

CL-11084096-7391

APR 02 2018



PHILIP D. MURPHY
Governor

SHEILA Y. OLIVER
Lt. Governor

New Jersey Office of the Attorney General

Division of Consumer Affairs
Consumer Service Center – Complaint Review Unit
124 Halsey Street, 3rd Floor, Newark, NJ 07102
March 15, 2018



GURBIR S. GREWAL
Attorney General

SHARON M. JOYCE
Acting Director

National Highway Traffic Safety Administration US Dept of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

Mailing Address:
P.O. Box 45025
Newark, NJ 07101
(973) 504-6200

Re [REDACTED]
File Number: [REDACTED]

I am writing on behalf of the New Jersey Division of Consumer Affairs - Office of Consumer Protection to bring this matter to your office's attention. While hearing from the public helps the Division in its efforts to protect the health, safety and economic well-being of the public as consumers in the marketplace and to identify the best use of our investigative resources, there are situations, such as this one, in which a referral to another agency may be better able to provide assistance.

We are forwarding the materials we received to your office so that you may assist this consumer. We have advised the consumer of our action and that all future inquiries should be directed to your office. We appreciate the assistance that your office can provide to this consumer and extend our willingness to assist your office when necessary.

If you have any questions regarding this referral, please contact our Consumer Service Center at (973) 504-6200.

Sincerely,

Patricia D. Pate
Supervising Investigator, Consumer Service Center

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4.3.18
W



New Jersey Office of the Attorney General

Division of Consumer Affairs
P.O. Box 45025
Newark, New Jersey 07101
(973) 504-6200
(800)-242-5846

E-Mail: AskConsumerAffairs@dca.lps.state.nj.us

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [Redacted]
ADDRESS: [Redacted]
CITY: LYNDHURST
STATE: OHIO ZIP CODE: [Redacted]
HOME TELEPHONE NUMBER: [Redacted]
WORK TELEPHONE NUMBER: [Redacted]
E-MAIL ADDRESS: [Redacted]

BUSINESS: MBUSA
ADDRESS: 3 Mercedes Dr. Montvale
CITY: MONTVALE
STATE: NJ ZIP CODE: 07645
TELEPHONE NUMBER (1): 800-367-6372 ex 6287
TELEPHONE NUMBER (2): 1800 367 6372
Business Mercedes Benz of Bedford
18122 Rockside Rd, Bedford Hts
OHIO 44146 # 440-540-4333

* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.

For statistical and informational purposes only. Your age: [] 18-29 [] 30-44 [] 45-59 [X] 60 or older

- 1. Nature of complaint (please check the appropriate box(es)):
[] Automotive [X] Automotive Repairs [] Banking [] Credit Card
[] Charity [] Direct Mail/Sweepstakes [] Home Repair [] Internet/Cyberspace
[] Professional Service [] Stocks/Securities [] Telemarketing [] Telecommunications
[] Bingo/Raffle [] Health Club [] Warranty [] Advertising
[] Wheelchair Lemon Law [] Weighing/Measuring Devices [] Used Car Lemon Law [] New Car Lemon Law
[] Furniture [] Other (specify) KNOWN DEFECT (previous class action)

- 2. If your complaint involves a motor vehicle, please provide the following information:
a. [X] New [] Used
b. [X] Purchased [] Leased
c. Purchase Price: \$50,000 Current Mileage: 40000 miles
d. Date of Purchase: 6/2005 [X] With Warranty [X] With Service Contract [] As Is
e. Make: ML 350 Model: Mercedes Year: 2006

3. Name of company you dealt with: Mercedes Benz of Bedford Hts Ohio then passed on to MBUSA

4. Name and title of company agents or employees you dealt with: VANESSA B (Executive Referral Manager) MBUSA
Craig Harris (Service Manager) @ MB of Bedford # 440 540-4333

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I originally called about my check engine light coming on in the winter of 2016 and was told by A. Neal Service Manager it was nothing to worry about it would go away. It was most likely due to the recent weather changes. When I decided to take the car in for its usual service it had approximately 38,000 miles on it when I was given an estimate of well over 7,000. I paid for the estimate at that time \$153.31. After getting no response from Mercedes Benz of Bedford in Bedford, MA I contacted Cooperate office. After my 3rd attempt I was offered a verbal \$1,000 toward the repairs. After filing a BBB report in Cleve and an going ~~with~~ written communication I was offered \$2,000 → \$3,000 and was given 7 days to respond after each offer until the last \$3,000 offer came on. The offer and acceptance to be made by the Dec 8, 2017 (less than 2 days). Then the offer was removed from the table. I never said I would not accept. I merely pointed out to Vanessa that my car had a check engine light in 2009 which was merely reset and all the work I have had done by Mercedes dealer only. Enclosed is copy of all the receipts I have from services performed for this 40,000 mile vehicle.

