

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

From: [REDACTED]
To: [EVOO \(NHTSA\)](#); [REDACTED]
Cc: [NHTSA ODI CRD](#); [REDACTED]
Subject: ODI-11469607
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[REDACTED]
Subject: ODI and tracking number11469607
To: nhtsa.webmaster@dot.gov

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Here's a bit more in-depth report on my car that caught on fire on March 8 2022 – please add to my previous submission. Thank you.

High Points of 2020 GLC350e Caught on Fire

November 11, 2021 - My 2020 GLC350e Plug-in Hybrid with odometer reading at 12139, still under Warranty, displayed an Alert Warning Stop Engine Do not drive on dashboard. Pulled to the side. Stopped car. Called dealership and Henderson Mercedes Benz advised to tow it in – MB Roadside Assistance is not equipped with towing nor address the Trip Interruption under Warranty. My AAA membership took over and so dealership had the car overnight as well as the entire next day. When followed up, Service Department's diagnosis was – can't reproduce Alert display but topped off all fluids and the car is good to go.

March 8, 2022 – Alert Warning Stop Engine Dashboard Display recurred at 14121 odometer reading. Called dealership again, and repeated same advice and offered no trip interruption towing. Except this time, I was on Interstate 15 between Baker and Barstow – a desolated stretch of highway with heavy and high speed traffic. I wasn't going to stay at that locale, especially with the last experience when the dealership found nothing wrong with the warning display. With that I headed towards Barstow. 10 miles later smoke appeared from the engine, I immediately pulled to the curb. The smoke got more intense and the hood bulged up and revealed flames through the crack. For fear of my life, I took my phone, my wallet and bailed out of the car going away from the smoke, dialing 911 first then USAA. By that time, the car was engulfed in fire and before the arrival of firemen and police, the flame reached 2 stories high. Car was a smoldered piece of metal. Police called for a tow and 50 additional minutes later, I rode shotgun on the tow truck and arrived at Barstow.

Contacted Mercedes Benz Sandy Springs, Georgia – Mr Garry Savage, CEO of Mercedes-Benz USA LLC and conveyed the mishap. His Customer Advocacy group responded the next day and asked for all the details of the car that caught on fire. Uploaded all the information including photos etc. and was hoping for a positive consumer care reimbursement for a loss of a car. 5 back and forth emails and letters resulted in the Customer Advocacy neglect for consumer care but advocacy to preserve the brand. All the details submitted left on deaf ears and the response were anything but robotic and inhuman. A total opposite from their response to Forbes Magazine, Reuters press and TopSpeed reporters – see below:

[800.000 Mercedes-Benz Owners Warned Their Cars Could Catch Fire \(forbes.com\)](#)

[Daimler warns car owners of fire risk it lacks parts to fix | Reuters](#)

[800.000 Mercedes Vehicles Are In Risk Of Catching Fire, But They Don't Have The Parts To Fix It \(topspeed.com\)](#)

Where they acknowledged the potential risk of catching fire but deferred to not having the parts to fix the problem. Daimler goes on to say that owners should drive less in the meantime – confirming trip interruptions are expected.

Mercedes Customer Advocacy group maintained their position that there is nothing wrong with my car despite

Daimler Benz having knowledge of potential fire risk – it's a case of the right hand doesn't speak with the left hand. This discrepancy is not only wrong but it's insulting that the Advocacy team is not upfront with me. The Advocacy team repeated in all their 4 emails and letters that if I took claim/action against Mercedes, that my car had better be intact and that the "crown jewels" are preserved. USAA not only preserved the burnt vehicle but cordoned and secured its entirety at 12167 Arrow Rte Bldg 1, Rancho Cucamonga, CA 91739.

Not getting anywhere with the Advocacy team, I filed claim with NHTSA with the complaint that the GLC350e's coolant design and part are defective and ignites after driving over 2000 miles and that owners beware

I also filed a claim with the Class Action legal team from Kershaw, Cook and Talley who are taking on Mercedes cases with chronic issues that lead to possible car igniting.

[Mercedes Class Action Lawsuit | National Auto Defect Attorney \(kctllegal.com\)](#)

I learned from USAA Christopher Melder that they have just reopened (July 24, 2022) my case and have brought the case to Subrogation – to recoup costs, deductibles from Mercedes. I shared the 3 fire risk articles on Mercedes mentioned above with USAA as well as informed Christopher about my filing complaint claim with NHTSA in addition to joining and filing claim with KCT's Mercedes Class Action Lawsuit.

I also submitted my experience with the Pissed Off website to make owners aware.

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