

OCT 22 2019

CL-11258110-2220

Tuesday, October 8th, 2019

[REDACTED]
Norwalk, IA
[REDACTED]

U. S. Department of Transportation
NHTSA
Office of Defects Investigation
(NVS -210)
1200 New Jersey Ave., S. E.
West Building
Washington, D.C. 20590

To Whom It May Concern,

Before I state the purpose of my letter, I would like to pose a question that has me somewhat baffled. Why is it necessary to mail a letter in order to inquire about whether or not a previous letter was received by your office if by chance the first letter may not have been received and the probability that this letter may or may not be received requiring a response about the first letter (with supporting documentation)? Sounds a bit rhetorical, but I found it extremely odd when I contacted your service center at 888-327-4236 on Monday, October 7th, 2019 to inquire about whether or not your office received my completed VOQ form with supplemental documentation. When I was informed that I had to submit a letter for a simple YES or NO response the logic and rationale eluded me.

But anyway, I just wanted to find out if your office received my VOQ form and supplemental documentation that was mailed to your office on September 26th, 2019 regarding my complaint of the Takata Airbag in the Mercedes Sprinters. If you could please let me know, it would be extremely appreciated. My reference number is [REDACTED] I know that Senator Joni Ernst made an inquiry on my behalf as she is anxious to know if you received my paperwork as well.

Thank you very much for your time and understanding and I look forward to hearing your response.

Sincerely,
[REDACTED]

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AS

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Norwalk, IA

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