6. The amount of loss involved in this complaint: \$ 7,500⁰⁰. Please provide a breakdown of these losses:

I have been given the estimate of \$ 7,500⁰⁰. Then Mercedes offers a one time Goodwill offer of \$3,000 toward the repairs. Then quickly removes it referencing to warranty issue that were already there. Is this a fair issue? Makes me wonder since others have gotten their cars fixed or given at least 7 days to accept. What makes me different?

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

[Redacted Signature]

2-8-18
Date

* This certification must be signed by the person completing the form.

Filed complaint with BBB in Cleve → referred to BBB in N.J. → filing with Consumers Affairs as suggested. 8/26/17

If you wish to accept this offer, please contact me by December 8, 2017.
 Best wishes for a safe and unsurpassed driving experience.
 Sincerely,
 Vanessa B.

(STARTING FROM 11-29-17)

Executive Referral Manager
 Mercedes-Benz USA, LLC
 Phone: (800) 367-6372 Ext. 6287

Reply November 29, 2017 8:47pm
 Dear Vanessa B.,

I spoke with you today at 5:10 pm, and I am trying to reach an agreement before moving forward. I feel with only Forty Thousand miles on my ML350 purchased new at MB of Bedford, which has been well maintained and has just been serviced by MB service departments there is no way my ML350 should required engine work/ timing chain in the motor. I have records of all the additional monies I have spent on this car outside of its purchase price, with an average of two thousand miles per year. Not to mention the substantial amount of out of pocket money I have already put into this 40,000-mile car, spending \$5,000 in 2015 for repairs alone. (not counting other repair costs throughout my ownership). Why would anyone want to pay the kind of money it cost to own a Mercedes Benz to get forty thousand miles out of the auto before it requires motor work. I ask you to allow me to speak with the regional manager because it seems as though you and I cannot reach an agreement and you have denied me of that opportunity. I would like this matter resolved and my car repaired because this is a lot of money for a problem I did not create.

I want my car fixed. This matter has been going on for nearly a month now. I want to do what is fair, and two thousand dollars on a >seven thousand repair bill is by no means fair. I was told that MB were more dependable and only gets better with age. I could have purchased any car I wanted to a Lexus, BMW, etc. but I purchased a Mercedes Benz said to be a fine crafted safe auto that has an unsurpassed driving experience. As stated to you on the phone if the car had 100,000 miles or even 80,000 miles I would not be saying a word. With only 40,000 miles over years of driving and the engine needs work. This issue has to be a manufacture factory defect. Someone must come up with a better solution for this factory defect. With this type of mileage, I should not be expected to spend \$7000.00, to get a check engine light off. My ML350 was mention in the settlement MB engine defect class action settlement case: Majeed Seifi, et al. v. Mercedes Benz USA LLC # 3:12-cv-05493.

I cannot accept your offer. I would like to come in and sit down and talk face to face with someone who can take care of this problem. There is no way that an MB requires >seven thousand dollars of motor work after only 40,000 miles. I am looking for the problem to be corrected, and \$2,000.00 (two thousand) will not fix the problem. I am told that it will take more than \$7,000.00 (seven thousand) to correct the problem. This is a well known Mercedes Benz 2006 ML350 internal problem (factory defect, lemon etc.) that was not disclosed to me. I am kindly asking that the problem be corrected. I feel this is your responsibility.

I appreciate if you would get back to me promptly. As you stated I understand this is not a BBB responsibility but I have a set time frame to accept or reject your offer. Why should motor problems after 40,000 miles be at my expense, because I trusted the Mercedes Benz name, word, and brand and shared that with my family members and friends? This is a problem MB is well aware of as evidence by previous class action settlements. This is not due to normal wear and tear, there is nothing I could have done to prevent this from happening prematurely like it has. This is though no fault of my own. Why would anyone chose to invest in any auto to get 40,000 miles of service before needing motor repair, and its certainly not something you would expect from a finely crafted "safe and unsurpassed driving experience". (B.V. 2017), Mercedes Benz luxury vehicle. To date I have not heard anything back from MBUSA or MB of Bedford.

