



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

01-AUG-2019

Reference No.
11241176

NOV 01 2019

OWNER INFORMATION (Type or Print)

Name

Address

City NORWALK

State IA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
WDAPF4CC0G

Make
WINNEBAGO

Model
ERA

Model Year
2016

Date Purchased
05 APRIL 2016

Dealer's Name and Telephone Number
LEACH CAMPER SALES OF LINCOLN (401) 466-8581

Engine:
No: Cylinders 6

Fuel Type:
DIESEL

Original Owner
☒

Dealer's City
LINCOLN

State
NE

Zip Code
68504

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
STANDARD

Multiple Failure:
MULTIPLE

Incident Date(s)
01-AUG-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage
NA

Failure Speed
NA

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make
NA

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: N/A

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2016 WINNEBAGO ERA 70A. THE CONTACT STATED THAT THE VEHICLE WAS INCLUDED IN NHTSA CAMPAIGN NUMBERS: 19V003000 (AIR BAGS) AND 19V004000 (AIR BAGS). THE MANUFACTURER WAS NOTIFIED AND STATED THAT PARTS WERE NOT AVAILABLE. THE CONTACT WAS INFORMED THAT NHTSA WAS RESPONSIBLE FOR PROVIDING THE REMEDIES. THE DEALER WAS NOT CONTACTED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT HAD NOT EXPERIENCED A FAILURE.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

PLEASE REFER TO ATTACHED 4 PAGE LETTER WITH SUPPLEMENTAL DOCUMENTATION

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

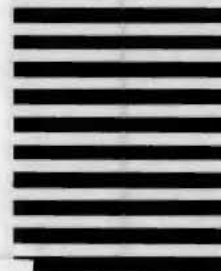
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Dep
National
Office**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

Sunday, August 4, 2019

[REDACTED]
Norwalk, IA
[REDACTED]
[REDACTED]

The Honorable Joni Ernst
733 Federal Building
210 Walnut St.
Des Moines, IA 50309

Congresswoman Cynthia Axne
400 E. Court Ave., Ste. 346
Des Moines, IA 50309

Office of the AG of Iowa
Hoover State Office Building
1305 E. Walnut St.
Des Moines, IA 50319

Federal Trade Commission
600 Pennsylvania Ave., NW
Washington, DC 20580

Dear Senator Joni Ernest, Congresswoman Cynthia Axne, Attorney General Tom Miller and the FTC,

My name is [REDACTED] and I am a nine-year veteran of the United States Army. I had one deployment during my military service. Upon returning to the states, I became very ill and after years of doctor visits, tests, radiological exams, etc., it was determined that I had a skull based tumor despite not having a familial history of brain tumors.

I went through the conventional treatments and had three surgeries in an effort to remove the tumor and to no avail did the treatments nor surgeries work. The tumor continued to return. Thus, it was decided by me and my family that we would no longer proceed with conventional treatments and surgeries.

I wouldn't say that I am one of those veterans who sits at home and blames the world for his misfortune nor do I blame the United States military, the United States government or anyone for that matter. I knew what I was getting myself into when I enlisted and if I had to do it all over again...I would because that is the type of person that I am. So, I came to the conclusion that all I can do is live my life to the fullest, enjoy my time with my family and friends, and thank God, every morning and evening for allowing me to live another day.

Now, what does this have to do with you? A lot. Because my family and I enjoy traveling, we are unable to fly or sail because of my condition. But traveling by ground has not presented to be an issue. Two years ago, my family and I decided to invest our savings into a motorhome. We purchased a brand new 2016 Winnebago Era 70A with a Mercedes sprinter based on our research, reviews, investment analysis, consumer reports, etc..... Since our purchase, we have experienced so many beautiful things all over this country that the investment of purchasing a motorhome was all the worthwhile.

Two months ago, my family and I decided to put our home up for sale and purchase a larger motorhome that would be our primary residence and recreational vehicle. My significant other has been searching the internet every day for the perfect motorhome. On Sunday, July 28th, 2019, my significant other inquired about a motorhome that he saw online at [REDACTED] Tampa, Florida. He completed the online questionnaire requesting to receive more information.

