

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

From: [REDACTED]
To: [REDACTED]
Cc: [EVOO \(NHTSA\)](#)
Subject: FW: Documents for complaint 11478857
Date: Friday, September 16, 2022 8:36:57 AM
Attachments: [REDACTED]

[REDACTED]

I don't see that we have previously received this as a correspondence. Can we respond? It appears to be a dealer issue with a 2020 Mercedes GLC43.

These documents were sent to NHTSA to be added to complaint 11478857.

[REDACTED]

Program Assistant
Correspondence Research Division Process Improvement Team
Office of Defects Investigation
National Highway Traffic Safety Administration (NHTSA)
1200 New Jersey Avenue, S.E., Room W53-446
Washington, D.C. 20590

[REDACTED]
[REDACTED]
NHTSA.ODI.CRD@dot.gov



From: OVSCPublic (NHTSA) <OVSCPublic@dot.gov>
Sent: Friday, September 16, 2022 8:10 AM
To: [REDACTED] >
Subject: FW: Documents for complaint 11478857

Hi,

Would this be an ODI question?

Thanks,

[REDACTED]

From: [REDACTED]

Sent: Tuesday, September 13, 2022 6:22 PM
To: OVSCPublic (NHTSA) <OVSCPublic@dot.gov>
Subject: Documents for complaint 11478857

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please review attached documents relating to our complaint 11478857

[REDACTED]

[REDACTED]

2021 & 2022 National AAA "Best in Repair" Gold Winner

Owner: Furgerson's Garage, Escondido Auto Tech, Owens Automotive and Furgerson's Automotive and Smog Training (FAST)

>

>

CUSTOMER #: [REDACTED]

INVOICE



Mercedes-Benz

**Hoehn
MOTORS**5475 CAR COUNTRY DR.
CARLSBAD, CA 92008
www.hoehnmotors.com
(760) 438-4454

ENCINITAS, CA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

B.A.R. # ARD-241937 E.P.A. # CAR 000083182

SERVICE ADVISOR: 315 PAUL NELSON

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
WHITE		20	MERCEDES GLC43W4		W1N0G6EB4LF		3562/3565		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
15FEB20 DD			14:00 09JUL20			199.00	CASH	10JUL20	
R.O. OPENED		READY		OPTIONS: ENG:3.0 Liter Twin Turbo					

09:23 09JUL20 11:31 10JUL20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CUSTOMER TO RECEIVE A HOEHN LOAN CAR. CUST RESPONSIBLE FOR GAS AND INSURANCE. IF CAR IS NOT RETURNED WITHIN 4 BUSINESS HRS OF COMPLETION OF REPAIRS, CUST WILL BE CHARGED \$50 PER DAY.

MLC LC

752 CP 0.00 0.00

B PERFORM COMPLIMENTARY CAR WASH.

MWASH DONE

7 CP 0.00 0.00

C CHECK, RECORD, AND SET TIRE PRESSURES TO MANUFACTURES SPECS (EXCEPT SPARE AND AFTERMARKET TIRES/WHEELS). TIRE PRESSURES SET TO :
L/F R/F R/R L/R

MTP SET

752 CP 0.00 0.00

3562 SET TIRE PRESSURE TO, F 33 R 33.

D I AGREE TO RECEIVE TEXT MESSAGES FROM HOEHN MERCEDES-BENZ AND ITS REPRESENTATIVES WITH INFORMATION REGARDING THE WORK REQUESTED ON THIS DOCUMENT. MY "OPT IN" AUTHORIZATION WILL EXPIRE AT THE END OF THIS TRANSACTION. SIGNED _____

MTXT AGREED

752 CP 0.00 0.00

E CUSTOMER STATES CAR HESITATES WHEN CORNERING - FALLS FLAT WITH NO THROTTLE RESPONSE WHEN REACCELERATING - PLEASE CHECK AND REPORT

M00 NPF

752 CP 0.00 0.00

3565 TEST DROVE VEHICLE. UNABLE TO DUPLICATE CUSTOMERS CONCERN OF LACK OF POWER. CONNECTED SDS. NO FAULT CODES PERTAINING TO POWER TRAIN. SUSPECT VEHICLE IS GOING INTO ECO STOP. ECO START STOP MAY CAUSE A SLIGHT DELAY FROM A STOP. NO PROBLEM FOUND AT THIS TIME. RECOMMEND CUSTOMER DRIVE WITH ADVISOR IF CONCERN RETURNS.