According to U.S. DEPARTMENT OF TRANSPORTATION National highway traffic safety administration (NHTSA) 2017: The United States Code for Motor Vehicle Safety (Title 49, Chapter 301) defines motor vehicle safety as "the performance of a motor vehicle or motor vehicle equipment in a way that protects the public against unreasonable risk of accidents occurring because of the design, construction, or performance of a motor vehicle, and against unreasonable risk of death or injury in an accident, and includes nonoperational safety of a motor vehicle." A defect includes "any defect in performance, construction, a component, or material of a motor vehicle or motor vehicle equipment." Generally, a safety defect is defined as a problem that exists in a motor vehicle or item of motor vehicle equipment that: 1) poses a risk to motor vehicle safety, and 2) may exist in a group of vehicles of the same design or manufacture, or items of equipment of the same type and manufacture. The courts define a defective product as one that is unreasonably dangerous as designed, or the vehicle is not safe for its intended use as designed, or it is more dangerous than an ordinary consumer would expect.

The topic of signing a release never discussed during our conversation. I am puzzled as to what is it I would be releasing.

Mercedes
has the
the shop

TOTAL PRICE

Estimate Sheet

Customer Name:

ASM Name:

Parts Name:

RO No.:

Tech No.:

Original Items

Concern Description	Part Number	Qty	Part Price	Labor		Rate (SOLD)	Total
				Time	Price		
BALANCE SHAPT	878030013	4	493.98	2.5			1975.92
Coolant	Q1000004	4	23.99				95.96
OIL	500009031	4	624.18				2496.72
Saler	00398998010	4	25.99				103.96
P/S OIL	Q1460001	4	8.99				35.96
	009930074	4	317.98				1271.92
T-STAT	278000045	4	178.98	2.10			715.92

Prime Item Total:

Original Items

On Dec 6, 2017, at 1:13 PM, [REDACTED] <[REDACTED]> wrote:

Hello Ms. Aletia,
I have not heard anything further from either MBUSA, LLC or MB of Bedford. I remain prayerful about this situation.
Thank you

On Dec 6, 2017, at 12:51 PM, Aletia Howard <[REDACTED]> wrote:

Good afternoon [REDACTED]

Please advise us of any updates you may have regarding your complaint filed against Mercedes-Benz USA, LLC.

Kindly,

Aletia

[REDACTED], *BBB Dispute Resolution Specialist*
Better Business Bureau Serving Greater Cleveland
2800 Euclid Ave. 4th Fl.
Cleveland, OH 44115

p:
f:

Start With Trust@

On Fri, Dec 1, 2017 at 10:17 AM, [REDACTED] <[REDACTED]> wrote:

On Nov 28, 2017, at 4:55 PM, [REDACTED] <[REDACTED]> wrote:

Hello Aletia,
Just wanted to touch bases with you about my ML350 check engine light problem. I did go to my scheduled appointment today at the MB of Bedford dealership and met with Craig Service Manager, who agrees that this should not be happening with my low mileage auto, but states the decision is not his to make and he will contact Venessa at MBUSA and his supplier who he deals with to see what can be done. He also acknowledges that there are a lot of MB in the area with the check engine light on but are over 100,000 miles.

Please continue to extend my response until I hear back from MB Craig who stated it should be in 24 hours.
Thanks



This is the response I received from MBUSA: November 29, 2017 6:02pm


Dear [REDACTED]
Thank you for speaking with me earlier.
As discussed, Mercedes-Benz USA, LLC has offered a discount of \$2,000 toward the cost of repairs, with a signed release.

[REDACTED]

Subject: Re: Message from Mercedes-Benz USA, LLC
From: [REDACTED]
To: MBUSA_CAC@mbusa.com;
Date: Saturday, December 9, 2017 11:05 AM

I am willing to accept the \$3,000.00 offer towards my bill without a signed release. I need to know exactly what the balance will be for me to pay. I really feel I should not have to pay anything but I want to do what is reasonable for all involved. I am willing to pay \$1,500.00 total to get the check engine light off in my car with a warrantee and signed release. As I previously mentioned this is of no fault of my own. Anything that I could have done to prevent this from happening I would have done, but when a defect is involved its nothing I can do to fix the problems. Considering the amounts of money I have already put into this car (including transmission work) at less than 35,000 miles, this gesture would be fair of MBUSA to extend to me as a loyal long term customer.