On Monday, July 29th, 2019, my significant other received a call from Derek Crabb of Lazy Days. Unfortunately, my significant was unable to discuss the motorhome in detail at that time as he was preoccupied at that moment. He did request that Derek send him some pricing information based on what we could put down and trade in. Later that afternoon, Derek provided the information by email.

After some back and forth discussion by email, Derek asked my significant other if he could provide the VIN number to our unit. After providing that information to Derek, he was informed that they would not be able to take our motorhome as a trade in. My significant other inquired as to why. Derek informed him that according to the National Recall list at <https://www.nhtsa.gov/vehicles/safety/recalls> there has been a recall on the passenger and driver side airbag from Mercedes with no remedy to fix this in the near future. My significant other was shocked. Derek continued to state that their dealership has 6 to 7 units on their lot that they will not be able to sell to anyone because of this recall. Derek stated that once the recall is able to be completed that he would be more than happy to work with us in purchasing a larger motorhome.

After speaking with Derek, my significant other decided to contact Mercedes to inquire about what he just found out about the passenger and driver's side airbags and about the possibility of there being no resolution to fixing this issue.

On Thursday, August 1st, 2019 at 4:35 p.m. CST, my significant other contacted the Mercedes Customer Service Center at 1-800-367-6372 and spoke with a customer service representative by the name of Andrea. My significant other informed her of what he found out about the recall and inquired if this information was true. Andrea confirmed that this information was true. After a long and lengthy discussion with Andrea, what stood out to my significant other about the information that Andrea provided are as follows:

1. *There is currently no resolution to this recall.*
2. *There is no time frame as to when this recall will be resolved (it could take months to years before a resolution to the recall could be implemented).*
3. *Andrea stated that the decision to fix the recall is being delayed by the National Highway Traffic Safety Administration for the mere reason that they decide how the parts and equipment to fix this recall are allocated throughout the United States.*

My significant other suggested that if we wanted more information, we could contact the National Highway Traffic Safety Administration at 1-888-327-4236 or we could go to their website at www.nhtsa.gov. My significant other decided to make the call.

On Thursday, August 1st, 2019 at 6:02 p.m. CST, my significant other contacted the NHTSA and spoke with James who is a customer service representative with the agency. My significant other informed James of his conversations with Derek at Lazy Days and Andrea at Mercedes. After a long and lengthy discussion with James, what stood out to my significant other about the information that James provided are as follows:

1. *There is currently no resolution to this recall.*
2. *There is no time frame as to when this recall will be resolved (it could take months to years before a resolution could be implemented).*
3. *James stated that Andrea did not provide accurate information regarding the reason for the delay in fixing this recall. It is not the NHTSA that is delaying the repairs, it is Mercedes that is*

the cause of the delay because THEY DO NOT HAVE THE PARTS OR THE EQUIPMENT TO MAKE THE REPAIRS.

- 4. LASTLY...AND THE SCARIEST PART OF THE CONVERSATION RESIDED WITH IF FOR ANY REASON THAT THE AIRBAGS ON THE PASSENGER OR DRIVERS SIDE WERE TO DEPLOY THAT SHRAPNEL FROM THE AIRBAG COULD BE EXPELLED SEVERELY INJURING OR CAUSING SIGNIFICANT HARM TO THE PASSENGER AND DRIVER.**
- 5. In the meantime, anyone that currently owns a Mercedes Sprinter COULD NOT SELL OR TRADE IN THEIR UNIT UNTIL THE RECALL HAS BEEN FIXED.**

My significant other asked James what we could do in the meantime and James suggested that we could file a formal complaint with them against Mercedes, as well as, contact our local state representative, Senator, Congressperson, Attorney General and the Federal Trade Commisoin. The purpose of this complaint would let the NHTSA know what we are going through. So, my significant other provided the necessary information to James so that our complaint could be documented. James stated that we would receive a hard copy by mail and email (within 72 hours) of our formal complaint. James provided us with a case and reference number as stated below:

CASE NUMBER: 11241176

ODI REFERENCE NUMBER: [REDACTED]

After my significant other filed our complaint, he thanked James for his time and assistance.

