

CL-11181375-5936

June 25, 2019

US Department of Transportation (DOT)
National Highway Traffic Safety Administration (NHTSA)
(NVS-210)
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

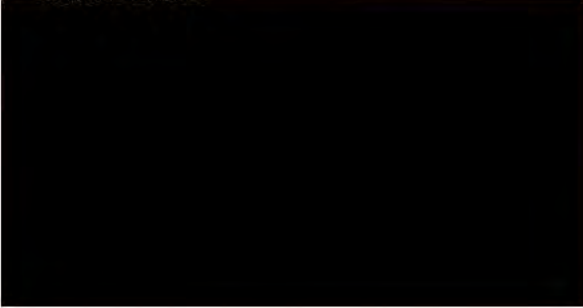
A very kind person at NHTSA has suggested that I write to you regarding my problem with Mercedes-Benz, the car they leased to me and then later they declared that it may be unsafe and may crash.

I understand that Mercedes-Benz discovered the problem in November 2018, sent out a recall notice (Attachment A) in January 2019 and as of this date they do not know when my car will be fixed. Your statute says they have a reasonable time to resolve/fix the problem. Hasn't that time now passed?

I have included a summary of my efforts to resolve this myself, have had no success and I have no where else to turn.

Thank you for helping me.

Sincerely,



EA
7.31.19
UD

SUMMARY OF EFFORTS:

HISTORY OF LETTERS, EMAILS AND TELEPHONE CALLS REGARDING MERCEDES-BENZ RECALL OF C-300 (2018)

1. Recall letter received on January 2019 stating that a defective part could cause steering failure that could result in a "crash".. (Attachment A)
2. My car has been parked in my garage since the recall letter arrived. It has been out of use with 2,000 miles on it. I will not use the car because I may hurt another person if the steering fails. The lease monthly payments are automatically deducted each month in the amount of \$451. The first anniversary of the three year lease was May 2019.
3. I have been in contact with the dealer (Mercedes-Benz of Daytona Beach) on 12 occasions. The contacts have been made with the General Manager, Sales Manager, Service Manager, Parts Manager, Service Reps and Sales personnel. Contacts were made with hand-delivered letters (Attachment B), phone calls and in person.
4. I have requested; (a) that the car be repaired on many occasions, (b) a date as to when the necessary parts would be available, (c) that lease payment be suspended while the car is out of service, (d) a loaner car during the time the car is out of service and (e) their proposal to terminate the lease.

Here is the result of all those contacts and requests:

- Everyone is very sorry and that they cannot repair the dangerous defect until they have the parts.
- They do not know when the parts will be available and that I will receive a letter when the parts are in
- The dealer does not have the authority to modify the terms of the lease (quote GM)
- A loaner is not available for this purpose (quote the Service Manager)
- The proposal to terminate the lease and initiate a new 36 month defect free 2019 C-300 was way above what I am currently paying and therefore not acceptable.
-

5. I have been in contact with the NHTSA (as the recall letter suggested I should) on three different occasions. The most recent of those contacts was with:

-Customer care 1-800-367-6372. Sorry we cannot help you, but you should write this letter.

6. I have written to Dietmar Exler, President and CEO of MBUSA five times via email. (Attachments B and C.) I have been responded to by his executive assistant, Maria by phone the first time on March 20, 2019. I shared the recall letter with her. She said she would check with engineering and get back to me. She called on 3/21 and said the parts will not be available until June 2019. And there is nothing she can do. She was very sorry. I suggested that my payments could be stopped and that I will not be driving my car. She said there was nothing she could do. I asked her to talk to the Mr. Exler and perhaps he could talk to the leasing company. She said that the leasing company ran under a different CEO and

that they do not interact. I was amazed. It seems Mercedes has many divisions and it is all about the money. Driving my car is ok with them because if they lose a few people that doesn't hurt them because they will simply say we warned you and you drove it anyway.

