honor this vehicle's warranty and comply with state and federal laws but now Daimler/Mercedes is attempting to engage in a defamation campaign because I complained about an unsafe defective vehicle that has unrepaired safety defects that can kill . Please accept my sincere thanks for your blatantly untrue response!

Account Holder: [redacted]
Daimler Account Number: xxxxxxx[redacted]
Confirmation #: [redacted]
Payment Date: 12/25/2016
Payment Amount: $432.63
Payment Type: One-Time

Sincerely,

[redacted]

On Jan 9, 2017, at 5:33 PM, ExecReferrals@daimler.com wrote:

[redacted]:

Thank you for the continued correspondence concerning late fee assessments, and allowing me to clarify further. Also, thank you for providing our billing statements as confirmation you did not see a

S10-170110-004

ES17-000064

late charge assessed on any invoice after September 2016. You are correct. The September late fee was systematically removed in September. Thus, you did not see it on subsequent billing statements. For further clarification, the $21.63 late fee I removed was assessed for the amount due December 15th that was received December 27th.

I hope this answers all of your questions, but if not, please feel free to call me directly at 817.224.5120.

With Best Regards/Mit freundlichen Grüßen,

Kee Sourjohn
Executive Response Team
Mercedes-Benz Financial Services USA LLC
Office: 817.224.5120

One Customer at a time – Make it personal, Make it right!

From: [redacted]
Sent: Friday, December 30, 2016 12:10 AM
To: Executive Referrals (525-NPM)
Subject: Re: FW: Assistance with billing issue

Good evening,

My apologies for the back to back emails; however, I went back and downloaded all the statements from September thru present. The September statement acknowledges the on time payment of 9/24. Also as mentioned and as the emailed statements show there is no late fee on any of the statements. The late fee was not added until mid December after I complained about the vehicle and sent the Complaint and Demand attached to my original email. Thank you in advance for clarifying why the fee was not added until mid December.

Sincerely,

[redacted]

On Thu, Dec 29, 2016 at 5:35 PM, <ExecReferrals@daimler.com> wrote:

[redacted]

Thank you for your email below addressed to Janet Marzett, Vice President Operations Americas for Mercedes-Benz Financial Services (MBFS), and also to Alyson Leady, Assistant to Chris Kaefer, Vice President of Credit Operations Americas. Both emails were forwarded to me for review, and we appreciate the opportunity to respond to your concerns about a late fee assessment. It was assessed for your payment due September 15, 2016. I see you scheduled the payment on our website September 24, 2016. Unfortunately, because September 24th was a Saturday, we were unable to submit a request for payment to your bank until the following Monday, September 26th. This was 11 days after your due date, and resulted in the late fee assessment. However, after reviewing your account, I have removed the late fee of $21.63. Please know the assessment of the late fee was in no way a retaliation for the

S10-170110-004

complaint you have filed with Mercedes-Benz USA regarding the performance of your vehicle, and encourage you to continue your claims with Mercedes-Benz USA.

With Best Regards/Mit freundlichen Grüßen,

Kee Sourjohn
Executive Response Team

Mercedes-Benz Financial Services USA LLC
Office: 817.224.5120

From: [redacted] < >
Date: December 24, 2016 at 9:36:46 PM CST
To: janet.marzett@daimler.com
Subject: Assistance with billing issue

Good evening Ms. Marzett

I just noticed that a late fee has been applied to my account. However, my payments have never been late. I have always made my payments within the required 10 day grace period. Please see the information attached below for payments made the past four months. Three out of the four months of payments were made on the 25th, which is within 10 days from the 15th due date, the grace period for on time payments. Prior to this month I have never been charged a late fee because the payments were on time. Therefore I would like to request that the $21.00 late fee be removed from my account. I am hoping that this late fee is not being charged in retaliation for the attached Complaint and Demand related to the ongoing problems I have had with the vehicle; however, that appears to be the case seeing as I have never been late with a payment yet I am being charged a late fee. I am truly disappointed by the response I have received from Mercedes in response to the vehicle safety issues I have been complaining about. Instead of trying to work with me to resolve this issue or even repair the vehicle, it appears that Mercedes has instead charged an unwarranted late fee in an attempt to bully and intimidate me into not complaining about the vehicle and the ongoing safety issues. My only goal is to have a safe vehicle to drive; therefore, I reiterate my willingness to resolve this issue amicably. Merry Christmas and thank you in advance for your assistance.

Sincerely,

[redacted]

Account Holder: [redacted]
Daimler Account [redacted]
Confirmation #: [redacted]
Payment Date: 12/25/2016
Payment Amount: $432.63
Payment Type: One-Time

Account Holder: [redacted]
Daimler Account Number: xxxxxx[redacted]
Confirmation #: [redacted]
Payment Date: 11/25/2016
Payment Amount: $432.63
Payment Type: One-Time

Account Holder [redacted]
Daimler Account Number: [redacted]
Confirmation #: [redacted]
Payment Date: 10/25/2016
Payment Amount: $432.63
Payment Type: One-Time

Account Holder: [redacted]
Daimler Account Number: [redacted]
Confirmation #: [redacted]
Payment Date: 09/24/2016
Payment Amount: $432.63
Payment Type: One-Time

Account Holder: [redacted]
Daimler Account Number: [redacted]
Confirmation #: [redacted]
Payment Date: 08/25/2016
Payment Amount: $432.63
Payment Type: One-Time

If you are not the addressee, please inform us immediately that you have received this e-mail by mistake, and delete it. We thank you for your support.

If you are not the addressee, please inform us immediately that you have received this e-mail by mistake, and delete it. We thank you for your support.