At 6:42 p.m. CST, my significant other called the NHTSA again because there was one other question that he forgot to ask. Luckily enough, James answered the phone again. My significant other asked James when did the recall become public knowledge. James stated that the announcement of this recall was made in January of 2019.

So, as you can see, we have a problem that requires an **IMMEDIATE** resolution. We do not know how many people this recall will affect. We don't know how many people know about this recall that are still driving their sprinter around town or taking it on trips , but the consequences of owning a Mercedes sprinter can be financially depleting and fatal to drive.

In March of 2019, we did receive letters from Mercedes regarding the passenger and driver's side airbag. And to be completely honest, we are as much to blame for not reading both letters in its entirety or reading it carefully, but now we have and what is mentioned in the letters is exactly what we were informed of by James at the NHTSA.

In the meantime, as we wait for some kind of resolution, we have a Mercedes sprinter that we do not feel safe driving. We also have the following concerns:

- 1. When we sell our home, we will not have a place to live.**
- 2. Until this recall is fixed with the proper parts and equipment, we cannot sell or trade in our unit.**
- 3. Our entire savings that we invested into this motorhome cannot be retrieved.**
- 4. The longer we wait for a resolution the more our motorhome will depreciate in value making it more expensive to purchase a larger motorhome along with a trade in.**
- 5. Our motorhome will continue to sit in storage as we continue to pay an unnecessary monthly storage fee and monthly motorhome payment.**

6. *We do not feel safe driving a motorhome that could possibly injure or result in some fatality while taking a trip.*

I ask for your immediate assistance in this matter. These sprinters should have never been allowed to be sold to customers with a major defect such as this. It amazes me that Mercedes does not have adequate Quality Assurance measures in place to assure that issues like these are not out in the public market being sold until they are safe to drive. It seems that with major corporations like Mercedes, it is all about time and money rather than customer safety and well being. If we have turned into a society where we chose MONEY over OUR HUMANITY for other human beings then I question how some people can go to sleep at night knowing that they have jeopardized the lives of others and feel no guilt.

Please help us find an immediate resolution to this problem before it is too late.

Sincerely,

[REDACTED]



IMPORTANT SAFETY RECALL INTERIM NOTICE

This notice applies to your vehicle
VIN: WDAPE4CC0G [REDACTED]
Replace Passenger-side Airbag Module
NHTSA Recall #19V004

Daimler Vans USA, LLC

A Daimler Company

Robert Veit

Managing Director Vans USA



March, 2019

WDAPE4CC0G [REDACTED]

Norwalk, IA [REDACTED]



- 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 Valued Mercedes-Benz Sprinter Owner:

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

Daimler Vans USA has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2015 - 2017 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the CONCERN?

Your passenger-side airbag 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 inflator housing to rupture. A passenger-side inflator rupture during deployment could result in 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 Daimler Vans 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, and we will contact you again once parts become 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 Sprinter dealer to repair your vehicle free of charge.

In the meantime, please visit www.mbvans.com/sprinter/owners-resources/recall and enter your 17 digit 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 Sprinter 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 apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC

A Daimler Company

One Mercedes-Benz Drive

Sandy Springs, GA 30328

Phone (770)705-0600



URGENT – IMPORTANT SAFETY RECALL #

This notice applies to your vehicle
VIN: WDAPF4CC0G

**Replace Driver-side Airbag Module
NHTSA Recall #19V003**

Mercedes-Benz USA, LLC

Robert Veit
Managing Director
Vans USA

March, 2019

WDAPF4CC0G

Norwalk, IA



- A safety defect exists in your vehicle
- Remedy parts are now available for your vehicle.
- Schedule an appointment with your authorized Mercedes-Benz Sprinter dealer as soon as possible.
- This repair will be provided free of charge.