7. I have attempted to retain the services of legal counsel and they show no interest unless I want to engage in a multi-year process to initiate a class action suit. I do not wish to enter into such a legal marathon.
8. I have been in contact with the Florida Attorney General's office and was referred to a Lemon Law attorney (Leslie). Leslie listened intently to my problem and explained that to qualify under the lemon law statute I needed to take the car into the dealer 3 times to fix the problem and the dealer needs to fail all 3 times. I explained to Leslie that it makes no sense to drive an unsafe/defective car to the dealer 3 times to have them fail to fix it because the parts were not available. As you can see in #3 above, I have been in contact with all levels in the dealership on multiple occasions requesting that my car be fixed – their response on all occasions has been the same "We are sorry but we can't fix your car until we have the part".
9. Leslie "cannot give me legal advice", but she is contacting her fellow attorneys in the Florida Attorney General's office to see if any of them have heard of a similar case. She has not gotten back to us as of this date.

I was able to reach a person at the Mercedes leasing division on June 21. I explained my problem and asked them to suspend my lease payments during the months when the car is unsafe to drive and waiting to be fixed. I would pay for all 36 months of use which may last for 45 months, for example, since the lease inception.

The leasing company will NOT make any lease agreement adjustments.

So as you can see I am frustrated with the values of Mercedes-Benz who take my money, and leaves with my car in my garage for almost 7 months. My insurance payment is due for \$397.10 and believe me NO ONE AT THE MERCEDES BENZ CARES. IT'S VERY SAD, JUST BECAUSE I DO NOT WANT TO INJURE MYSELF OR ANYONE ELSE.

Thank you for reading this very long letter, but I am asking for your HELP PLEASE.

CC: Office of Attorney General
State of Florida
The Capitol PL-01
Tallahassee, FL 32399-1050
ATTN: LEMON LAW OFFICE-LESLIE

Via email: dietmar.exler@mbusa.com (minus all attachments)



Page

Attachment A

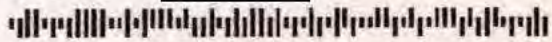
IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle,
VIN: WDDWF4JB0[REDACTED]
Replace Steering Rack
NHTSA Recall #18V850

Mercedes-Benz USA, LLC
Christian Treiber
Vice President
Customer Services

January, 2019

WDDWF4JB0[REDACTED] - VIN #

Ormond Beach, FL [REDACTED]



Vin #
Case
4/10/19
David

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2015-2019 C-Class (205 platform), E-Class (213 platform), E-Class Coupe (238 platform), and CLS-Class (257 platform) vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

DAG determined that on certain MY 2018-2019 C-Class (205 platform), E-Class (213 platform), E-Class Coupe (238 platform), and CLS-Class (257 platform) vehicles with rear-wheel drive, a locknut in the steering rack might have internal material cracks. Additionally, six MY 2015-2017 C-Class (205 platform) vehicles were identified as having been previously repaired using the affected locknut.

In certain driving situations involving low-speed maneuvers, large lateral forces could cause the locknut to break. As a result, the steering could fail which would increase the risk of a crash.

To remedy this issue, an authorized Mercedes-Benz dealer will replace the steering rack on the affected vehicles. Unfortunately, the parts to remedy this is currently not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. When the parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

[Signature]

Alanna took VIN # Adeline

Mercedes-Benz USA, LLC
A Daimler Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone (770) 705-0600



IMPORTANT SAFETY RECALL
2018120009

Mercedes-Benz USA, LLC

This notice applies to your vehicle, VIN: WDDWF4JB0J [REDACTED]
Update Head Unit Software for Passenger Airbag Status
NHTSA Recall # 18V838

Christian Treiber
Vice President
Customer Services

January, 2019

2018120009
WDDWF4JB0JR [REDACTED]

Ormond Beach, FL [REDACTED]



- A remedy is available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2018-2019 C-Class and GLC-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

On certain Model Year 2018 - 2019 C-Class and GLC-Class vehicles (205 and 253 platforms), the status of the passenger airbag might be displayed incorrectly in the center console, which might cause the driver or passengers to be incorrectly informed of the passenger airbag status. In such a case, the driver or passengers might not be able to rely upon the displayed status of the front passenger airbag as correct, which could increase the risk of injury for the front passenger in the event of a crash.

