

NHTSA ccmMercury Routing Slip



MAR 19 2019

Printed: 3/18/2019

CL-1190731-6662

NHTSA #: ES19-000888

XREF #:

Delivery: EML

Rec'd Date: 3/18/2019

Doc Type: CNG

Address To:

Referred By: NAD-200

Doc Date: 3/15/2019

Due Date: 4/16/2019

S10 #:

DOT/I #:

RMP #:

Subject: LETTER FROM SENATOR VAN HOLLEN ON BEHALF OF CONSTITUENT [REDACTED]
REGARDING HER DIFFICULTIES WITH HER MERCEDES BENZ WHICH HAD A RECALL AND THE
AVAILABLE PARTS WON'T BE READY UNTIL 2020 ACCORDING TO THE DEALERSHIP (ATTN: NINA
GANTI)

Ack Date:

Sign Office: DIRECTOR,
GOVERNMENTAL AFFAIRS

Cleared Date:

File Loc:

Added By: TMAPP x62870

Ack By:

Signature: BRIAN BARNARD

Cleared By:

XREF File:

Modified By: TAMMY.MAPP

Signed For:

Cleared For:

Closed Date:

Most Recent Comment:

EXECUTIVE SECRETARIAT
RECEIVED
2019 MAR 18 P 12:33

Author:

CHRIS VAN HOLLEN
UNITED STATES SENATE
111 ROCKVILLE PIKE, SUITE 960
ROCKVILLE, MD 20850
Tel: Fax: 301-545-1512 E-mail: assistance@vanhollen.senate.gov

Assigned To	Task	Asgn Date	Deadline	Returned Date
NEF-010	REPLY	3/18/2019	4/16/2019	
NGA-010	REPLY	3/18/2019		

RR
03/19/19
AS

Mapp, Tammy (NHTSA)

From: Korkor, Julie (NHTSA)
Sent: Monday, March 18, 2019 11:52 AM
To: Mapp, Tammy (NHTSA)
Subject: FW: Congressional Inquiry [REDACTED]
Attachments: [REDACTED] - PR + documentation.pdf

Tammy,

Please control and process the attached and notify me when done.

Thanks,

Julie Korkor

Office of Executive Correspondence
U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington, DC 20590
202-366-5470 (office)
julie.korkor@dot.gov (email)



EXECUTIVE SECRETARIAT
RECEIVED NHTSA
2019 MAR 18 P 12:22

From: Caldwell, Megan (NHTSA)
Sent: Monday, March 18, 2019 10:32 AM
To: Korkor, Julie (NHTSA) <julie.korkor@dot.gov>
Cc: Barnard, Brian (NHTSA) <brian.barnard@dot.gov>
Subject: FW: Congressional Inquiry [REDACTED]

Hi Julie,

Please control.

Thank you!

Megan

From: Ganti, Nina (Van Hollen) [mailto:Nina_Ganti@vanhollen.senate.gov]
Sent: Friday, March 15, 2019 3:42 PM
To: Caldwell, Megan (NHTSA) <megan.caldwell@dot.gov>
Subject: Congressional Inquiry [REDACTED]

RE: [REDACTED]

Good afternoon,

I hope this message finds you well.

I am contacting you on behalf of our constituent, [REDACTED] regarding her difficulties with Mercedes Benz.

Is there any assistance that can be offered to our constituent? I've attached [REDACTED] privacy release and documentation to this email.

Please send all correspondences to Nina Ganti at nina_ganti@vanhollen.senate.gov or by fax at (301) 545-1512 or by mail at:

Senator Chris Van Hollen
Attn: Nina Ganti
111 Rockville Pike, Suite 960
Rockville, MD 20850

Thank you for your prompt attention to this matter.

Best Regards,
Nina Ganti

SENATOR CHRIS VAN HOLLEN'S PRIVACY RELEASE

The Privacy Act of 1974, Title 5, U.S. Code Section 552a, provides that as of September 27, 1975, disclosure of information of a personal or confidential nature of an individual will no longer be released to third parties without written consent of the individual concerned. Therefore, I hereby grant Senator Chris Van Hollen and his staff my written permission to intercede on my behalf. I also duly authorize that any information that is contained in my records and necessary to provide a substantive response may be disclosed to the Office of Senator Van Hollen.

Name: Mr./ Ms./ Mrs./ Miss/ Dr. [REDACTED]

Address: [REDACTED] POTOMAC, Md. [REDACTED]

Email Address: [REDACTED]

Telephone Numbers: Home: [REDACTED]

Work: RETIRED

Mobile: [REDACTED]

Fax: [REDACTED]

PLEASE STATE THE NATURE OF YOUR REQUEST, PROBLEM OR COMPLAINT AND HOW YOU WOULD LIKE THE SENATOR TO ASSIST YOU. PLEASE BE SPECIFIC AND, IF NECESSARY, ATTACH A SHORT LETTER AND/OR COPIES OF ANY RELEVANT DOCUMENTS OR NOTICES. (If this is an immigration or visa-related matter, please use the Senator's Immigration Privacy Release instead.)

My car was recalled, there aren't available parts until May 2020 according to the dealership. This is unreasonable & unsafe. Hope you can help with this issue.

