

TO: Administrator

FR: [REDACTED] (VIN# 4JGBB75E67 [REDACTED]) ML500 2007

RE: MERCEDES "Do not drive recall NHTSA" Recall ID: 22V315

MBUSA ID [REDACTED]

DT: 02/13/23

"Pursuant to law 48 U.S.C. Chapter 301 National Highway Traffic Safety Complaint

1200 New Jersey Avenue, S. E. Washington D.C. 20590"

To Whom It May Concern, I have legitimate complaint about the above recall. I was classified as a Category 3 and could not drive the above referenced vehicle. We were told by the dealership to go rent a car (which we did) and we will get reimbursed. We have not been reimbursed for over 6 months for the attached rental bills. The dealership has informed us that they cannot use the only receipts we were provided!!? (by the rental car company... HOTWIRE) we attempted to be frugal and only rented a vehicle when we absolutely had to have one. The total still outstanding is (\$3,730.72) !!

We have done everything above board that the letter Mercedes sent out asked us to do. I have worked adnausium with the dealership CROWN AUTOMOTIVE GROUP 6001 34th st N St. Petersburg Florida 33714. I cannot seem to get any help from them.

Please advise how I can get reimbursed as this has caused extreme hardship on the finances of my family.

I have all receipts, credit card bills etc. that one may need to see these are legitimate expenses. Further, I have more information if needed; I just tried to keep it short. I will be happy to provide more.

Thanking you in advance for your advice/help in this matter,

[REDACTED]

Attached: 3 hotwire receipts, letter from Mercedes for the recall.

FR

Benz

Mon 2/13/2023 1:41 PM

To

Mercedes-Benz USA, LLC
 A Division of Mercedes-Benz LLC
 3737 Meridian Parkway, Suite 100
 Atlanta, GA 30341
 Phone: 404.755.3300

This notice applies to your vehicle, VIN: **W4JG9E7FA7A** [redacted]
Inspect Brake Booster

STOP DRIVE CHECK

STOP DRIVE - Your vehicle can be towed to an authorized dealer and a roadside assistance provider at a double charge may be possible.

- An inspection appointment is available.
- Roadside assistance is available from your authorized Mercedes-Benz provider or from a roadside assistance provider.
- This notice will be provided free of charge.

Dear Mercedes-Benz Owner,

This notice is being sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mercedes-Benz AG ("MBG"), the manufacturer of Mercedes-Benz vehicles, has detected that a defect which relates to proper vehicle safety exists in certain Model Year (MY) 2022 S-Class and MY 2022-2023 G-Class and S-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the issue?
 Mercedes-Benz air suspension and brake booster in the brake booster housing unit, which can result in reduced brake performance. In some cases, it causes discomfort, a particularly strong or hard braking application may cause mechanical damage to the brake booster, which can result in brake failure. In this case, it would not be possible to identify the vehicle via the brake pedal. Reduced brake performance or brake failure can increase the risk of a crash or injury.


Owners are advised not to drive their vehicles until the inspection is performed.

What will your Mercedes-Benz Dealership do?
 An authorized Mercedes-Benz dealer will inspect the brake booster housing. While the repair time may be less than 1 hour, your dealer can provide you with a better estimate of the overall time for this inspection. After the inspection, your vehicle will fall into one of three categories:

- Category 1:** Vehicles with minor problems, further dealer repairs to eliminate further risk of corrosion. Vehicles that do not show advanced corrosion may continue to be driven with no further action.
- Category 2:** If after the repair there is residual advanced corrosion to prevent an additional diagnosis, that we are unable to remove the responsibility of the brake booster. In this category, inspection, if they are able to determine the extent of the corrosion and the extent of the repair, it will be provided by the performing dealership. After the brake booster parts are replaced on the vehicle needs to be re-inspected, an additional Mercedes-Benz dealer visit will be required.
- Category 3:** Vehicles that do not pass the additional diagnosis test will require a brake booster replacement and the shop time will increase to approximately 4-6 hours. Parts are not available for an immediate replacement. When parts are available, an additional dealer visit/inspection will be required.

If the work your vehicle does not pass the diagnosis test, the vehicle may be stored at your residence or be towed to a dealership storage location. If the inspection was performed at a dealer location and you choose to have the vehicle stored at a storage location, please contact the dealership to arrange the tow.

Don't wait. Find an authorized Mercedes-Benz dealership near you at mbusa.com/recall and schedule the recall inspection right away.



Sent from my iPhone

(No subject)

Mon 2/13/2023 1:41 PM

To:

IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC

If the remaining 14 weeks to recall, please call 1-800-648-8814 to arrange a loan. In the event a brake booster repair is necessary, your authorized Mercedes-Benz dealer will help coordinate an individualized mobility solution since replacement parts are not available at this time. This service will be provided free of charge.

How do I schedule an inspection?

MBUSA strongly encourages you to schedule a mobile inspection with your local dealer. In the event a mobile inspection cannot be performed, a loan to your nearest authorized Mercedes-Benz dealership will be provided free of charge. To locate authorized dealers visit www.MBUSA.com/Recall. Please mention you are scheduling an appointment to inspect the brake booster housing under Recall Campaign #237204014 or 2407060117. You may be asked for your 17-digit Vehicle Identification Number (VIN) which for your convenience is located above your driver's side front door.

I need alternate transportation, what can be offered?

When available, a dealer may be able to provide a rental vehicle. If no rental vehicle is available, other options may be offered such as taxi/Uber/Lyft, public transportation cost reimbursement, and/or hotel accommodations. Please discuss with your dealer the conditions and availability of such options.

Will this affect other brake system components?