What will your DEALER DO?

An authorized Mercedes-Benz dealer will update the head unit software for the affected vehicles. This service will be provided free of charge. We are dedicated to always delivering the best customer experience, and respect for your time is a top priority. While the minimum repair time can be up to **approximately 45 minutes**, your dealer can provide you with a better estimate of the overall time for this service visit. As a matter of normal service process, an authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time.

What should YOU DO?



To find the most convenient authorized Mercedes-Benz dealer from your smartphone, scan the QR code to the left.

For additional information and to schedule an appointment, please contact your preferred authorized Mercedes-Benz dealer at your earliest convenience. To locate authorized dealers see www.mbusa.com/recall. Please mention you are scheduling an appointment to update the head unit software for the passenger airbag under Recall Campaign #2018120009. You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your name at the top of this letter.

Information for Owners

In the event that you are no longer the vehicle owner, or have had a change of address, please complete the reverse side and return the updated information in the enclosed envelope.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

A VIN-based recall lookup tool on our MBUSA.com website now offers a search feature that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. See www.mbusa.com/recall. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-(800) FOR-MERCEDES (1-800-367-6372).

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

ATTACHMENT B

From: [REDACTED]

Subject: C-300 recall problem. Can you help?

Date: Mar 18, 2019 at 12:30:46 PM

To: dietmar.exler@mbusa.com

Dear Sir, I received a recall in January regarding my leased C-300 Mercedes. Recalls are never difficult because I just take it in to be repaired, however this time the part needed (a locknut) to keep my car from having a CRASH is not available. It is March 18th and the part is still NOT available.

For obvious reasons, I have not and will not drive my car until it is fixed and safe again. For the record, I am more concerned about injuries a "crash" would cause to others than to me. Despite repeated attempts on my part, no one in the Mercedes-Benz corporate or dealer organizations or the Federal Government agencies have been able or willing to answer or get the answer to my two basic questions, which are: 1. HAVE THE NECESSARY PARTS BEEN ORDERED? AND, IF "YES"

2. WHEN WILL THE PARTS BE AVAILABLE TO
REPAIR MY CAR SO THAT I CAN SAFELY USE IT
AGAIN?

I currently have paid for the last 3 months without
ever driving it.

Can you help me please? Thank you.



Sent from my iPad

From: U.S. DOT National Highway Traffic
Safety Administration

donotreplyodi@dot.gov

Subject: Thanks for Letting Us Know About
Your Vehicle

Date: Feb 20, 2019 at 2:14:19 PM

To: [REDACTED]

This email is to confirm we received your vehicle complaint submitted to the National Highway Traffic Safety Administration (NHTSA). Thank you for this public service as it is through actions like yours that together we can save lives on America's roadways.

Your tracking number assigned by NHTSA for this issue is 11181375. Please keep this number for your records and for future reference. Once your complaint has been processed, you will be able to view it online and find any related documents. Please allow two business days for NHTSA to review your complaint.

What happens next?

**8:00AM to 8:00PM EST(Spanish-speaking
representatives available)**

TTY: 888-424-9153

**(Please have your ODI number referenced
above available.)**

- **Email: [https://www.nhtsa.gov/about-nhtsa/
contact-us](https://www.nhtsa.gov/about-nhtsa/contact-us)**

**(Please indicate your ODI Number referenced
above in the contact form.)**

**Thank you for contacting us and playing a critical
role in helping to keep our roads safe.**

**PLEASE DO NOT REPLY TO THIS EMAIL, IT
HAS BEEN AUTO-GENERATED.**

**To find out more about NHTSA, visit
SaferCar.gov, and follow us on [Facebook](#) and**

Your complaint will be reviewed by NHTSA technical staff and entered into our database. If any additional information is needed, a NHTSA investigator will contact you.