Sincerely,
[REDACTED]

 On Dec 7, 2017, at 4:33 PM,

wrote:

IMPORTANT:

When responding, please "reply with history" as this email includes a special thread ID that ensures faster notification and processing of your response. Please be sure to not delete the thread ID associated with this e-mail when responding.

[THREAD ID [REDACTED]]

Dear [REDACTED]

Good afternoon.

There has been an update to your offer. Mercedes-Benz USA, LLC and Mercedes-Benz of Bedford have offered a discount totaling \$3,000 toward the cost of repairs, with a signed release.

If you wish to accept this offer, please contact me by December 8, 2017.

Best wishes for a safe and unsurpassed driving experience.

Sincerely,

Vanessa B.

Executive Referral Manager

[REDACTED] 2/7/2018

Mercedes-Benz

Bedford, OH 44116
Phone (440) 359-4000
Service & Parts (888) 771-9487
www.mercedesbenzbedford.com



VIN: [REDACTED]
 LICENSE: [REDACTED]
 CLEVELAND, OH [REDACTED]
 AARON NEAL 865 4022 10/31/17 MBCS2C
 41,986 WHITE/ QG021
 06/MERCEDES LIGHT TRUCK/MI 350/4 DOOR 07/16/05
 4 J G B B 8 6 E 5 6 A [REDACTED]
 10/31/17

JOB# 1 CHARGES

LABOR: 07MBZ03 CHECK ENGINE LIGHT TECH(S):636 136.95
 CLIENT STATES CHECK ENGINE LIGHT IS ILLUMINATED
 HAS CURRENT FAULT CODE FOR 1200 CONSTANT ADJUSTMENT OF RIGHT
 CYLINDER BANK 1200 CONSTANT ADJUSTMENT OF EXHAUST CAMSHAFT
 AND 0856 THERMOSTAT FAULT
 ADVISE ON NEEDED REPAIRS COST TO REPLACE BALANCE SHAFT
 \$6481.00
 TO REPLACE THEM AT \$472.95 PLUS S/F AND TAX
 1 TOTALS-----LABOR 136.95
 JOB# 1 JOURNAL PREFIX MBCS JOB# 1 TOTAL 136.95

A-----CODE-----DESCRIPTION-----CONTROL NO-----
 SS SHOP SUPPLIES 5.00
 TOTAL - MISC 5.00

S-
R++

 SH [] CHECK CK NO. [] *
 SA [] MASTERCARD [] DISCOVER *
 R XPRESS [] OTHER [] CHARGE *

 TOTAL LABOR.... 136.95
 TOTAL PARTS.... 0.00
 TOTAL SUBLET... 0.00
 TOTAL G.O.G.... 0.00
 TOTAL MISC CHG. 5.00
 TOTAL MISC DISC 0.00
 TOTAL TAX..... 11.36
TOTAL INVOICE \$ 153.31

 REGES WILL BE ASSESSED AT \$25.00 PER DAY
 S LEFT UNCLAIMED 15 DAYS OR MORE.

SIGNATURE

Mercedes-Benz USA, LLC

Phone: (800) 367-6372 Ext. 6287





Mercedes-Benz

Mercedes-Benz Of Bedford
18122 Rockside Road
Bedford, Ohio 44146
Phone (440) 359-1444
www.mercedesbenzbedford.com

Nothing Mok

SERVIC
MON. 1
7:30 AM

ACKNOWLEDGE AND APPROVE EXTRA WARRANTY REPAIRS PERFORMED AS NEEDED		CUSTOMER INITIAL	THANK YOU FOR THIS OPPORTUNITY TO SERVICE YOU. IT IS OUR POLICY TO REQUEST AN AHS REPAIR ORDER TO YOUR CON- SERVICE WAS SATISFACTORY TELL YOUR FRIENDS IF NOT, PLEASE	
NAME [REDACTED]	ADDRESS [REDACTED]	CITY CLEVELAND, OH	STATE OH	ZIP [REDACTED]
PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	TECH(S) 521	WARRANTY	
JOB# 1 CHARGES				
LABOR JOB# 1 D1MBZ		ENGINE CONCERN		
CLIENT STATES CHECK ENG LIGHT ON VERIFIED CLIENT CONCERN. RAN DTC TEST FOUND CODE 1085 FOR MAJOR LEAK IN PURGE SYSTEM. CHECKED GAS CAP FOUND OK. PERFORMED FUEL TANK LEAK TEST THREE AND PASSED BOTH. PERFORMED CONTROL MODULE PROGRAMING PROGRAMED ME WITH NEW SOFTWARE. CLEARED CODES AND RECHECKED DC 054575908				
JOB# 1 TOTALS		JOB# 1 JOURNAL PREFIX MBOS JOB# 1 TOTAL 0.00		
JOB# 2 CHARGES				
LABOR JOB# 2 08MBZ		EXT. TRIM CONCERN		
CLIENT STATES THE DRIVER'S DOOR WEATHER STRIPPING IS SEPARATING PART ON ORDER.				
PARTS		PART ON SPECIAL ORDER		
QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE
0	164-690-01-98-8493	SEAL		
** QUANTITY 1 IS SPECTAL ORDERED **		TOTAL - PARTS 0.00		
JOB# 2 TOTALS		JOB# 2 JOURNAL PREFIX MBOS JOB# 2 TOTAL 0.00		
COMMENTS WAIT				

