

[REDACTED]
PIKEVILLE, KY
[REDACTED]

EMAIL: [REDACTED]

July 29, 2021

US Dept. of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation NEF-100
ATTENTION: Randy Reid Chief
1200 New Jersey Avenue SE
Washington, D.C. 20077-9832

RE: [REDACTED]
MERCEDES GLB-250

Dear Mr. Reid:

The vehicle has not been totally repaired. There are 2- three inch gouges on the roof that was left after the Charleston Dealer re-attached the rear spoiler.

This vehicle has been a constant maintenance problem and is not a reliable vehicle. Mercedes should be responsible for repairing these problems. [REDACTED] should be able to cancel her lease and return the vehicle.

The most recent problem is now a recall involving a wheel well leakage.

Please find enclosed the most recent letters sent to Mercedes involving all her problems with the vehicle.

Sincerely,
[REDACTED]

Enc.



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other document related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the drivers' door or the driver's door jam. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone numbers, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



 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 04-JUN-2021		Repository ☐		Reference No. 11419666	
OWNER INFORMATION (Type or Print)					
Name [REDACTED]		Telephone Number [REDACTED]		[REDACTED]	
Address [REDACTED]		City PIKEVILLE		State KY	ZIP Code [REDACTED]
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 WDC4M4H3X [REDACTED]		MAKE MERCEDES-BENZ		Model GLB250	Model Year 2020
Date Purchased	Dealer's Name and Telephone Number		Engine No./Cylinders		Fuel Type
Original Owner ☐	Dealer's City Fort Mitchell		STATE KY	ZIP Code 41011	
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 10-APR-2021	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Components Codes: 160000 STRUCTURE			Failure Mileage 22000.0		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 Requirement ☐ 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), 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), 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 parts available).					
The contact owns a 2020 Mercedes-Benz GLB250. The contact stated that the rear tailgate of the vehicle would not raise above 10-12 inches. The contact stated that the check engine warning light was illuminated. The contact was relating the failure to NHTSA campaign number: 21V231000 (Structure). The vehicle was taken to the local dealer however, the dealer refused to service the recall and referred the contact to their legal team. The vehicle was not repaired. The manufacturer had been informed of the failure. The failure mileage was approximately 22,000.					
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 to 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.					

[REDACTED]
PIKEVILLE, KY

FAX: [REDACTED]

email: [REDACTED]

July 23, 2021

Mercedes-Benz USA
Attention: Benjamin
One Mercedes-Benz Drive
Sandy Springs, GA 30328

RE: [REDACTED]
MERCEDES GLB 250

Dear Benjamin.

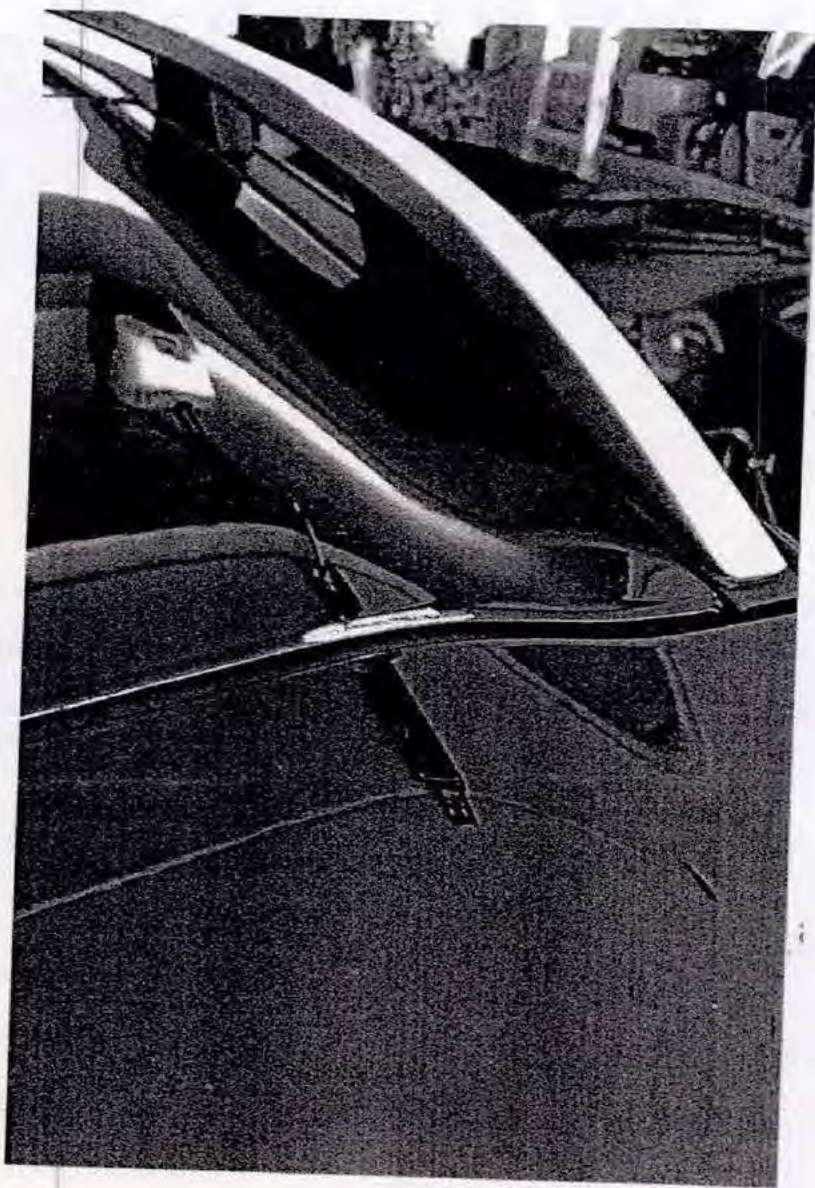
After [REDACTED] vehicle was taken, to Charleston, WV she returned to Pikeville because the parts were not available. On the way back to Pikeville, KY from Charleston, WV the rear spoiler detached from her vehicle almost hitting a pick-up truck traveling behind her.

