

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [REDACTED]
To: [EVOO \(NHTSA\)](#)
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11416190
Date: Tuesday, June 8, 2021 12:50:48 PM

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2017 Mercedes Benz 2500 Sprinter Sliding Door Failed "Locked"/unable to open from inside or outside "Physically, with either handle nor with the Manual lock on the inside panel of the door" nor with the automatic/electronic switch in the front of the vehicle-VIN WD3PE7CDXHF [REDACTED] [REDACTED]

I am emailing this you to report this complaint and seek assistance with the U. S. Department of Transportation division of National Highway Transportation and Safety Administration. The vehicle has just surpassed the 36,000 mile warranty period, with other issues involving various "operating required" exterior lights "failing", just prior to and barely beyond, the 36,000 mile warranty expiration. All were resolved by replacing the bulbs, but I am not convinced that these were not issues involving the "electrical system" that might have caused these failures. Then, I have, also, recently had the "Steering Column recall" serviced.

I am concerned that, in case of an emergency or an accident, should my son need to exit this door or any other door, (other than the driver's door), or any other cargo area door, (other than the driver's door for that matter), since there is a link as to the manner in which the locking mechanisms/sensors (other than the driver's door) senses that "any"/either one (other than the driver's door is locked the front mounted switch will unlock all other locks and if it senses that any/either are unlocked the switch will lock all doors other than the driver's door, that he would be "UNABLE" to escape the vehicle in a serious/life threatening circumstance. The system is, obviously, as implemented in it's current state, not working as it was designed/engineered to perform.

I have found nothing, as of yet, for a "recall"(termed as such) for the door lock issues that my son is experiencing (at least for the ((2017/Sprinter cargo 2500,)), but only for other 2017 models and 2018 Mercedes models and have verified with "Mercedes USA" that all recalls for this vehicle have been serviced at this point.

There should be, absolutely "NO" reason "EVER" that an occupant of any vehicle, specifically, including this particular Mercedes Benz Sprinter model, would "NOT" be able to manually unlock any and every door from the interior, otherwise, it would be considered "A DEATH TRAP" in certain instances.

Please advise as to why this issue has not been, previously, addressed and corrected with Mercedes Benz prior to this date. I have inquired as to, if there is a "Child safety lock" on this model, which could have been triggered, accidentally, but, have been told that, since model is a cargo van, there is no child safety lock feature on this model.

Please advise as to how the U. S. Department of Transportation division of National Highway Transportation and Safety Administration would be able to assist me in resolving this issue, as soon as possible, since I, absolutely, see this issue as a safety threat at the least and life threatening issue worst case scenarios.

Please contact me, should you have further questions regarding this issue. Thank you in advance for your assistance with this matter!

Sincerely,

[REDACTED]

[REDACTED]
Quality Control Analyst



8300 Greensboro Drive, Suite 600, McLean, VA 22102

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