

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

From: [REDACTED]
To: [REDACTED]
Cc: [REDACTED]
Subject: ODI-11450360
Date: Wednesday, April 13, 2022 5:58:00 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.

Subject: Nhtsa tracking # [REDACTED]
To: [REDACTED]

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.

Hi, so I made a complaint online in January my tracking number that you guys sent me is [REDACTED] but I'm emailing you because I also sent out a petition to recall . I mailed it to the administrator and stated that it was a petition and everything that was asked I tracked it on usps and it says it was delivered to you guys more than a couple weeks ago so I just want to know how it where I'm supposed to keep up to date regarding where along you guys are in looking into that . I know that by law it has to be looked at and worked on within a certain amount of time and I'm just wondering if you guys were going to mail me back with a letter confirming that you guys received it or an email because it's been a bit over two weeks and I have received no word from you guys . There are a lot of Mercedes' Benz owners counting on you guys to investigate this issue we have been having with this defective engine failing on us without warning and without any real reason (to us) until now that we have been figuring out together that Mercedes had a technical bulletin regarding a part that was the wrong size that would eventually lead to the engine failures we are all having . Some people at 20k miles some at 51k like myself . I spoke to highway patrol and they agree that this is a traffic safety hazard and that you guys definitely need to get Mercedes' to fix this before more and more people are on the road and unexpectedly lose power and start panicking on the freeway the way many of us did . Please help . The letter I sent had a return address and a service department quote with my name , [REDACTED] on it . I'm from Chino, California

...
 Sent from my iPhone

Ann-Marie Ambrose
 ASRC Federal Holding Company
AAmbrose@asrcfederal.com
 7000 Muirkirk Meadows Drive, Beltsville, MD 20705
asrcfederal.com | Purpose Driven. Enduring Commitment.

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.