Dear Mercedes-Benz Sprinter Owner,

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

Daimler Vans USA has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2015 - 2017 Mercedes-Benz Sprinter vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

**What is the
CONCERN?**

Your driver-side airbag 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 driver-side airbag inflator may cause the inflator housing to rupture. **A driver-side inflator rupture during deployment could result in metal fragments striking the front driver or other occupants, possibly causing serious injury or death.**

**What will your
DEALER DO?**

An authorized Mercedes-Benz Sprinter dealer will replace the driver-side airbag module. **This service will be provided free of charge.** While the minimum repair time is approximately 1 hour, 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. You will not be charged for other service or repairs unless so requested.

What should YOU DO?

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

Schedule an appointment immediately at your preferred authorized Mercedes-Benz Sprinter Dealer. See www.mbvans.com/sprinter/owners-resources/recall for the Dealer Locator. **Please mention you are scheduling an appointment to replace the Takata driver-side airbag module under Recall Campaign #2017030013.** 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

We encourage you to sign up for recall alerts at www.nhtsa.gov/alerts. 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.

Should you have any questions 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 1-877-762-8267.

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>.

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

Sincerely,

Mercedes-Benz USA, LLC

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



Mercedes-Benz

MERCEDES-BENZ OF DES MOINES #181

9993 HICKMAN ROAD
URBAN DALE, IA 50322-5323
PHONE: (515) 278-4808 • FAX: (515) 276-8577

19MAY18

Thank you for your business! At Mercedes-Benz of Des Moines we strive for your complete satisfaction. If you have any questions or are not completely satisfied with our service, please let us know immediately. It is the goal of our factory trained technician's to provide the highest quality work at the most competitive price.

It is our intention for you to be completely satisfied, if for any reason your experience leaves you feeling short of this, please contact Ryan Parmerlee at 515-334-8316 or rparmerlee@lithia.com immediately. We will take the necessary steps to ensure you are.

Again, we appreciate your continued business and our ongoing relationship.

All the best,

Mercedes-Benz of Des Moines

INVOICE

Invoice #:



Tag #: T3856

Mercedes-Benz

MERCEDES-BENZ OF DES MOINES #181
SPRINTER OF DES MOINES # 182
SMART CENTER OF DES MOINES # 263
9893 HICKMAN ROAD
URBANDALE, IA 50322-5323
PHONE: (515) 278-4806 • FAX: (515) 278-8577

WEST DES MOINES, IA

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 162958 BENJAMIN KNUDSO

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN	MILEAGE OUT	
	16	MB Truck Sprinter 35		WDAPF4CC0G			5333	5333	
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
24FEB18			WAIT 19MAY18			CASH	19MAY18	08:57 19MAY18	10:03 19MAY18

OPTIONS: ENG:3.0 Liter

Tell us how we're doing!
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Does Your Mercedes-Benz
Need A Spa Day?



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Appointment Today

LINE OPCODE TECH TYPE HOURS

LIST

NET

TOTAL

A **CUSTOMER REQUESTS OUTSTANDING RECALLS PERFORMED. 2017030016

NC3VERSAIR

CAUSE:

RECALLS **CUSTOMER REQUESTS OUTSTANDING RECALLS
PERFORMED

170583 WS8 0.00

2 002-997-24-90-64 CABLE TIE

1 906-545-02-70 HOLDER ASSEMBLY

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

5333 INSTALLED SRS REENFORCEMENT BRACKET

(N/C)
(N/C)
(N/C)
0.00

B PERFORM COURTESY VEHICLE INSPECTION. INCLUDES: VISUAL INSPECTION OF
VEHICLE, TIRES, AND SET TIRE PRESSURE TO SPEC'S.

VI PERFORM COURTESY VEHICLE INSPECTION. INCLUDES:

VISUAL INSPECTION OF VEHICLE, TIRES, AND SET

TIRE PRESSURE TO SPEC'S.

PARTS: 170583 CMR 0.00 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

FROM ALL OF US AT MERCEDES-BENZ OF DES MOINES
THANK YOU FOR YOUR BUSINESS. HAVE A GREAT
DAY!!