Back to Message IMG 5288.jpg
 manufacturer system

VIN 4JGBB66E56A [REDACTED]

Copyright 1999 Daimler AG

Model series/model designation 164.180
 License plate

Order number

Filter status: All control units

CGW - Control gateway

MB number [REDACTED]	HW version 10.2004	SW version [REDACTED]	Diagnosis version 5/0	Pin 101
FW number [REDACTED]	FW number (data) [REDACTED]		FW number (boot SW)	

EZS - Electronic ignition switch

MB number [REDACTED]	HW version 04.15	SW version [REDACTED]	Diagnosis version 0/6	Pin 101
----------------------	------------------	-----------------------	-----------------------	---------

Event	Text	Status
9001	Undervoltage supply	Event STORED
903D	Terminal 30 NOT PRESENT	Event STORED
903F	Emergency path of control unit A80 (intelligent servo module for DIRECT SELECT) is not present.	Event STORED

ME 9.7 - Motor electronics 9.7

MB number [REDACTED]	HW version 00.00	SW version 08.08	Diagnosis version 8/21	Pin 101
FW number [REDACTED]	FW number (data) [REDACTED]		FW number (boot SW)	

Code	Text	Status
1200	Constant adjustment of exhaust camshaft of right cylinder bank in direction 'Retarded' (P0017)	Current and stored
1208	Constant adjustment of intake camshaft of right cylinder bank in direction 'Retarded' (P0016)	Current and stored
0856	Component Y110 (Three-disk thermostat valve) jams in opened position. : Coolant temperature rises too slowly. (P0128)	Current and stored

ETC - Electronic transmission control

MB number [REDACTED]	HW version 07.2004	SW version 02.2005	Diagnosis version 0/1	Pin 101
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Tuesday, November 28, 2017 09:45:19

Page 1/7

09/2017 (2017-07-13)AddOns: ((7708) (7710) (7983) (8007) (8008) (8009) (8010) (8011) (8013) (8014) (8016) (8019) (8020) (8022) (8030) (8033) (8039) (8054) (8055) (8060) (8062) (8065) (8079) (8087) (8090) (8097) (8099) (8100) (8102) (8105) (8110) (8114) (8116) (8118) (8126) (8129) (8132) (8133) (8142) (8144) (8145) (8151) (8153) (8159) (8165) (8168) (8172) (8175) (8179) (8181) (8185) (8187) (8190) (8192) (8194) (8201) (8208) (8213) (8215) (8217) (8219) (8220) (8223) (8225) (8229) (8232) (8233) (8234) (8239) (8244) (8246) (8249) (8250) (8252) (8255) (8257) (8258) (8261) (8265) (8267) (8270) (8271) (8272) (8273) (8278) (8279) (8280) (8281) (8285) (8290) (8294) (8295) (8297) (8298) (8300) (8301) (8304) (8306) (8308) (8309) (8311) (8312) (8315) (8320) (8321) (8322) (8325) (8326) (8344) (8345) (8346) (8350) (8355) (8356) (8359) (8364) (8365) (8367) (8370) (8371) (8378) (8381) (8385) (8386) (8387) (8388) (8391) (8393) (8399) (8405) (8409) (8410) (8414) (8416) (8417) (8418) (8419) (8428) (8432) (8435) (8442) (8443) (8444) (8446) (8450) (8451) (8452) (8453) (8454) (8459) (8460) (8461) (8464) (8467) (8468) (8470) (8474) (8475) (8485) (8487) (8488) (8491) (8492) (8494) (8495) (8499) (8500) (8503) (8507) (8509) (8510) (8516) (8518) (8520) (8522) (8527) (8531) (8534) (8535) (8537) (8538) (8539) (8545) (8547) (8548) (8549) (8550) (8551) (8554) (8555) (8556) (8558) (8559) (8562) (8570) (8574) (8576) (8582) (8583) (8598))

