

CL-11204615-2327

[REDACTED]  
Osgood IN [REDACTED]  
April 15, 2019

Administrator  
National Highway Traffic Safety Administration  
400 Seventh St SW  
Washington DC 20590

**RE: Safety RECALL D53 for my Sprinter Vin # WD2PD643645** [REDACTED]

Dear Persons,

This is my Official Written Complaint per the instructions on DaimlerChrysler's "Safety Recall D53—Tire Valve Stems".

Please see attached correspondence to/from Mr Jeff Thush, Service Manager of Mercedes Benz of Palm Springs CA and to Daimler Headquarters in Port Huron MI.

How can a dealer get by with shirking this responsibility and put my [REDACTED] year old life at risk while travelling solo on vacation 2,031 miles from home?

Sincerely, [REDACTED]  
[REDACTED]

NM  
4.29.19  
LD

[REDACTED]  
Osgood IN [REDACTED]  
April 15, 2019

Daimler Chrysler  
Attn: Reimbursement and Complaint RE Palm Springs Dealer  
PO Box 610207  
Port Huron MI 48061-0207

**RE: Safety RECALL D53 for my Sprinter Vin # WD2PD643645** [REDACTED]

Dear Persons,

I was notified by Mercedes Benz Palm Springs CA Service Manager Jeff Thush when I had my Sprinter in for an emergency repair of radiator while on vacation on April 1, 2019, that there was an open RECALL on all the valve stems on the van—somehow in my retirement age travels of 400,000 miles, the recall notice did not catch up with me.

I asked Mr Thush to correct the issue when he told me about it as I checked in to repair a radiator leak issue.

As you will see from the attached copies of emails to/from Mr Thush, he **did not do the recall because he considered my van to be a Dodge Sprinter**, even though it has Mercedes Benz **Freightliner** Badges on the hood and rear door.

After leaving Palm Springs, the front right valve stem failed and had to be replaced, while I was still vacationing in California—see the attached photograph that shows broken valve stem, Mercedes Benz of Palm Springs repair receipt, and copy of Pt Reyes CA shop repair receipt in amount of \$30.52.

**So sad** that a certified MB Dealership would refuse to perform such a simple AND Life Threatening recall!

Please reimburse me for the \$30.52 repair and send me four more valve stems so I can have a **DEPENDABLE**, local tire shop perform the Recall when I buy new tires.

Sincerely, [REDACTED]  
[REDACTED]

cc:  
Administrator, Highway Traffic Safety Admin, 400 7<sup>th</sup> St SW, Washington 20590



## Sprinter Service Follow-up

jthush@mbzps.com <jthush@mbzps.com>

To: [REDACTED]

Thu, Apr 11, 2019 at 8:31 AM

[REDACTED],

Since it has been a few weeks, I just wanted to follow-up after your recent service visit and make sure there were no issues with your visit or vehicle. If there is any reason you would not give us a great recommendation and perfect score, or there are any vehicle issues please let me know - I would appreciate the chance to make it right. Otherwise I would just like to thank you for your business, and look forward to being of service again in the future.

Sincerely,

Jeff Thush  
Service Advisor  
Mercedes-Benz of Palm Springs

[REDACTED]  
To: jthush@mbzps.com

Mon, Apr 15, 2019 at 8:42 AM

Good Morning Jeff,

Biggest issue I had was related to the Tire Valve Stem RECALL.

I thought you were going to follow up on that and replace valve stems if needed while van repair was delayed after the Tech broke the line to bottom of radiator while removing it, and had to wait a full day for that part.

Just two days after leaving your shop, the right front valve stem FAILED, tire went flat, and I had to arrange for Emergency Repair while on the road. It clearly was a faulty valve stem that was replaced.

[REDACTED]  
[Quoted text hidden]

jthush@mbzps.com <jthush@mbzps.com>

To: [REDACTED]

Mon, Apr 15, 2019 at 8:54 AM

[REDACTED],

Sorry to hear that you had to deal with that issue. Unfortunately, we are not allowed to perform recalls implemented by Dodge – as the

attached recall notification explains, they must be performed by a Dodge dealer. Hope that the rest of your travels go more smoothly!

Thank you for your business, and we look forward to the opportunity to be of service again in the future.

Sincerely,

Jeff Thush

Service Advisor

Mercedes-Benz of Palm Springs

[Quoted text hidden]



944K

RECALL.pdf

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To: jthush@mbzps.com

Mon, Apr 15, 2019 at 9:09 AM

Hello Jeff,

FYI:

It is NOT a Dodge Sprinter.

It is a MB Freightliner Sprinter.

I will contact Mercedes Benz Hdqtrs in Port Huron, MI.

[Quoted text hidden]





Osgood IN

BILLINGS MT 591

15 APR 2019 PM 1 L



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400 Seventh St  
Washington DC 20590