SPRINTER

smart

"I acknowledge notice and oral approval of an increase in the original estimated price.
Signature or initials"

STATEMENT OF DISCLAIMER AND ARBITRATION AGREEMENT

In the course of servicing, OE equivalent parts may be used.

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. Any dispute between customer and the dealership arising from or related to this vehicle or this transaction will be settled by mandatory and binding arbitration pursuant to the Federal Arbitration Act 9 U.S.C § 1 et. seq. The arbitration shall be conducted by a single arbitrator. The arbitrator may grant whatever relief the parties may be entitled to at law or in equity.

CUSTOMER SIGNATURE

ON BEHALF OF SERVICING DEALER, I
HEREBY CERTIFY THAT THE INFORMATION
CONTAINED HEREON IS ACCURATE UNLESS
OTHERWISE SHOWN. SERVICES DESCRIBED
WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM
THE APPEARANCE OF THE VEHICLE OR
OTHERWISE, THAT ANY PART REPAIRED OR
REPLACED UNDER THIS CLAIM HAD BEEN
CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE.
RECORDS SUPPORTING THIS CLAIM ARE
AVAILABLE FOR (1) YEAR FROM THE DATE
OF PAYMENT NOTIFICATION AT THE
SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

(SIGNED: DEALER, GENERAL MANAGER OR AUTHORIZED PERSON) (DATE)

LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INS/DED/DIS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

RE: Derek @ Lazydays

From: Derek Crabb (dcrabb@lazydays.com)

To: [REDACTED]

Date: Thursday, August 1, 2019, 08:55 AM CDT

Thanks [REDACTED]

I ran your VIN and it looks like your unit is on the National recall list for the passenger side Airbag:

[https://\[REDACTED\]](https://[REDACTED])

I should have asked for this VIN prior and at this point we are unable to even take these units on trade since, as of now, there is no remedy for this recall per Mercedes. We actually got stuck with 6 or 7 of them on our lot that we are unable to sell.

If and when the recall is able to be completed, We would love to talk to you and earn your business. I think we would have found a way to make the 35k down work. My only concern is that the book value would decline if too much time passes.

I do apologize and I hope you understand.

Derek

From: [REDACTED]

Sent: Wednesday, July 31, 2019 2:49 PM

To: Derek Crabb <dcrabb@lazydays.com>

Subject: Re: Derek @ Lazydays

Hi vin # wdapf4cc0gr [REDACTED]

[REDACTED]

Sent from my T-Mobile 4G LTE device

----- Original message -----

From: Derek Crabb

Date: Wed, Jul 31, 2019 8:46 AM

To: [REDACTED]

Cc:

Subject:Re: Derek @ Lazydays

Let me see what I can do. If we got it to work with 35k down would you move forward?

Get [Outlook for Android](#)

From: [REDACTED]

Sent: Wednesday, July 31, 2019 9:38:31 AM

To: Derek Crabb <dcrabb@lazydays.com< a="">></dcrabb@lazydays.com<>

Subject: Re: Derek @ Lazydays

Hi

Correct

[REDACTED]

Sent from my T-Mobile 4G LTE device

----- Original message -----

From: dcrabb@lazydays.com

Date: Wed, Jul 31, 2019 7:36 AM

To: [REDACTED]

Cc:

Subject:RE: Derek @ Lazydays

[REDACTED]

Is it the money down thats preventing you from moving forward?

Derek

From:dcrabb@lazydays.com

Sent: Tuesday, July 30, 2019

To: [REDACTED] , "Derek Crabb" ;

Subject: RE: Derek @ Lazydays

[REDACTED]

With your payoff of 99k added in. 45k down would work to get the loan amount bought.

Can you do that?

From: "Derek Crabb" [mailto:dcrabb@lazydays.com]

Sent: Monday, July 29, 2019

To: [REDACTED]

Subject: Re: Derek @ Lazydays

I can plug in your payoff when I'm back in the office tomorrow and see what kind of money down may be needed. You do have negative equity but often times the loan advances on these high-end coaches can hide a lot of it.

