

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ---11573029
Date: Monday, March 25, 2024 8:48:03 AM

From: [REDACTED]
Sent: Friday, March 22, 2024 4:49 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint ---11573029

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.

Hello,

We still have not heard back from the follow up email sent on March 8, 2024.

Please review our case and provide an update. The last update we received from Mercedes advised the necessary part to remedy the recall would not be available until June 2024.

We have considered the car out of service since receiving this recall advising of a potential risk of crash or injury. We are not driving the vehicle until this matter is resolved. We need a reliable car now.

Thank you for your attention to this matter,

[REDACTED]

On Mar 8, 2024, at 3:23 PM, [REDACTED] wrote:

Hello,

I am writing to follow up to the complaint I made on February 20, 2024.

I am, including a copy of the safety recall that was sent from the manufacturer. Please note that the recall states that there is a risk of crash or injury. When we contacted the dealer regarding the recall, we were told that the necessary part to repair would not be available until June 2024. I am a [REDACTED]-year-old and I need a reliable car, waiting

over four months is not acceptable.
Please review this matter.

Thank you,

[REDACTED]

M [REDACTED]

H [REDACTED]

<attachment 1.pdf>

Begin forwarded message:

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>

Date: March 5, 2024 at 2:20:10 PM EST

To: [REDACTED]

Subject: Follow up to ODI Complaint ---11573029

Please see the attached copy of your recent complaint and instructions.
Please make any necessary edits and return via email to
dataquality@dot.gov or fax to [\(202\) 366-1767](tel:(202)366-1767). Due to the volume of
complaints we receive and our limited resources, we cannot respond to every
complaint.

NHTSA/Office of Defects Investigation

[REDACTED]