Every complaint is taken seriously, reviewed in detail and analyzed for defects trends. Your complaint is important because it helps to inform NHTSA, other vehicle owners and manufacturers about potential safety concerns. Such information helps save lives, and we encourage you to share the resources available at www.SaferCar.gov with your family, friends and others in your community.

Will my vehicle be recalled?

When a manufacturer or NHTSA determines that

a car or item of motor vehicle equipment creates an unreasonable risk to safety or fails to meet minimum safety standards, the manufacturer is required to fix that car or equipment. That can be done by repairing it, replacing it, offering a refund (for equipment) or, in rare cases, repurchasing the car.

If your vehicle is included in a recall, the manufacturer will contact you. Sign up to receive recall email alerts from NHTSA if there's ever a recall involving your vehicle.

If you have any other questions regarding your complaint, please contact NHTSA's Office of Defects Investigation:

- Phone: 888-327-4236, Monday-Friday,

ATTACHMENT C

From: [REDACTED]

Subject: Follow-Up to Maria's Phone Call
3/21/19 (LOCKNUT END OF JUNE)

Date: Mar 21, 2019 at 11:45:06 AM

To: dietmar.exler@mbusa.com

Dear President & CEO Exler,

First of all thank you for having your assistant get back to me with the bad news that the faulty locknut won't be received until the end of June or probably installed until July. Maria is very kind and I'm sure really hated to give me, a loyal MB customer, such an unsatisfactory answer.

It's incomprehensible to me and the people who know about my auto recall problem that a major corporation dedicated to building complex machinery can't get a locknut manufactured and replaced in less than 6 months.

This problem and lack of urgency is costing MB a

great deal of damage to the brand and sales.

I live in a tight knit community where easily half of the residents are aware of my problem (that's approximately 750 HH). I'm sure they have told the story to others and so damage to your brand is cascading through a demographic group that is easily in the center of your target market.

My husband is a dedicated customer of BMW. The BMW dealership is right next to your facility here in Daytona Beach, Fl. He has made his sales team at BMW aware of the problems I am having. I know, as do you, that the BMW sales team is using this ridiculous situation to sell cars to your prospects.

When July arrives, I will have been six months without the use of my car while still making the

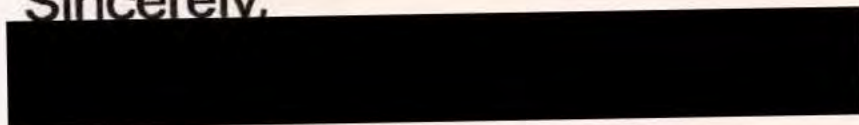
lease payment each month.

That doesn't sound fair or reasonable in any way.
Surely you can do better and mitigate the damage
this situation is causing your brand/sales.

Thanks again for having Maria get back to me,
which was a breath of fresh air.

Now please do the right thing and share in my
inconvenience and financial penalty.

Sincerely,

A solid black rectangular box used to redact the signature of the sender.

Sent from my iPad

Rec'd by: 3/6/19

General mgr letter

~~Don~~ Service mgr "

Sales mgr "

GRACE GRACEWICK

urgent
Parts -
dept 3/14/19
does not

Has it been
ordered?

3/18/19
- Shannon
Srv. Receipt

Hand-Delivered to

To: Mercedes-Benz Daytona Beach

General Manager, Sales Manager and Service Manager

From: [REDACTED]

(No response)

Subject: Attached Letter entitled SAFETY RECALLS VS. Customer Service and Brand Image/Loyalty

Date: March 6, 2019

Before I distribute the attached letter to all addressees plus some others, I thought it would be the right and fair thing to give you an opportunity to address the situation.

