

From: [Ambrose, Ann-Marie L](#)
To: [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Br](#)
Cc: [NHTSA ODI CED](#); [Strasser-King, Marion C](#)
Subject: ODI-11519233
Date: Tuesday, October 17, 2023 12:04:56 PM

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.

From: [REDACTED]
Sent: Saturday, October 14, 2023 10:28 AM
To: NHTSA Service Desk <nhtsa@mail.us.4me.com>; nhtsa.webmaster@dot.gov
Subject: ODI 11519233

[External Email]

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.

----- Forwarded message -----

From: [REDACTED]
Date: Tuesday, June 13, 2023
Subject: Information for E450-2019
To: vsh@dot.gov

Dear, Sir or Madam,

Above is the information on my E450,2019 Mercedes Benz,the information is listed under library documents,because it was sent from a library computer by me [REDACTED],If you didn't received all the information,please let me know.

I received a call from Marietta Mercedes Benz service adviser, Friday evening I called back Monday, The manager over the service dept, said Mercedes Benz approve a rebuild engine,this is unacceptable from my point of view,,the assistant manager said it would last 2 years, As you look at the files which consist of many pages, I counted 66 pages or so, you will see I was constantly given the run around,and the situation was a handle with a bandage.Mercedes Benz and their customer service ignore my visit at the headquarters and customer service was no help,I was constantly given the run around, I constantly advised each service adviser at each Mercedes Benz dealership I visit about the engine light and other issue with the car under warranty ,it appear they wrote up what they wanted,I always had my car service st Mercedes Benz dealership,This is just no way to treat a loyal customer,which I have been .I have been waiting for weeks and recently they decided to put another temporary bandage on this car.

Your assistant is appreciated. In resolving this matter

Thank You

[REDACTED]

[REDACTED]

Atlanta Georgia

[REDACTED]

[REDACTED]

The preceding message (including attachments) is covered by the Electronic Communication Privacy Act, 18 U.S.C. sections 2510-2512, is intended only for the person or entity to which it is addressed, and may contain information that is confidential, protected by attorney-client or other privilege, or otherwise protected from disclosure by law. If you are not the intended recipient, you are hereby notified that any retention, dissemination, distribution, or copying of this communication is strictly prohibited. Please reply to the sender that you have received the message in error and destroy the original message and all copies.