



GEORGIA DEPARTMENT OF LAW
Consumer Protection Division

CHRISTOPHER M. CARR
ATTORNEY GENERAL

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June 22, 2023

[REDACTED]
Port Charlotte, Florida [REDACTED]

Re: Reference File Number [REDACTED]
Business Name: Mercedes-Benz USA, LLC

Dear [REDACTED]

The Georgia Department of Law, Consumer Protection Division received your complaint regarding Mercedes-Benz USA, LLC. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint to the NHTSA for review. Please direct all future correspondence to that agency at the following address:

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 888-327-4236
TTY: 800-424-9153
Website: <http://www.nhtsa.gov>

Thank you for bringing this situation to our attention.

Sincerely,
[REDACTED]

Customer Service Specialist

cc: National Highway Traffic Safety Administration (w/attachment)



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June 22, 2023

SUMMARY OF COMPLAINT

AGCPD reference file number: [REDACTED]

Date complaint received: 4/21/2023

Consumer name: [REDACTED]

Address: [REDACTED] Port Charlotte, Florida [REDACTED]

Phone(s): [REDACTED]

E-mail: [REDACTED]

Name of business: Mercedes Benz USA

Address: 1 Mercedes Benz Dr, Sandy Springs, GA 30328

Phone: 800-367-6372

E-mail:

customer-advocacy.usa@cac.mercedes-benz.com

Year of transaction: 2022

Complaint details as submitted:

Contacted Mercedes roadside assistance and have had my car towed to Sarasota multiple times. Rodents have eaten through my power steering cable completely twice in under 1 year. I lose the ability to steer my car when it happens, as my wheel locks up. The materials in the cable are known to be attractive to rodents, and Mercedes acknowledged this to me, but they keep installing the same cable, and it keeps getting eaten, and now I am not only unsafe, but paying service charges and deductibles to be unsafe. I tried to get Mercedes to consider a polymer coated cable, even if it was an after market cable, and they didn't even address that request, and closed my case saying that they wouldn't reimburse me for my \$750 deductible, which I had never asked for. I simply asked for them to consider an alternative solution to what is clearly a non standard problem that represents a safety issue for my family, and for the families of others driving around me. I am not looking for a freebie, rather acknowledgement that their design issues are causing me undo pain. I see this as a latent defect, and would like them to address it, and stand behind their solve rather than sending me to my insurance company every time their cable gets eaten. I live in a beautiful home, surrounded by neighbors that do not have this problem, and share a driveway with my son and girlfriend who drive a Cadillac ATS, and a Range Rover Sport, and neither of them are

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having rodent issues. This is a Mercedes issue, and I've spoken to others on line with the same problem. Certain dealerships recommend using dryer sheets, or altering the cable with mint spray. I don't even know where the cable is, but I refuse to create a potential fire with dryer sheets to keep their cable materials from being eaten on a critical component of the car.

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Consumer Protection Unit

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PRESORT FIRST CLASS

NEF

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
West Building
Washington, DC 20590-0001

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