ORIGINAL ESTIMATE	REVISED ESTIMATE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
\$	\$	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. "I have reviewed the repair invoice and approve any additional repairs."	LABOR AMOUNT	
I acknowledge notice and oral approval of an increase in the original estimated price.			PARTS AMOUNT	
			GAS, OIL, LUBE	
X _____ CUSTOMER SIGNATURE			SUBLET AMOUNT	
			MISC. CHARGES	
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.			TOTAL CHARGES	
			LESS DISCOUNT	
X _____			SALES TAX	
			PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

CUSTOMER #:

INVOICE



Mercedes-Benz

Hoehn
MOTORS

 5475 CAR COUNTRY DR.
 CARLSBAD, CA 92008
 www.hoehnmotors.com
 (760) 438-4454

PAGE 2

B.A.R. # ARD-241937 E.P.A. # CAR 000083162

ENCINITAS, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 315 PAUL NELSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	20	MERCEDES GLC43W4	W1N0G6EB4LF		3562/3565		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15FEB20 DD			14:00 09JUL20		199.00	CASH	10JUL20
R.O. OPENED		READY	OPTIONS: ENG:3.0 Liter Twin Turbo				

09:23 09JUL20 11:31 10JUL20

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

F CUSTOMER STATES CAR DOES NOT HOLD SETTING FOR FOLDING MIRRORS - DO
 NOT ALWAYS FOLD WHEN DOORS LOCKED - PLEASE CHECK AND REPORT
 M82 NPF

752 CP

0.00

0.00

3565 CHECKED OPERATION OF MIRROR FOLD IN WHEN LOCKED SEVERAL TIME.
 OPERATING PROPERLY AT THIS TIME. LET VEHICLE SIT OVERNIGHT. NO PROBLEM
 FOUND AT THIS TIME.

G CUSTOMER STATES MERCEDES ME INOP - PLEASE CHECK AND REPORT

M82 NPF

752 CP

0.00

0.00

3565 NO FAULT CODES PERTAINING TO MERCEDES ME. CUSTOMER TO BRING IN
 PHONE AND CHECK FUNCTION WITH SERVICE ADVISER.

ORIGINAL ESTIMATE	REVISED ESTIMATE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. "I have reviewed the repair invoice and approve any additional repairs."	DESCRIPTION	TOTALS
\$	\$		LABOR AMOUNT	0.00
I acknowledge notice and oral approval of an increase in the original estimated price.			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS DISCOUNT	0.00
			SALES TAX	0.00
			X _____ CUSTOMER SIGNATURE	
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.				
X _____				

WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

X

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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CUSTOMER COPY

CUSTOMER #:



Mercedes-Benz

of Carlsbad

a Hoehn family dealership

5475 CAR COUNTRY DR.

CARLSBAD, CA 92008

www.mercedesbenzcarlsbad.com

(760) 438-4454

INVOICE

PAGE 1

ENCINITAS, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 315 PAUL NELSON

B.A.R. # ARD-241937 E.P.A. # CAR 000083162

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
WHITE	20	MERCEDES GLC43W4	W1N0G6EB4LF [REDACTED]	[REDACTED]	17236/17246	[REDACTED]	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15FEB20 DD			17:00 23AUG21		210.00	CASH	26AUG21
R.O. OPENED		READY	OPTIONS: ENG:3.0 Liter Twin Turbo				

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER TO RECEIVE A HOEHN LOAN CAR. CUST RESPONSIBLE FOR GAS AND INSURANCE. IF CAR IS NOT RETURNED WITHIN 4 BUSINESS HRS OF COMPLETION OF REPAIRS, CUST WILL BE CHARGED \$50 PER DAY.