I understand that nothing is perfect including a Mercedes, but ignoring simple questions should not be acceptable.

Thank you for your attention to my request.

[REDACTED]

TO: Consumer Protection
Office of Attorney General
State of Florida

Wall Street Journal

WFTV-TV, WESH-TV, WOFL-TV, WKMG-TV, Spectrum News 13

Administrator, National Highway Traffic Safety Administration

ATTN: Customer Advocacy, Customer Assistance Center
Mercedes-Benz USA, LLC

Christian Treiber, VP Customer Services
Mercedes-Benz USA, LLC

Dietmar Exler, President and CEO
Mercedes-Benz USA, LLC

General Manager, Sales Manager, Service Manager
Mercedes-Benz Daytona Beach

FROM [REDACTED]
VIN: WDDWF4JB0 [REDACTED]

SUBJECT: SAFETY RECALLS VS. Customer Service and Brand Image/Loyalty

DATE: March 6, 2019

In January 2019, I received a letter from Mr. Treiber, VP Customer Service MB/USA. The letter was to notify me of another recall on my 2018 300C. This one is titled "Replace Steering Rack" (NHTSA Recall # 18V850).

The recall letter states that a locknut in the steering rack might have internal material cracks that could cause it to break and, as a result, the steering could fail and cause a crash. Most importantly, the letter says that the parts needed to address the problem are not available and that I would be notified as to when my car could be fixed.

For obvious reasons, I have not and will not drive my car until it is fixed and safe again. For the record, I am more concerned about the injuries a "crash" would cause to others than to me. Despite repeated attempts on my part, no one in the Mercedes-Benz corporate or dealer organizations or the Federal Government agencies have been able or willing to answer or get the answer to my two basic questions, which are:

1. HAVE THE NECESSARY PARTS BEEN ORDERED? AND, IF "YES"
2. WHEN WILL THE PARTS BE AVAILABLE TO REPAIR MY CAR SO THAT I CAN SAFELY USE IT AGAIN?

Both are reasonable questions and should be easily answered.

I am frustrated with the situation and the inconvenience of having to modify plans and/or make alternative transportation arrangements while continuing to pay for a car I can't use.

PLEASE HELP.

Sincerely,

A large black rectangular redaction box covers the signature area, obscuring the name of the sender.

From [REDACTED]

Subject: Past letter hand delivered to you?

Date: Apr 2, 2019 at 6:36:46 PM

To: bsmith@daytonamercedes.com

Because of this recall, I haven't driven my car since January because of the crash fact
We are now 3 months without my car. Your company offers nothing to help. No loaner,
June. A locknut will probably not be installed until July. I can't believe a class company
CONTINUES TO TAKE MY MONEY. HOW WOULD YOUR WIFE FEEL ABOUT DRIVING
MADE ME SICK AND SO DISAPPOINTED.



Page

IMPORTANT SAFETY RECALL
This INTERIM notice applies to your vehicle,
VIN: WDDWF4J80J [REDACTED]
Replace Steering Rack
NHTSA Recall #18V850

Vin

January, 2019

WDDWF4J80J [REDACTED]

VIN#

Ormond Beach, FL [REDACTED]



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Daimler AG ("DAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect safety exists in certain Model Year ("MY") 2015-2019 C-Class (205 platform), E-Class (213 platform), and CLS-Class (257 platform) vehicles. Our records indicate that your vehicle is in the population of vehicles.

What is the Concern?

DAG determined that on certain MY 2018-2019 C-Class (205 platform), E-Class (213 platform), and CLS-Class (257 platform) vehicles with rear-wheel drive, a locknut in the steering rack material cracks. Additionally, six MY 2015-2017 C-Class (205 platform) vehicles were identified and repaired using the affected locknut.

In certain driving situations involving low-speed maneuvers, large lateral forces could result, the steering could fail which would increase the risk of a crash.

