

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

From: [REDACTED]
To: [EVOQ \(NHTSA\);](#) [REDACTED]
Cc: [NHTSA ODI CRD;](#) [REDACTED]
Subject: ODI-11447496
Date: Wednesday, January 19, 2022 1:57:03 PM
Attachments: [REDACTED]

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Contact has provided additional documents for his complaint.
[REDACTED]

Subject: Fwd:
To: nhtsa.webmaster@dot.gov

...
----- Forwarded message -----

From: [REDACTED]
Date: 01/18/2022
Subject: ODI No. 11447496

Case No. ODI No. 11447496

Please see additional information of the seat fire
There are many reports in the YouTube about such incidents.

- Please see the attachment.
1. YouTube report
 2. My jacket got fire (Jacket)

[REDACTED]

Chat w/ an expert Online Now

Questions Answered Every 9 Seconds. Get Support Online & Save Time.

Just Answer

Open

you
Reply

[Redacted] a month ago

I should have made this post sooner as it pertains to my 2009 e350 sedan. I'm doing it now as a buyer beware. Picked up my car brand new in 2009. Loved it. After I retired from New York area relocated to Charlotte NC area. Around 2011/2012 front seat heater burned hole through seat and burned me but just a little bit, I brought the car to a mercedes dealer and they repaired it free of charge. No one ever so much as said we're sorry this happened. It was like hush, hush, we'll fix it. They put in new seat section and replaced heating element. A couple years later it happened again, but this time when I brought it to a Mercedes dealer the dealer refused to repair it saying the car was old. The service guy denied any responsibility and even said there was no record of the replacement as their computer system had been replaced. My position was that it was a safety hazard created by Mercedes, not me and they ought to repair it again. With or without record it was an obvious safety fault in the car. They refused, unless I paid some crazy high replacement cost. I wrote to Mercedes to complain. but never received an

[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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