

Turner, Toiyriah (OST)

From: Office of Congressman Mike Johnson (imailagent) <LA04MJ.DistrictServices@mail.house.gov>
Sent: Tuesday, October 27, 2020 2:16 PM
To: OST Government Affairs
Subject: [REDACTED]
Attachments: WF Attachment [REDACTED] Problem list Memo regarding 2015 Freightliner Cascadia Congressman Johnson.asd.pdf; WF Attachment [REDACTED] Attorney's - AG's Letters [REDACTED].pdf; WF Attachment [REDACTED] Pictures (Example) of water leaking from roof (28 Nov 18).pdf; WF Attachment [REDACTED] PRF.pdf; IQFormatFile.txt

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

MIKE JOHNSON

4TH DISTRICT, LOUISIANA

WASHINGTON DC OFFICE
 418 CANNON HOUSE OFFICE BUILDING
 WASHINGTON, DC 20515
 PHONE: (202) 225-2777
 FAX: (202) 225-8039

BOSSIER CITY OFFICE
 2250 HOSPITAL DRIVE, SUITE 248
 BOSSIER CITY, LA 71111
 PHONE: (888) 216-3065
 FAX: (318) 584-7294



Congress of the United States
House of Representatives
 Washington, DC 20515

October 27, 2020

REPUBLICAN STUDY COMMITTEE
CHAIRMAN

COMMITTEE ON THE JUDICIARY

SUBCOMMITTEE ON CONSTITUTION, CIVIL RIGHTS
 AND CIVIL LIBERTIES
 RANKING MEMBER

SUBCOMMITTEE ON COURTS, INTELLECTUAL PROPERTY
 AND THE INTERNET

COMMITTEE ON NATURAL RESOURCES

SUBCOMMITTEE ON OVERSIGHT
 AND INVESTIGATIONS
 DEPUTY REPUBLICAN LEADER

SUBCOMMITTEE ON WATER, OCEANS AND WILDLIFE

Dear Mr. Sullivan,

Enclosed is correspondence from my constituent, [REDACTED], of [REDACTED]
 Leesville, LA [REDACTED].

Please review the inquiry and respond to my caseworker, Lee Turner, at my Leesville Office:

3329 University Parkway, Building 552, Room 24, Leesville, Louisiana 71446
 337-423-4232
 Lee.Turner@mail.house.gov

Sincerely,

A handwritten signature in blue ink, appearing to read "Mike Johnson", with a long horizontal flourish extending to the right.

Mike Johnson
Member of Congress

[REDACTED]
[REDACTED]
Leesville, LA
[REDACTED]

October 20, 2020

Congressman Mike Johnson
3329 University Parkway
Building 552
Leesville, LA 71446

Dear Congressman Johnson,

I purchased the following vehicle: 2015 Freightliner Cascadia Evolution, serial number 3AKJGLD52FS [REDACTED] on October 1, 2014 from Trans Advantage out of Fenton, Mo.

As of present date I've had or continue to have, the following problems with this vehicle:

Pass issues (recorded by the dates they were identified):

- Fuel leak from top of both fuel tanks – Nov 14, 2014
- Problem with eCoast system - Nov 14, 2014
Oct 12, 2015
Nov 6, 2015
- Refrigerator rattles - Nov 20, 2014
- Installed new table latch pull cord - Mar 4, 2015
- Windshield wiper sprayer not cleaning- May 8, 2015
- Utility light on rear not working - May 8, 2015
- Transmission low air warning light- May 8, 2015
Oct 12, 2015
- Replace coolant reservoir - Aug 5, 2015
- Water leaking passenger side floor- Aug 5, 2015

- Water leaking from windshield- Sept 22, 2015
Oct 12, 2015
Nov 6, 2015
Nov 25, 2016
Feb 27, 2017
- Fuel gauge not reading properly - Oct 12, 2015
Oct 31, 2015
Feb 16, 2017
Feb 16, 2017
- Marker lights out - Oct 28, 2016
- Oil leaking from Air compressor- Oct 28, 2016
Jan 24, 2017
Feb 16, 2017
May 19, 2017
- Oil leaking from fuel pump- Oct 28, 2016
Jan 24, 2017
Feb 16, 2017
May 19, 2017
- Braking problem when stopping - May 19, 2017
- Both cab doors leaking- May 19, 2017
- Climate control unit replaced- Jul 20, 2017
- Front grill fell off- June 2018

Current issues:

- Problem with eCoast system
- Transmission low air warning on
- Fuel gauge not reading properly
- Oil leaking from Air compressor
- Oil leaking from fuel pump

- Front grill continues to falls off
- Several cigarette lighter sockets inop
- Water leak coming from cab window next to top bunk
- Water leaking from windshield (found water under floor mat)
- Hood support broke (2020)

I've spoken to the organizations listed below to resolve these issues:

- Federal Motor Carrier Safety Admin (FMCSA)
- Department of Transportation (DOT)
- National Transportation Safety Board (NTSB)
- National Highway Traffic Safety Administration (NHTSA)
- Bureau of Consumer Protection | Federal Trade Commission
- Consumer complaint departments of both Louisiana and Missouri

As of current date, no agency has been able to assist me. I've looked at many reviews in regards to Freightliner Vehicles and all reviews have been negative. It's been a lot of unhappy drivers who have had problems with their Freightliners with no help in resolving their issues. I have struggled and sacrifice for seven years with this vehicle.