To remedy this issue, an authorized Mercedes-Benz dealer will replace the steering rack. Unfortunately, the parts to remedy this is currently not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. Once the parts become available, we will send you another letter asking you to take your vehicle to a dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the parts, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is not available, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle-based recall lookup tool, on our MBUSA.com website, now offers a search function that will allow you to determine if your vehicle is subject to a safety recall, and whether that vehicle has had the free remedy. Visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the enclosed envelope. If this is a leased vehicle and the lessor is not the owner, please forward this information by first class mail to the lessee within 10 business days of this notice.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free number 888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,



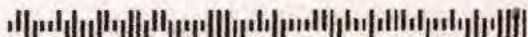
State Farm Mutual Automobile Insurance Company
7401 Cypress Gardens Blvd
Winter Haven, FL 33888-0007



AT2

A

ORMOND BEACH FL



AUTO RENEWAL

AMOUNT DUE: \$397.10

Payment is due by August 05, 2019

Your State Farm Agent

ALISON BOSCOVICH INS AGCY INC

Office: 386-672-5111

Address: 325 S YONGE ST STE C

ORMOND BEACH, FL 32174-8814

If you have a new or different car, have added any drivers, or have moved, please contact your agent.

Thank you for choosing State Farm.

Policy Number:

Policy Period: August 5, 2019 to February 5, 2020

Vehicle:

2018 MERCEDES C300

Principal Driver:

CONVENIENT PAYMENT OPTION: To use State Farm's 50-50 payment plan, submit one half of your premium plus a \$2.00 handling charge. The balance will be due 60 days after your renewal date.

IMPORTANT NOTICE- Under No-Fault Coverage, the only medical expenses we will pay are reasonable medical expenses that are payable under the Florida Motor Vehicle No-Fault Law. The most we will pay for such reasonable medical expenses is 80% of the "schedule of maximum

charges" found in the Florida Motor Vehicle No-Fault Law and in the Limits section of the Florida Car Policy's No-Fault Coverage.

Your policy has the Guaranteed Renewal Endorsement.

When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund

(continued on next page)

Policy Number:

Prepared June 10, 2019

Form 1004933

Page number 1 of 5

144211 201 11-01-2015

↓ Please fold and tear here ↓

Power To Pay
Your Way



Online
statefarm.com/pay



Mobile
Use the
State Farm mobile app



Call
Automated Line: 1-800-440-0998
Your agent: 386-672-5111

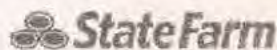


Mail
Send us
a check



Visit your
State Farm
agent

Key code:



Insured:

Policy Number:

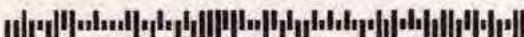
Amount Due: \$397.10

Please pay by August 05, 2019

Make payment to State Farm

*I would not
get the insurance co
involved*

Insurance Support Center
P.O. Box 588002
North Metro, GA 30029-8002



For Office Use Only

1-A1 A
APP DT 09-14-2019

7254-FAE9
MUTL VOL

AUTO REN

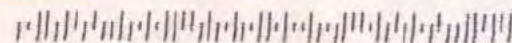
\$397.10

0827

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OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

CERTIFIED MAIL®



S



7018 0040 0000 9285 6017

\$7.80⁰
US POSTAGE
FIRST-CLASS

071S01038326
32174
000043393



U.S. Department of Transportation (DOT)
National Highway Traffic Admin. (NHTSA)
(NVS 210)

1200 New Jersey Avenue, S.E.
Washington, D.C. 20590

W48-226

Department of Transportation

To: W48-226

Location Code: DOT

Cost Center: 4 West

Mail Point: NVS-200,210,300,010

External Carrier: PRIORITY

Sender:

Manufacturer:

Purchase Order:

DOT

7/2/2019 12:26:42 PM



70180040000092856017

Ormond Beach, FL

