



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

05-NOV-2019

Repository ☐

Reference No.
11278227

OWNER INFORMATION (Type or Print)

Name

Address

City

SCOTTSDALE

State

AZ

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

WDCGG5HB9EG2

Make

MERCEDES BENZ

Model

GLK350

Model Year

2014

Date Purchased

Dealer's Name and Telephone Number

MERCEDES BENZ of CHANDLER 844-229-4849

Engine:

No: Cylinders

Fuel Type:

UNLEADED

Original Owner

☐

Dealer's City

CHANDLER

State

AZ

Zip Code

85226

Transmission Type

AUTO

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)

19-SEP-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: FUEL/PROPULSION SYSTEM (PWS)

Failure Mileage
72000

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), Failure(s), Crash(es), and injury(ies).)

Crash

☐ Yes

☒ No

Fire

☐ Yes

☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(S), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

TL* THE CONTACT OWNS A 2014 MERCEDES-BENZ GLK350. WHILE THE CONTACT'S SPOUSE WAS DRIVING THE VEHICLE, THERE WAS AN ABNORMAL FUEL ODOR. THE VEHICLE WAS TAKEN TO MERCEDES-BENZ OF SCOTTSDALE (4725 N SCOTTSDALE RD, SCOTTSDALE, AZ 85251, (480) 409-0409) TO BE DIAGNOSED. THE CONTACT WAS INFORMED THAT A PLASTIC TUBING LEADING TO THE FUEL INJECTOR FRACTURED AND NEEDED TO BE REPLACED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS NOT INFORMED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 72,000.

THE CAR WAS ONLY TAKEN TO MB OF SCOTTSDALE TO INFORM THEM OF THE ISSUE AND TO SEEK CORPORATE INFORMATION. ALSO I HAVE RETAINED THE DEFECTIVE PARTS. ASIDE FROM PLASTIC TUBING DEFECT, THE PLASTIC RESERVOIR WAS CRACKED. MB HAS HAD THIS DEFECT PREVIOUSLY, SEE ENCLOSED. THANK YOU.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579 This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

I ALSO HAVE VIDEO WHICH MY MECHANIC TOOK.
RECEIPTS & IMAGES WERE PREVIOUSLY FORWARDED TO THE
NHTSA.
I CAN RESUBMIT IF NEEDED

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



Think your vehicle
has a safety defect?

If so:

Use the enclosed
form to file a report.

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration



- Recall Number

12V557000

Recall Date

12/03/2012

Component

FUEL SYSTEM, GASOLINE

Summary

Mercedes-Benz is recalling certain model year 2011-2012 S400, S550, S550 4Matic, S63 AMG, C300, C300 4Matic, E350, GLK350, GLK350 4Matic, CL550 4Matic, and CL63 AMG vehicles manufactured from April 18, 2011, through July 12, 2011. Due to an irregularity stemming from the molding process of the fuel filter flange, the fuel filter flange may crack when operated in high temperatures.

Consequence

If the fuel filter flange cracks, it will leak fuel which may lead to a fire if an external ignition source is present.

What Owners Should Do

Mercedes-Benz will notify owners, and dealers will replace the fuel filter, free of charge. The recall campaign is expected to begin in February 2013. Owners may contact Mercedes-Benz at 1-800-367-6372.