Thanking you in advance for your attention to this matter,

[REDACTED]

LAW OFFICES

DUBAIL JUDGE

A PROFESSIONAL CORPORATION

275 NORTH LINDBERGH BLVD.
ST. LOUIS, MISSOURI 63141-7909
LOCAL (314) 993-1422
FACSIMILE (314) 692-7254
1-800-475-7552
FOUNDED 1932

March 3, 2017

Trans Advantage, Inc.
One Premier Drive
Fenton, MO 63026

Re:

2015 Freightliner Cascadia
S/N 3AKJGLD52F5
Our File No.:

To Whom It May Concern:

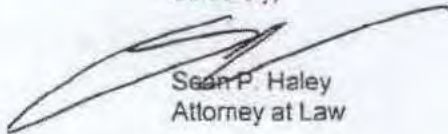
This letter is written on behalf of [REDACTED] regarding his purchase of a 2015 Freightliner Cascadia on or about October 1, 2014. Since the date of purchase, [REDACTED] has experienced several issues with the truck, specifically, an ongoing electrical issue based upon a leak getting into his vehicle damaging electric lines. He is also continually experiencing malfunctioning of his fuel gauge. Despite attempts at repairs, the issues remain.

Demand is hereby made for the immediate addressing and repair of these issues.

Please contact [REDACTED] directly at [REDACTED] regarding this matter. He can also be reached via U.S. mail at [REDACTED] Leesville, LA [REDACTED]

Should you fail to amicably resolve this matter, I have advised [REDACTED] of his rights under the law, and he will proceed accordingly.

Sincerely,



Sean P. Haley
Attorney at Law

SPH/dw

CC: [REDACTED]

LAW OFFICES
DUBAIL JUDGE
A PROFESSIONAL CORPORATION

1714 DEER TRACKS TRAIL, SUITE 200
ST. LOUIS, MISSOURI 63131
LOCAL: 314-993-1422
FACSIMILE: 314-692-7254
1-800-475-7552
FOUNDED 1932

March 31, 2017

Trans Advantage, Inc.
One Premier Drive
Fenton, MO 63026

Re: [REDACTED]
2015 Freightliner Cascadia
S/N 3AKJGLD52ES [REDACTED]
Our File No.: [REDACTED]

To Whom It May Concern:

This letter is written on behalf of [REDACTED] in follow-up to correspondence addressed to March 3, 2017 related to his purchase of a 2015 Freightliner Cascadia on or about October 1, 2014. As I previously informed you, since the purchase of the truck [REDACTED] has experienced several issues with it, specifically, an ongoing electrical issue based upon a leak getting into his vehicle damaging electric lines. He is also continually experiencing malfunctioning of his fuel gauge. Obviously, this is a detrimental effect on his business enterprise. Despite attempts at repairs, the issues remain.

Final demand is hereby made for the immediate addressing and repair of these issues. Should this matter not be resolved, [REDACTED] has been advised of his rights under the law and will proceed accordingly.

Please contact [REDACTED] directly at [REDACTED] regarding this matter.

I thank you for your prompt and direct attention to this matter.

Sincerely,



Sean P. Haley
Attorney at Law

SPH/dw
CC: [REDACTED]

LAW OFFICES
DUBAIL JUDGE

A PROFESSIONAL CORPORATION

1714 DEER TRACKS TRAIL, SUITE 200
ST. LOUIS, MISSOURI 63131
LOCAL: 314-993-1422
FACSIMILE: 314-602-7254
1-800-475-7552
FOUNDED 1932

James Ahearn, Esq.

April 24, 2017

Daimler Trucks North America
4555 N. Channel Avenue
Portland, OR 97217

Re: 2015 Freightliner Cascadias/N3AKJGLD52P [REDACTED]
Our File No.: [REDACTED]

Dear Sir or Madam:

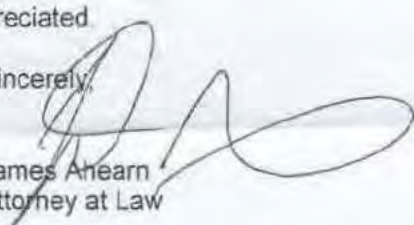
I am writing to you on behalf of [REDACTED] with respect to his purchase of a 2015 Freightliner Cascadias on or about the 1st of October 2014. Since the date of purchase, [REDACTED] has experienced several mechanical issues with the 2015 Freightliner Cascadias in particular an ongoing electrical issue arising from a leak getting into his vehicle and damaging electric lines. In addition to this, [REDACTED] Freightliner Cascadias continues to experience a malfunctioning fuel gauge.