The Charleston Dealer then came and got the car on July 20, 2021. The spoiler was re-attached but there are two metal scars on the roof approximately 3" long and unpainted as a result of the rear hatch being out of line.

The most recent problem with the Mercedes is a recall involving a wheel well leakage. This is becoming absurd. (a) Mice destroying the hearing and air unit on two different occasions (b) Spoiler came apart and rear hatch not closing properly © Recall involving the integrity of the car leakage in the wheel well.

It would seem [REDACTED] could cancel her lease and return the vehicle. She needs a serviceable vehicle that is not constantly being repaired.

[REDACTED]



[REDACTED]
PIKEVILLE, KY

email: [REDACTED]

July 6, 2021

Mercedes-Benz USA
Attention: Benjamin
One Mercedes-Benz Drive
Sandy Springs, GA 30328

RE: [REDACTED]
MERCEDES GLB 250

Dear Benjamin.

On June 30, 2021, I accompanied my wife, [REDACTED] to Charleston, WV to have her vehicle serviced and to have the rear hatch repaired. The vehicle was serviced but the parts were not available for the rear hatch pursuant to the recall.

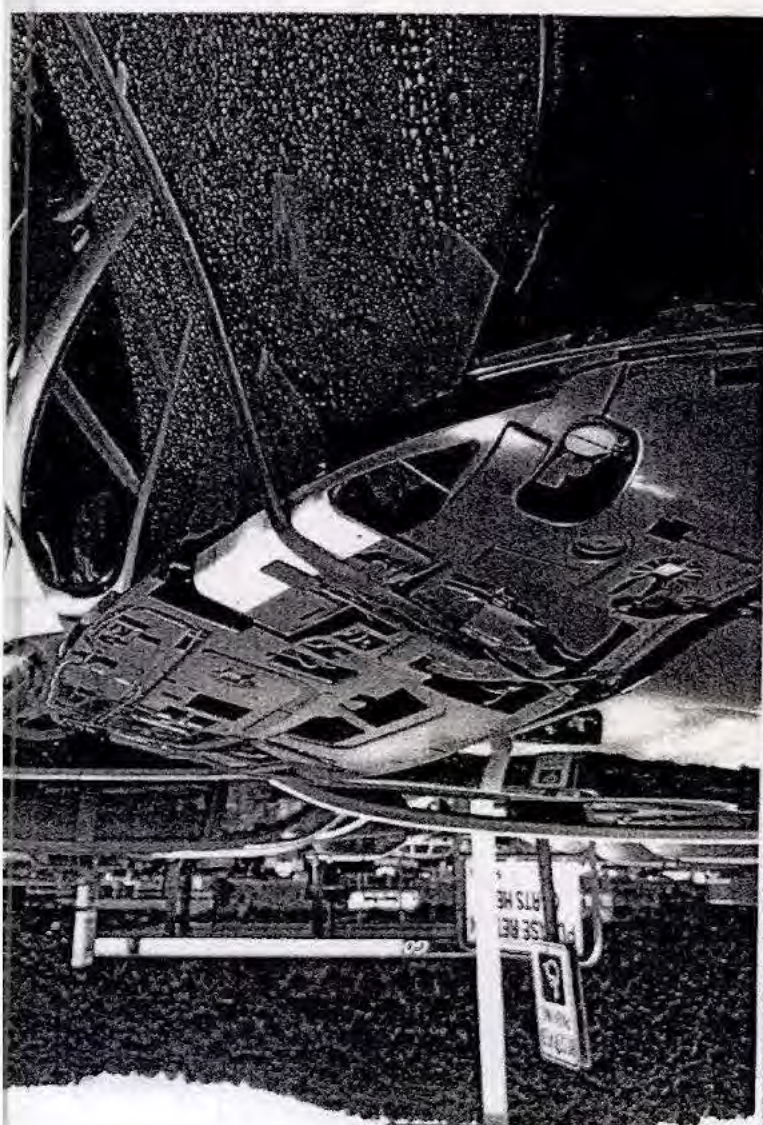
On the way back to Pikeville, KY from Charleston, WV the rear spoiler detached from her vehicle and flew back in the path of a pick-up truck and almost caused the pick-up truck to wreck. The vehicle is starting to shed parts and should be replaced.

