

[REDACTED]
PIKEVILLE, KY

EMAIL: [REDACTED]

December 1, 2021

CL-11419666-5000

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NEF-100
ATTENTION: Randy Reid Chief
1200 New Jersey Avenue SE
Washington, D.C. 20077-9832

RE: [REDACTED]
MERCEDES GLB-250

Dear Mr. Reid:

Please be advised that Mercedes has not remedied the problem with [REDACTED]
rear hatch which will not fully open and gouges the roof when you try to open the
hatch. You can not carry material in the rear compartment of the vehicle.

Mercedes has admitted the problem but the problem is still on-going.

This vehicle has been a constant maintenance problem and is not a reliable vehicle.
[REDACTED] should be able to cancel her lease and return the vehicle.

Sincerely,
[REDACTED]

cc: Mercedes-Benz USA
One Mercedes-Benz Drive
Sandy Springs, GA 30328

EA

PIKEVILLE, KY

CHARLESTON WV 250

6 DEC 2021 PM 3 L



U.S. Dept of Transportation
National Highway Traffic Safety Administration
Attn: Randy Ching
1200 New Jersey Avenue SE
Washington, D.C. ~~20077-9832~~

WY8-226

20077-9832

20590