Have you contacted any other elected official(s) about your issue? If so, please list their name(s):

NO

Social Security Number (if applicable): [REDACTED]

Case/Account Number/ (if applicable): [REDACTED]

Date of Birth: [REDACTED]

Passport Ref. No./Destination/Travel Date (if applicable) [REDACTED]

I authorize the Office of Senator Chris Van Hollen to make inquiries on my behalf.

Signature [REDACTED]

Date

March 11, 2019

PLEASE RETURN THIS SIGNED FORM AND ALL SUPPORTING MATERIAL TO:

Senator Chris Van Hollen
111 Rockville Pike, Suite 960
Rockville, MD 20850
FAX: 301-545-1512
assistance@vanhollen.senate.gov



IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle
* VIN: WDCGG8JB5EG *
Replace Passenger-side Airbag Module
NHTSA ID #19V010 - PND TAK PHASE 4

Mercedes-Benz USA, LLC

Christian Treiber
Vice President
Customer Services



February, 2019

WDCGG8JB5EG

Polomac, MD



- A safety defect exists in your vehicle.
- Remedy parts are not yet available for your vehicle.
- We will contact you again once parts are available.

Dear Mercedes-Benz Owner:

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

Mercedes-Benz USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2010-2017 C-Class, E-Class Coupe/Cabrio, GLK-Class, and SLS-Class Mercedes-Benz vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

The passenger-side airbag in your vehicle is affected by this recall based on the defect decision of TK Holdings, Inc. ("Takata"). Under certain circumstances during a crash that necessitates frontal airbag deployment, the defect in your passenger-side airbag inflator may cause the airbag to explode. A passenger-side inflator explosion during deployment could result in sharp metal fragments striking the front passenger or other occupants, possibly causing serious injury or death.

What will MBUSA do?

We want to assure you that Mercedes-Benz USA, through our parent company Daimler AG, is taking all necessary measures to remedy this situation for you. We are also working closely with the National Highway Traffic Safety Administration ("NHTSA") and airbag suppliers to provide a remedy as soon as possible, and to prioritize repairs according to risk factors identified through testing. Unfortunately, replacement parts are not yet available for your vehicle, but we will contact you again once parts become available. You may visit www.mbusa.com/recall and enter your vehicle model, Model Year and State your vehicle is registered to check when remedy parts will be available.

What should YOU do?



To enter your most recent contact information from your smartphone, scan the QR code to the left.

As soon as a suitable replacement part is available for your vehicle, we will send another letter notifying you to bring your vehicle to your local Authorized Mercedes-Benz dealer to repair your vehicle free of charge. In the meantime, please visit www.MBUSA.com/mercedes/recall and enter your 17 digit Vehicle Identification Number ("VIN") in the VIN Look-up tool, then enter your most recent contact information. We also encourage you to sign up for recall alerts at www.nhtsa.gov/alerts.

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.

For additional questions about this recall, please visit www.mbusa.com, and select "Contact Us," to view our Frequently Asked Questions (keyword "Takata"). To contact the MBUSA Customer Assistance Center, use the "Email/Write" section under Customer Support, or call our Takata hotline at 1-877-496-3691.

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, NHTSA, 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 apologize for any inconvenience this situation may cause you, but your safety is of utmost concern to Mercedes-Benz.

Sincerely,

MBUSA CA Ctr (customer ass)

Ch. John

677-496 3691

Mercedes-Benz USA, LLC

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

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MAR 14 2019

SENATOR
CHRIS VAN HOLLEN

Senator Van Hollen & Staff:

A product, "Takata Airbags" (now Bankrupt) in the past have been treated with a chemical ammonium nitrate, that in a crash, the chemical deteriorates when exposed to high temperatures and high humidity. The chemical causes fast burning and blows apart a metal canister with sharp metal fragments that strike the front passengers or other occupants, possibly causing serious injury or death. I own a 2014 GLK350 Mercedes Benz, that has been recalled, but not until May of 2020 will I receive a possible repair or replacement, according to Mercedes Benz which complains the replacement parts are scarce & cars aren't prioritized by NHTSA. NHTSA has divided the USA into three zones of high humidity and temperature, therefore California and Florida and the South receive priority. Automakers aren't tracking individual dealer performance for completion repair rates and my dealer's Mercedes has the lowest % of completed recalls.

* Dealers lack incentive to perform recall repairs. NHTSA doesn't fine anyone and millions of recalls continue while large numbers of cars on the roads

* may have potentially explosive and fatal →

Airbags. While I am not in NHTSA's
priority group my anxiety level
has become my priority!
I have spoken with MBUSA's
Customer Assistance Center. My
time for receiving a remedy to this
situation "without charge, or within
A REASONABLE amount of time pursuant
to LAW 49 U.S.C chapter 301 ^{must} ~~addressed~~
I wish your office on behalf of
myself to submit a Complaint to
the Administrator, NHTSA, 1200
New Jersey Ave, S.E. Washington, D.C
20590 or go to www.safercar.gov.

I wish to know who is ^(if & when)
replacing the affected parts in
my car, why parts aren't available
and lastly I hope that no
subsidiary of Takata will have
anything to do with my safety, or
the safety of my family —
Thank You,

