

NEF-010

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

[Redacted]
Fountain Valley, CA [Redacted]

OID# 112 41048

CL-11241048-3043

Mercedes Benz USA, LLC

July 29, 2019

ATTN: Nicolas Cinquepalmi

Customer Care manager

One Mercedes drive

Sandy Springs, GA 30328

Subject: My complain and concerns of safety of vehicle Model 2019GLC 350E4, VIN :WDOG5EB8KF [Redacted]

Dear Mr. Cinquepalmi

Today I have received your letter dated 07/22/2019 in regards of denying my request for buy back the above mentioned car that has lots of technical problems from first SUCH AS BUT NOT LIMITED to, of Delay on responding to break , Kicking and skids when applying break (seems as I told on telephonic conversation vehicle two power generators are not responding at the same time and I have to just guess is going act that way no matter car is in speed, or 15 M/L) and over hit. Car had again the same issue I called many times to dealer and service manage Never got answer. car was garaged for their respond which neve happened, so lately I drove it had no overhit! Seems this car has its mind in moody concept.

Also, your statement that we did not take care for enough times is NOT TRUE. We took it for many times but as they claimed "Cannot copy it!". car kicks like mule !! and skids after break.

Since your latter stated that your company would not buyback subject vehicle with malfunction of stopping issue, I hold Mercedes Benz Accountable For myself, my passengers and third parties in way of damages. Also, for any expenses of break downs in any form personal expenses and of curse car's repair, rent car, hotel. Hope nothing happens but if happens your company is libel for not carrying about customer. Brand New Benz with no quality cannot be sold to people and just walk away.

Again, I am not agreeing with your false claims of not taking it to dealer since I did from first day I leased it. They do not care and no return calls. Customer service and knowledge is below of any standard, Department of transportation is informed about safety issue of subject vehicle.

Regards,

[Redacted Signature]

Your disappointed Ex customer for future

OID# 11241048

CC: NHTSA
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West Building
Washington DC 20590

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