Subject: Re: Message from Mercedes-Benz USA, LLC

From: [REDACTED]

To: MBUSA_CAC@mbusa.com;

Date: Thursday, December 7, 2017 5:08 PM



Compose

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Re: Complaint

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COSMOTOLO... (1)

Drafts

faith

homes (2)

Notes

nursing stuff (1)

Sent Messages

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On Dec 23, 2017, at 7:41 PM [redacted] > wrote:

12-23-2017

I originally filed a complaint on 10-31-2017. I had been corresponding with Vanessa, ERM. After numerous conversations, and emails I was made an offer of \$3,000.00 (on the \$7,500.75 bill), of which I did not decline but attempted to negotiate. Vanessa has closed the matter and is no longer responding to my messages. I never declined the \$3,000.00 offer, I simply attempted to negotiate. I wish to accept the \$3,000.00 made to me in its entirety. Since Vanessa is no longer responding Please have someone to contact me regarding this matter. I would like to get my car repaired.

Thank you



Mercedes-Benz

Dec [redacted]

Good afternoon,

There has been an update to your offer. Mercedes-Benz USA, LLC and Mercedes-Benz of Bedford have offered a discount totaling \$3,000 toward the cost of repairs, with a signed release.

If you wish to accept this offer, please contact me by December 8, 2017.

Best wishes for a safe and unsurpassed driving experience.

Sincerely,

Vanessa B.

Executive Referral Manager

Mercedes-Benz USA, LLC

Phone: (800) 357-4372 Ext. 6287

On 9-11-2017 at 11:05am This was my response to Vanessa ERM:

I am willing to accept the \$3,000.00 offer towards my bill without a signed release. I need to know exactly what the balance will be for me to pay. I really feel I should not have to pay anything but I want to do what is reasonable for all involved. I am willing to pay \$1,500.00 total to get the check engine light off in my car with a warranty and signed release. As I previously mentioned this is of no fault of my own. Anything that I could have done to prevent this from happening I would have done, but when a defect is involved its nothing I can do to fix the problems. Considering the amounts of money I have already put into this car (including transmission work) at less than 35,000 miles, this gesture would be fair of MBUSA to extend to me as a loyal long term customer.

Sincerely

Compose Search results [Icons] Archive Move Delete More [Icons]


Re: Message from Mercedes-Benz USA, LLC

[REDACTED]

- Drafts (25)
- Sent
- Archive
- Spam (44)
- Trash (0)

Hello Vanessa,
 My intent was never to not accept your good will offers. After careful thought and consideration, I am willing to accept the offer in its entirety. Please advise.

On Dec 18, 2017, at 4:51 PM, wrote:

 Mercedes-Benz



New

- Important
- Unread
- Starred
- People
- Social
- Shopping
- Travel
- Finance

- COSMOTOLO... (1)
- Drafts
- faith
- homes (3)
- Notes
- nursing stuff (1)
- Sent Messages

Subject: Model: 2006 Mercedes-Benz ML350

VIN: 4JGBB86E16A [REDACTED]

Dear [REDACTED]

Thank you for your communication. As communicated previously, the goodwill offer extended to you on behalf of MBUSA was not accepted and therefore we consider this matter closed.

Sincerely,

Vanessa
Executive Referral Manager

Mercedes-Benz USA, LLC

[THREAD] [REDACTED]

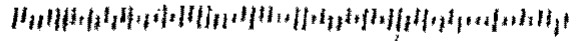
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[Redacted]
[Redacted]
Cynthiana, Ohio



New Jersey Office of Attorney General
DIVISION OF CONSUMER AFFAIRS
P.O. BOX. 45025
NEWARK, New Jersey 07101

07101\$8025 B101



The Attorney General
OF CONSUMER AFFAIRS
PUBLIC SERVICE CENTER
PO BOX 45025
NEWARK, NJ 07101



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0001389430 MAR 19 2018

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US Department of Transportation
1200 New Jersey Ave. SE
WASHINGTON, DC. 20590