I am enclosing pictures of the spoiler and the rear of [REDACTED] vehicle.

I believe she is entitled to some relief.

Sincerely,
[REDACTED]

cc: Brandon Bayer
Mercedes-Benz of Fort Mitchell



STYLING

[REDACTED]
PIKEVILLE, KY [REDACTED]

email: [REDACTED]

June 2, 2021

Mercedes-Benz USA
One Mercedes-Benz Drive
Sandy Springs, GA 30328

RE: [REDACTED]
MERCEDES GLB 250

Dear Sir/Madam:

I am writing back about the letter that was mailed to your office on May 25, 2021 concerning the re-call notice on [REDACTED] Mercedes GLB 250 wherein the rear hatch is not closing properly.

I have received no response. Please advise whether this re-call is going to be honored. [REDACTED] needs this fixed as soon as possible.

Sincerely,
[REDACTED]

cc: Brandon Bayer
Mercedes-Benz of Fort Mitchell



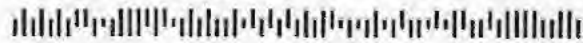
IMPORTANT SAFETY RECALL

Mercedes-Benz USA, LLC

This INTERIM notice applies to your vehicle, VIN: WDC4M4HBXLW [REDACTED]
Check Tailgate Side Spoilers
NHTSA Recall #21V231

May, 2021

WDC4M4HBXLW [REDACTED]
[REDACTED]
Pikeville, KY [REDACTED]



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year ("MY") 2020-2021 GLB-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

On certain MY2020-2021 GLB-Class vehicles, the side spoilers on the tailgate might not have been installed according to current production specifications. As a result, it is possible that the side spoiler could detach from the vehicle during driving, creating a road hazard which could increase the risk of a crash or injury for other road users.

To remedy this issue, an authorized Mercedes-Benz dealer will check the adhesion of the side spoilers and will replace them, if necessary. Unfortunately, the parts to remedy this are not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA

Mercedes-Benz USA, LLC
A Daimler AG Company
One Mercedes-Benz Drive



Move to... ▾

Folders

Inbox
Drafts
Sent
Junk
Trash

Subject [REDACTED] MERCEDES GLB250

From [REDACTED]
To brandon@mbfm.com
Date Today 14:28

May 24, 2021

Brandon Bayer
General Sales Manager

Dear Mr. Bayer:

I am in receipt of your emails to [REDACTED] advising her to talk to your legal team. She does not know who the legal team is, therefore the email must go to you.

[REDACTED] has had various problems with her Mercedes 250 regarding heating/air conditioning problems and now the back hatch to her SUV does not open and close plus the property taxes which were to be included in her lease.

You are basically telling [REDACTED] that she has no warranty to cover her vehicle and therefore your company has abandoned their lease obligations. Failure to stand by this warranty is a direct breach of lease and has made the vehicle defective.

Please have your legal team contact my office. My office number is [REDACTED]

Sincerely,

[REDACTED]

Message 1 of 22



Move to...

Folders

Inbox
Drafts
Sent
Junk
Trash

Subject: Fwd: GLB 250

From: [REDACTED]
To: Sid
Date: Today 10:19

Sent from my iPhone

Begin forwarded message:

From: [REDACTED]
Date: May 24, 2021 at 10:18:28 AM EDT
To: Brandon Bayer <brandon@mbfm.com>
Subject: Re: GLB 250

You are my dealer. I leased the car there???

Sent from my iPhone

On May 24, 2021, at 9:28 AM, Brandon Bayer <brandon@mbfm.com> wrote:

Our Legal team has advise us to no longer have contact with you. Please contact your local dealer for help with Mercedes-Benz.

Sorry for the inconvenience.

Brandon Bayer
General Sales Manager
Mercedes-Benz of Fort Mitchell
www.MBFM.com
859.331.1500 Office

-----Original Message-----

From: [REDACTED]
Sent: Monday, May 24, 2021 9:25 AM
To: Brandon Bayer <brandon@mbfm.com>
Subject: GLB 250

Dear Mr Bayer,

I am writing you regarding a problem with my purchase March of 2020. My Sales associate will not acknowledge my calls nor will Paul Kohlman. I admit I have not been the ideal customer due to my husband, being an attorney and maybe he has made things with your company harder on me than necessary but I am in a situation that I no longer know what to do since no one will call me back. I have a new problem with the back of my car not opening. I immediately called James motor to find out what was wrong. It took two weeks to get annt and they told me there was

Message 4 of 4

5/24/2021, 10:23 AM

PIKEVILLE, KY



U S Dept of Transportation
Office of Defects Investigation NEF100
Attn: Randy Chief
1200 New Jersey Ave SE
Washington, D.C. 20077