

The Law Office of John Riff

John L. Riff, IV, Esquire

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September 29, 2022

National Highway Traffic Safety Administration
Attn: Administrator
1200 New Jersey Ave SE
Washington, DC 20590

RE: Mercedes-Benz USA, LLC
Complaint regarding recall #2022060001

Dear Sir or Madam:

I represent [REDACTED] of [REDACTED], Gorham, New Hampshire [REDACTED].
[REDACTED] owns a Class C 2021 Jayco Melburn 24L Class C Vin #W1X8E33421 [REDACTED].
[REDACTED] is in the process of selling the same to [REDACTED] of [REDACTED]
Terrace, Sudbury, Ontario [REDACTED].

Unfortunately, the above-referenced recall is creating a problem. Worse the problem could easily be fixed if Mercedes-Benz USA, LLC, would simply provide prompt customer service, which they fail to do, which is why this letter is being sent.

Specifically, [REDACTED] and [REDACTED] simply need Mercedes-Benz to issue recall clearance letter so that the RV can cross the US/Canada Border.

The recall is simply a SIM Card update that will be done over the air sometime later this year.

Why Mercedes-Benz refuses to issue the recall clearance letter is unknown but so far they have failed to issue the letter and it has now been several weeks. This delay is unnecessary and will cause [REDACTED] and [REDACTED] to incur costs and expenses that they should not have to incur.

BR

If you can contact Mercedes-Benz and request that they issue the recall letter, promptly,
it would be greatly appreciated.

Very truly yours,

A handwritten signature in blue ink, appearing to read "John L. Riff, IV".

John L. Riff, IV, Esquire

JLR/jlr

cc: Client

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