[REDACTED] has sought assistance from the original dealership Trans Advantage, Inc. in Fenton, Missouri and despite their attempt to remedy the situation, the vehicle continues to malfunction.

Demand is hereby made upon you to immediately repair and address these concerns as it appears that the malfunctioning vehicle continues to do so as a consequence of a factory defect indicated by the consistent malfunctioning since the date of purchase.

Your prompt attention to this matter is appreciated

Sincerely,


James Ahearn
Attorney at Law

JA/dw
CC: [REDACTED]

SHIMANOVSKY & MOSCARDINI, LLP

ATTORNEYS AT LAW

DAVID L. SHIMANOVSKY
FRANK A. MOSCARDINI, JR.
MAE F. HUNG

130 S. JEFFERSON STREET, SUITE 350

CHICAGO, ILLINOIS 60661

FAX (312) 466-0823

TELEPHONE (312) 782-2585

OF COUNSEL

MARK E. STONE
PAUL MARZANO
KATHLEEN O'KEEFE-RIVERA
ROBIN D. SHAPIRO

DAVID BLOOM
DAVID M. KOPPA
SANDRA QUELLO
DRUELLA PARKER
VICTORIA ALMIRON
JEANNE MOULTHROP
JEROME LUBELCHEK
ANGELA R. MANALLI
GLORIA KRISTOPEK
BRIAN G. ELMAN
SARA WALSH
MARIE A. GROSS
ESTELA GOMEZ
SHAYLA A. KING

July 19, 2018

Customer Service
Daimler Trucks North America
4555 N. channel Ave.
Portland, OR 97217

President
Truck Centers, Inc.-Troy
2280 Formosa Rd.
Troy, IL 62294

Re:

File Number [REDACTED]
2015 Freightliner Cascadia
Serial Number: 3AK1GLD52E9 [REDACTED]
Invoice Number: [REDACTED]

Dear Sir or Madam:

Please be advised that our office has been contacted by [REDACTED] of [REDACTED]
[REDACTED] regarding repairs to his Freightliner truck.

[REDACTED] informs me that he brought his Freightliner truck to your facility for repairs numerous times since 2015. He has paid \$3518.00 for the repairs. [REDACTED] states that he was told by the Missouri dealership to have the repairs performed at your facility. [REDACTED] states that he was told the truck was leaking oil and that you resealed the oil pan. [REDACTED] says that the truck continues to leak oil despite the fact that you resealed the oil pan. Pursuant to the invoice you agreed to make repairs in a workmanlike manner. As of the

date hereof you have failed to do so. This is a breach of contract. Furthermore [REDACTED] states that you have not properly diagnosed the problem with his truck.

[REDACTED] of [REDACTED] Trucking, LLC demands that you make the necessary repairs in a workmanlike manner without charge. Please contact our office within ten (10) days to resolve this matter. We have advised [REDACTED] of [REDACTED] Trucking LLC of his legal remedies including filing a lawsuit and filing a complaint with the Illinois Attorney General's Office and the Better Business Bureau. Your cooperation in this matter is appreciated.

Very truly yours,



Gloria Kristopek
Attorney at Law

cc:

[REDACTED]
Leesville, LA [REDACTED]



ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

ERIC SCHMITT
ATTORNEY GENERAL

P.O.Box 899
(573) 751-3321

April 22, 2019

[REDACTED]
[REDACTED]
Leesville, LA [REDACTED]

RE: Complaint No. [REDACTED] Trans Advantage, Inc

Dear [REDACTED]:

Thank you. My office has received your complaint.

Advocates from my Consumer Protection Division will diligently attempt to resolve your complaint. In order for my office to assist, it is important that we receive all the information you have, so we may be contacting you to ask for further information and/or documentation. We will keep you updated as to the status of your complaint and feel free to contact my office at any time.

Again, we thank you for contacting the Attorney General's office and hope we can assist you further.

Respectfully,

A handwritten signature in cursive script that reads "Eric J. Schmitt".

