

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

From: [REDACTED]
To: [EVOO \(NHTSA\);](#) [REDACTED]
Cc: [NHTSA ODI CRD;](#) [REDACTED]
Subject: ODI-11447496
Date: Friday, January 14, 2022 2:30:08 PM
Attachments: [REDACTED]

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[REDACTED]
Subject: Mercedes-Benz 2007 SUV ML350 VIN # 4JGBB86E27A [REDACTED] Seat Fire
To: nhtsa.webmaster@dot.gov

Dear Sir/Madam

The attached is a safety issue complaint which happened in my life.
I am reporting it to you for taking a serious action.
Thanks and regards

[REDACTED]
Valley Cottage, NY [REDACTED]
[REDACTED]

[REDACTED]
ASRC Federal Holding Company
Quality Control Analyst

[REDACTED]
7000 Muirkirk Meadows Drive, Beltsville, MD 20705
[REDACTED] [Purpose Driven. Enduring Commitment.](#)

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National Highway Traffic Safety Administration
1200 New Jersey Ave SE
West Building
Washington, DC 20590

January 10, 2022

Subject: Mercedes-Benz 2007 SUV ML350 VIN No. 4JGBB86E27A [REDACTED]

Dear Sir/Madam

I would like to bring to the kind notice of the Senior Management of NHTA a major life threatening safety issue concerning Mercedes-Benz vehicle.

I am the original owner of the above mentioned vehicle purchased from Mercedes Benz authorized dealer, Prestige Mercedes, Paramus, New Jersey at the end of 2007. All maintenance until now was performed by the Mercedes Benz dealership.

I have been using this vehicle for my personal use. On 12/14/2021 at about 12:00 noon, I drove the car from inside my house garage and went about 1000 feet from home (one street). We smelled smoke and I immediately stopped and put the engine off and got out of the vehicle. I was in the driver's seat driving the vehicle. We suddenly noticed that the back of the driver side seat was burning 2-3 inches around. There was no burning flame but smoke was coming out from the burning area. I used my hand to stop the burning smoke. Since the engine was off, the burning had stopped. The jacket I was wearing also got burned around 2 inches at the back. None of the passengers got hurt. The heating seat switch was on. Since there was no personal injury, the local police was not involved. The car was towed to Mercedes-Benz dealership in Nanuet, Rockland county, New York (phone No. (845) 671-3156).

I usually keep my vehicle inside the house garage. In a hypothetical situation, if I had started my car with the heated seat on in the garage inside the house and left the vehicle to get something from inside the room, the vehicle and my house could have been burned down! By God's grace it had not happened.

As I said earlier, seat heating switch was on at the time of the fire. I undoubtedly know and believe that the heated seat electric coil or some electric wire caused the fire. It is unimaginable to believe that one of the world's most luxury car manufacturers and also very expensive car like Mercedes Ben could install a sub-standard heated seat coil assembly on their vehicles. I am sure Mercedes Benz did not inspect or test the durability of the heated seat electric coil and wires assembly supplied by some sub-standard vendors, which caused the seat fire. The seat heating coil and wires should have a life-time warranty otherwise such incident is always expected. It is understood that it was a lapse on the part of Mercedes Benz that they have neglected to inspect the durability of the electric coil and wires of the seat heating system before installing on their vehicles. Therefore, the Mercedes Benz should take the full responsibility of the seat fire. Electric coil and wires are not wear and tear parts?

If you can search the YouTube, many Mercedes vehicle owner's previously reported similar heated seat burning incidents, but either Mercedes Benz or US Department of

Transportation or US National Highway Traffic Safety Administration took any actions. Since there were many such incidents reported, the Mercedes Benz should have recalled and replaced the heated seat coil and electric wires/assembly.

I have approached Mercedes Benz customer service U.S. and they said the warranty period ended 2020. It is to my surprise why the Mercedes Benz customer service could say that there is a warranty period for electric wires and coils! If so, I would ask Mercedes Benz, how can we stay in a house which has light fixtures connected with electric coils and wires? Are we staying in that house that the electric coils and wires have limited warranty and it will one day get fire?

I hope I have fully explained the cause of fire of my vehicle and I would like NHTSA to take a serious decision to resolve this serious issue of motor vehicle safety. The faulty or sub-standard seat heating coil/wires assembly must have been supplied by a particular vender to the Mercedes Benz. For the security of the people, the Mercedes Benz should have taken the responsibility of recalling all such vehicles which have the faulty seat heating system and replacing the seat heating coils and wires so that the vehicle owners would not be burned or harmed by the heated seat fire. There are so many less expensive vehicles which has no such problems.

I am not sure if NHTSA is aware of this and if so why have not taken any actions yet?

My vehicle is in Mercedes Benz dealership in Nanuet, New York (phone (845)671-3156.

Look forward your favorable response.

Please, see attached photo of seat which got fire.

Very truly yours

[REDACTED]

Valley Cottage, NY [REDACTED] (USA)

Cell Phone: US [REDACTED]

Email: [REDACTED]