This recall relates to potential structural corrosion on the brake booster housing. If other brake system component(s) are in need of repair/replacement such that they would impede or hinder inspecting the brake booster housing, the repair/replacement should be completed first to allow the brake booster housing to be inspected. These parts and labor costs are not covered under this recall and are the responsibility of the owner.

I no longer live in my car, what if I no longer need to drive this vehicle?

We ensure you that the inspection program has been thoroughly vetted. If you still have concerns please contact our customer service center at 1-800-648-8814.

Steps to take:

- Find your nearest authorized Mercedes-Benz dealer via www.MBUSA.com/Recall to schedule your recall inspection.
- Please mention you are scheduling an appointment for the Mercedes-Benz Brake Booster Recall Campaign #237204014 or 2407060117.
- You may be asked for your VIN which for your convenience is located at the top of this letter.
- Based on the outcome of your vehicle's inspection, further steps will be provided as needed.

What if I no longer need to drive this vehicle?


In the event you no longer own or drive this vehicle, please visit www.MBUSA.com/Recall to update your information by submitting your VIN using our VIN Recall Lookup tool and filling out the "no longer own" section on the website. If possible, please provide any contact information of the current owner/owner so we can contact them.

Additional Information for Owners:

A VIN based recall lookup tool is available at www.MBUSA.com/Recall, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this Recall Campaign, please contact an authorized Mercedes-Benz dealership.

If this is a leased vehicle and the lessee 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.

Don't wait. Find an authorized Mercedes-Benz dealership near you at www.MBUSA.com/Recall and schedule the recall inspection RIGHT AWAY.



Sent from my iPhone

Benz

Mon 2/13/2023 1:40 PM

PROBABLE SAFETY RECALL

Mercedes-Benz USA, LLC
4 Mercedes Drive, Suite 200, Clark
County, Nevada, NV 89002
Phone: 702.735.1111

Should an authorized Mercedes-Benz dealership be unable to address your concerns please contact us at **1-888-648-6514**. We are always happy to hear from you.

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 the 49 U.S.C. Chapter 305, 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 **1-888-327-4238** (TTY: 1-800-424-9532) or go to <https://www.safercar.gov>

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected, you may be eligible to receive reimbursement. Requests for reimbursement may include parts, labor, and travel. Reimbursement may be limited to the amount the repair would have cost if performed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement:

- Original or clear copy of all receipts, invoices and/or bills related to this recall.
- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and what occurred if.
- The total cost of the repair (supplies that is being claimed).
- Proof of payment of repair (copy of bank and check or cancelled check, or copy of credit card receipt).


Reimbursement will be made by check from your dealer.

Please speak with your dealer concerning this matter. Thank you for your cooperation.

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety recall immediately.

Sincerely,
Mercedes-Benz USA

Don't wait. Find an authorized Mercedes-Benz dealership near you at www.mercedes-benz.com/dealers and schedule the recall inspection right away.



Sent from my iPhone

Are you happy with your car deal?

\$504.35

for 8 days with Premium Elite SUV

Reservation details

Hotwire Itinerary
[REDACTED]

Enterprise confirmation code
[REDACTED]

Driver name
[REDACTED]

Summary of charges

8 days x \$40.30 \$322.43

Taxes and fees \$181.92

Billed today \$504.35
Hot Rate® rental amount due today
Rates quoted in US dollars.

hotwire

You booked a Hot Rate® Car and saved a bundle!

Pick up

Wed, Aug 3, 2022 10:00 AM
Sarasota/Bradenton Intl. Airport, SRQ
6000 Airport Cir, Sarasota, FL
1-800-325-8007

| Model - Premium | Miles | Seating |
|-------------------|--------------------|----------|
| Elite SUV | Includes unlimited | 5 Adults |
| BMW X3 or similar | mileage | |

Hotwire rules

All Hotwire Hot Rate® bookings are final. No changes or refunds are allowed. Pick-up/drop-off must be the same location.

Rental car checklist

- ✓ Bring a credit or debit card in the driver's name
Debit/check cards: The rental agency will place a hold on your debit card, which will be refunded upon return of the car. In some cases, the rental agency may also require a credit check. Policies vary from location to location. We recommend contacting Enterprise at 1-800-325-8007 if you have any questions about

Charged to
Visa [REDACTED]

Date booked
Mon, Aug 1, 2022

Get out and explore

Find fun activities near Sarasota

Are you happy with your car deal?

\$1,648.73

for 17 days with Standard SUV

hotwire

You booked a Hot Rate® Car and saved a bundle!

Pick up

Tue, Nov 22, 2022 6:00 PM
Oklahoma City Will Rogers World, OKC
5201 S Meridian Ave, Oklahoma City, OK
1-800-325-8007

Model - Standard SUV
Hyundai Santa Fe or similar

Miles
Includes unlimited mileage

Seating
5 adults

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Rental car checklist

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Reservation details

Hotwire Itinerary
[REDACTED]

Enterprise confirmation code
[REDACTED]

Driver name
[REDACTED]

Summary of charges

17 days x \$1,160.52
\$68.27

Taxes and fees \$488.21

Billed today \$1,648.73
Hot Rate® rental amount due today
Rates quoted in US dollars.

Contact email
[REDACTED]

Charged to
Visa [REDACTED]

Date booked
Mon, Nov 21, 2022

Get out and explore

Find fun activities near Oklahoma City

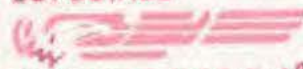
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OKLAHOMA CITY OK 730

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US POSTAGE



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Administrator

National Highway Traffic Safety Administration

1200 New Jersey Ave. S.E.

WASHINGTON D.C.

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