

[REDACTED]
Blowing Rock, NC [REDACTED]

OCT 24 2018

CE-11143229-6248

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

October 16, 2018

Mercedes Benz Vans
Customer Assistance Center
One Mercedes-Benz Drive
Sandy Springs, Ga 30328

Dear Sir:

On October 1, 2018 I noticed a unusual odor in the cab of my Sprinter Van while driving from Port Canaveral, Florida to Orlando, Florida. The smell was not distinct and did not smell like diesel fuel.

After arriving in Orlando and staying for a few days until October 4, 2018, I noticed some fluid underneath the van and upon further inspection discovered that it was diesel fuel.

The next morning I drove to the nearest dealer in Orlando and upon arrival saw larger amounts of diesel fuel leaking from the bottom of the van near the drivers side.

The dealer inspected the van and discovered that the fuel leak line hose from the injectors was leaking, spraying fuel over the engine bay and had been doing so for some time. The dealer did not have a new hose and the dealer indicated that they could repair the hose and "clamp it off" so that the problem should not reoccur "for some time, if ever". The dealer was very responsive and helpful in getting this problem resolved in a short period of time. The repair charge to fix the leak line and clean the diesel fuel from the engine bay and undercarriage of the van was \$1298.00 (see attached). I do not believe that I should be forced to pay for repairs due to faulty design.

My question is this. How is diesel fuel leaking in the engine bay not a fire hazard that could result in injury or death of passengers and is this a result of faulty design that is a serious

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safety issue for owners? In this instance, I had no warning the diesel fuel was leaking and if I had not seen it puddling below the van, I could have driven it until a fire occurred. The odor of diesel fuel did not present itself until after the engine bay was completely saturated.

Please immediately look into this matter and let me know how you plan to address this serious safety issue for your van owners.

Sincerely,

A large black rectangular redaction box covers the signature and any accompanying text or contact information.

Copy: National Highway Traffic Safety Administration
1200 New Jersey Avenue, S.E.
Washington, DC 20590

CUSTOMER #:

INVOICE

MERCEDES-BENZ OF SOUTH ORLANDO

4301 Millenia Blvd.
Orlando, Florida 32839
(407) 367-2700

FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

Repair Shop Registration Number: M.V. 52166

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 875 NICHOLAS BAXTER

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	12	MERCEDES-BENZ SPRINT	WDAPF4CAXC9[REDACTED]		59557/59558	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
22MAY12 DD		22MAY2015	17:00 05OCT18		174.00	CASH	05OCT18
R.O. OPENED		READY	OPTIONS: ENG:3.0 Liter Turbo				

09:28 05OCT18 14:39 05OCT18

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A CUSTOMER IS SMELLING FUEL. PLEASE INSPECT AND ADVISE

01 GENERAL REPAIRS

870 CSRP

1253.00 1253.00

PARTS: 0.00 LABOR: 1253.00 OTHER: 0.00 TOTAL LINE A: 1253.00

59558

VERIFIED CUSTOMERS CONCERN. FOUND FUEL LEAK LINE HOSE FROM INJECTORS IS LOOSE, CAUSING FUEL TO SPRAY OVER THE ENGINE BAY. RECOMMEND TO REPLACE THE FUEL LEAK LINE, ALTERNATIVELY WE CAN CLAMP THE LOOSE CONNECTION OF THE FUEL LEAK LINE AND CLEAN SURROUNDING AREAS AND CLEAN THE UNDERCARRIAGE. INSTALLED CLAMPS AT THE CONNECTION JUNCTION FOR THE INJECTOR FUEL LEAK LINE. FUEL LEAK LINE MAY NEED TO BE REPLACED IN THE FUTURE. CLEANED UP THE ENGINE BAY AREA FROM THE DIESEL FUEL. RAISED THE VEHICLE, CLEANED THE UNDER CARRIAGE OF THE VEHICLE FROM THE FRONT TO THE REAR OF THE VEHICLE. CLEANING OFF THE DRIVESHAFT, TRANSMISSION, SUSPENSION COMPONENTS, REAR DIFFERENTIAL AND ANY OTHER COMPONENTS COVERED WITH DIESEL FUEL.

7HRS

CUSTOMER PAY HAZ. WASTE DISP FOR REPAIR ORDER

45.00

THIS CHARGE REPRESENTS COSTS AND PROFITS TO THE MOTOR VEHICLE REPAIR FACILITY FOR MISCELLANEOUS SHOP SUPPLIES OR WASTE DISPOSAL PER FLORIDA STATUTE 559.905 (1) (h)

VISIT US ON THE WEB AT WWW.MBSO.COM

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

***SHOP SUPPLY COSTS:** We have added a charge equal to 8% of the total cost of labor and parts, not to exceed \$45.00, to the Repair Order. This charge represents costs and profits to the motor vehicle repair facility for miscellaneous shop supplies and waste disposal. The State of Florida requires a \$1.00 fee to be collected for each new tire sold in the state [s.403.718], and a \$1.50 fee to be collected for each new or remanufactured lead-acid battery sold in the state [s.403.7185].

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	1253.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	45.00
TOTAL CHARGES	1298.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	1298.00

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

Section 501.98, Florida Statutes, requires that, at least 30 days before bringing any claim against a motor vehicle dealer for an unfair or deceptive trade practice, a consumer must provide the dealer with a written demand letter stating the name, address, and telephone number of the consumer; the name and address of the dealer; a description of the facts that serve as the basis for the claim; the amount of damages; and copies of any documents in the possession of the consumer which relate to the claim. Such notice must be delivered by the United States Postal Service or by a nationally recognized carrier, return receipt requested, to the address where the subject vehicle was purchased or leased or where the subject transaction occurred, or an address at which the dealer regularly conducts business.

X

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[REDACTED]
Blowing Rock, NC [REDACTED]

GREENSBORO NC 274
PIEDMONT TRIAD AREA
17 OCT 2016 PM 4 L



National Highway Traffic Safety
1200 New Jersey Avenue, S.E.
Washington, DC 20590

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