Get [Outlook for Android](#)

From: [REDACTED]

Sent: Monday, July 29, 2019 6:39:22 PM

To: Derek Crabb <dcrabb@lazydays.com< a="">></dcrabb@lazydays.com<>

Subject: Re: Derek @ Lazydays

Hi

Guess it's not a match.

We owe 99,000 on the era.

[REDACTED]

Sent from my T-Mobile 4G LTE device

— Original message —

From: dcrabb@lazydays.com

Date: Mon, Jul 29, 2019 4:26 PM

To: [REDACTED]

Cc:

Subject: Derek @ Lazydays

[REDACTED]

Thanks for taking my call. Sorry I called you while you were at the gym. This 2020 Horizon is the only one I have here:

[https://\[REDACTED\]](https://[REDACTED])

Below is the pricing and payments based on 35k down and no payoff on the trade. Can I call you tomorrow morning to reserve it for you?



Derek Crabb
National Internet Sales
Assistant Manager
dcrabb@lazydays.com
813.246.4333 ext4538
813.600.9152 cell (text)

 cid:image001.jpg@0 [REDACTED]

See what makes Lazydays a special place!

 cid:image002.jp  cid:image00

WARNING! This email was sent from outside of the Lazydays network. Please verify the authenticity of the sender before opening any attachments or taking any action on the information contained within. If you are unsure, or have any questions about this email, please contact the support department @ extension 3911.

Please Do Not Delete The Following Line
InfinityMessageID-26054345

WARNING! This email was sent from outside of the Lazydays network. Please verify the authenticity of the sender before opening any attachments or taking any action on the information contained within. If you are unsure, or have any questions about this email, please contact the support department @ extension 3911.

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THOMAS J. MILLER
ATTORNEY GENERAL



IOWA DEPARTMENT OF JUSTICE
OFFICE OF THE ATTORNEY GENERAL
CONSUMER PROTECTION DIVISION

1305 E. WALNUT ST.
DES MOINES, IA 50319
Toll Free: 888-777-4590 (In Iowa)
Fax: 515-281-6771
www.iowaattorneygeneral.gov

August 12, 2019

[REDACTED]
Norwalk, IA [REDACTED]

RE: [REDACTED] vs Mercedes-Benz USA, LLC
File # [REDACTED]

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]:

Thank you for the information you sent our office. We will keep it on file. Often information such as you provided proves helpful to us when we receive inquiries or complaints from the public and is helpful in deciding what cases to pursue.

Consumer complaints are open records. That means that when citizens contact our office and ask about the complaint records of particular companies, we are able to give them information that may help them decide whether to do business with those companies. In addition, we find that consumer complaints are often the best source of information to help us decide how to use our resources to stop consumer fraud.

Thank you again. With the assistance of consumers such as you, our office is better able to serve the public.

Sincerely,

Marti Quigley
Investigator

THOMAS J.
ATTORNEY



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OFFICE OF THE ATTORNEY GENERAL
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www.iowaattorneygeneral.gov

August 15, 2019

[REDACTED]
Norwalk, IA [REDACTED]

RE: [REDACTED] vs Mercedes-Benz USA, LLC

File # [REDACTED]

(Please refer to the above file number when communicating with our office.)

Dear [REDACTED]

Thank you for the information you sent our office. The vehicle manufacturer is regulated at a federal level and we have no other complaints involving this specific recall. We intend to keep your complaint on file and will not be forwarding a copy to NHTSA as the summary of your letter indicates they have been contacted.

Consumer complaints are open records. That means that when citizens contact our office and ask about the complaint records of particular companies, we are able to give them information that may help them decide whether to do business with those companies. In addition, we find that consumer complaints are often the best source of information to help us decide how to use our resources to stop consumer fraud.

Thank you again. With the assistance of consumers such as you, our office is better able to serve the public.

Sincerely,

Marti Quigley
Investigator
Consumer Protection Division

[REDACTED]
NORWALK, IA [REDACTED]