Eric Schmitt
Missouri Attorney General

Consumer Complaint No. [REDACTED] Details

Consumer Information

Name: [REDACTED]
Address: [REDACTED]
Leesville, LA [REDACTED]
Primary Phone: [REDACTED]
Secondary Phone: [REDACTED]
Email: [REDACTED]

Business Information

Business Name: Trans Advantage, Inc
Address: One Premier Dr
Fenton, MO 63026
Phone: 6363439333
Fax: 6363492728
Email:
Website:
Contact Person:

Complaint Information

Complaint Number: [REDACTED]
Consumer Info: [REDACTED]
Category: Automotive - Auto Repair
Transaction Date: 10/1/2019
Financial Loss: Yes; Sales Method: In Person; Payment Method: Loan; Amt Paid:
143190.00
Contract Signed: No

Brief description of complaint:

Consumer is having numerous problems/inconveniences with his vehicle. Fuel Leak, problem with eCoast system, refrigerator rattles, installed new table latch pull cord, See attached for more problems listed on complaint.

Consumer has indicated that the following statements apply to this complaint:

- Consumer has taken these action(s): - Sent letter to business - Contacted a private attorney
- Consumer has contacted agencies:
- Consumer would like complaint resolved via: - Refund - Replace/Trade

Printed 4/22/2019



ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

ERIC SCHMITT
ATTORNEY GENERAL

P.O.Box 899
(573) 751-3321

June 14, 2019

[REDACTED]
[REDACTED]
Leesville, LA [REDACTED]

RE: Complaint No. [REDACTED] Trans Advantage, Inc

Dear [REDACTED]:

Thank you for providing information about the above-referenced company. Although our office is prohibited by law from acting as your private attorney, we will attempt to assist you by contacting the company and requesting an explanation of the matter you reported. Missouri law does not permit us to represent you in a private dispute, nor does it allow our office to sue solely to recover your losses or damages. Thus, if your complaint can be mediated, our goal is to resolve the complaint through correspondence.

Please be patient and allow a minimum of thirty days for us to obtain a response from the company. If you have additional information, please notify our office in writing at Consumer Complaint Unit, Office of the Attorney General, P.O. Box 899, Jefferson City, Missouri 65102. Please use the above-referenced complaint number in all correspondence.

Thank you for your cooperation. We will keep you advised regarding our inquiry.

Sincerely,

Nicholas Backes

Nicholas Backes
Office of the Attorney General
Consumer Advocate
Consumer Protection Division
P.O. Box 899 | Jefferson City, MO 65102
Email: Nicholas.Backes@ago.mo.gov
Phone: (573) 751-0327 | Fax: (573) 751-7948



ATTORNEY GENERAL OF MISSOURI
JEFFERSON CITY
65102

ERIC SCHMITT
ATTORNEY GENERAL

P.O.Box 899
(573) 751-3321

November 6, 2019

[REDACTED]
[REDACTED]
Leesville, LA [REDACTED]

RE: Complaint No. [REDACTED] Trans Advantage, Inc

Dear [REDACTED]:

As you know, the Missouri Attorney General's Office has been attempting to mediate your complaint with the above-mentioned company. Unfortunately, we are unable to resolve your complaint through this process. We have thoroughly reviewed all of the documentation and facts provided by you and the company. The facts presented by both parties make it difficult to find a resolution.

Since we have been unable to resolve your complaint through mediation, you may wish to consult with a private attorney, or consider an action through small claims court.

We regret that we will not be able to assist you further.

Sincerely,

Nicholas Backes

Nicholas Backes
Office of the Attorney General
Consumer Advocate
Consumer Protection Division
P.O. Box 899 | Jefferson City, MO 65102
Email: Nicholas.Backes@ago.mo.gov
Phone: (573) 751-0327 | Fax: (573) 751-7948

MIKE JOHNSON

U.S. CONGRESSMAN SERVING LOUISIANA'S FOURTH DISTRICT



Name [REDACTED] Date of Birth [REDACTED]
Physical Address [REDACTED] City Leesville Zip code [REDACTED]
Mailing Address (if different from above) Same as above City _____
Zip Code _____
Home Phone: () [REDACTED] Cell () [REDACTED]
Email: [REDACTED]
Social Security Number [REDACTED]

Federal Agency with which you have a problem Freightliner
Have you contacted any other Congressional Offices? If so, please list. see attached

Briefly describe your problem and what federal agency is involved. Please be specific. You may attach supporting documentation if you wish.

On October 2014 I purchased a 2015 Freightliner Cascadia from a dealership in Fenton Missouri. Ever since the purchase I've had multiple issues with the vehicle. Please see attached for further details.

Desired Outcome (What are you asking Congressman Johnson to do? Please be specific.)

I would like the congressman to help me obtain answers to my questions regarding these numerous issues to be either repaired or replaced.

Pursuant to the Privacy Act of 1974 (5 USC 552a), I hereby authorize the appropriate governmental agencies to release my information to the office of Representative Mike Johnson regarding my request for assistance from this office:

[REDACTED]

Signature

20 October 2020

Date

**Please return to the district office by mail or fax:
3329 University Parkway, Building 552, Leesville, LA 71446
Fax 337-392-3185