MLC LOANER

752 CP

0.00

0.00

B PERFORM COMPLIMENTARY CAR WASH.

MWASH COMPLETED

7 CP

0.00

0.00

C CHECK, RECORD, AND SET TIRE PRESSURES TO MANUFACTURES SPECS (EXCEPT SPARE AND AFTER MARKET TIRES/WHEELS). TIRE PRESSURES SET TO : L/F R/F R/R L/R

MTP SETPSI

752 CP

0.00

0.00

17236 SET TIRE PRESSURE TO, F 35 R 42.

D I AGREE TO RECEIVE TEXT MESSAGES FROM HOEHN MERCEDES-BENZ AND ITS REPRESENTATIVES WITH INFORMATION REGARDING THE WORK REQUESTED ON THIS DOCUMENT. MY "OPT IN" AUTHORIZATION WILL EXPIRE AT THE END OF THIS TRANSACTION. SIGNED

MTXT TEXT

752 CP

0.00

0.00

E CUSTOMER STATES WHEN AT A STOP - TURNING SHARPLY AND ACCELERATING - CAR FALLS FLAT - NO RESPONSE - PLEASE CHECK AND REPORT CAUSE: .

541011 PERFORM QUICK TEST

752 WMN

(N/C)

540650 MAINTAINER

752 WMN

(N/C)

540991 UPDATE ESP CONTROL UNIT

752 WMN

(N/C)

17246 TEST DROVE VEHICLE. UNABLE TO DUPLICATE CUSTOMERS CONCERN OF

ORIGINAL ESTIMATE	REVISED ESTIMATE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. "I have reviewed the repair invoice and approve any additional repairs."	DESCRIPTION	TOTALS
\$	\$		LABOR AMOUNT	
			PARTS AMOUNT	
I acknowledge notice and oral approval of an increase in the original estimated price.			GAS, OIL, LUBE	
			SUBLET AMOUNT	
			MISC. CHARGES	
			TOTAL CHARGES	
			LESS DISCOUNT	
			SALES TAX	
X _____ CUSTOMER SIGNATURE			PLEASE PAY THIS AMOUNT	
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.				
X _____				

WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.

X

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CUSTOMER COPY

CUSTOMER #:



Mercedes-Benz
of Carlsbad
a Hoehn family dealership

5475 CAR COUNTRY DR.
CARLSBAD, CA 92008
www.mercedesbenzcarlsbad.com
(760) 438-4454

INVOICE

PAGE 2

ENCINITAS, CA

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 315 PAUL NELSON

B.A.R. # ARD-241937 E.P.A. # CAR 000083162

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN / OUT		TAG
WHITE	20	MERCEDES GLC43W4		W1N0G6EB4LF				17236/17246		
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT		INV. DATE	
15FEB20 DD			17:00 23AUG21			210.00	CASH		26AUG21	

R.O. OPENED READY OPTIONS: ENG:3.0_Liter_Twin_Turbo

13:22 23AUG21 14:37 26AUG21

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
LACK OF POWER. CONNECTED SDS. NO FAULT CODES PERTAINING TO POWER TRAIN.							
FOUND SOFTWARE UPDATE AVAILABLE FOR ESP CONTROL UNIT. PERFORMED							
SOFTWARE UPDATE OF ESP CONTROL UNIT PER PREVIOUS REPAIRS TO SIMILAR							
VEHICLES AND CONCERN.							

F CUSTOMER STATES CUSTOMER CANNOT HEAR HER ON THE PHONE - PLEASE CHECK
AND REPORT
M82 SEE NOTES
752 CP 0.00 0.00

17236 CONNECTED PERSONAL PHONE. PERFORMED TEST CALL. OPERATING
PROPERLY AT THIS TIME. RECOMMEND TURING TRANSMISSION VOLUME UP IN
SETTINGS WITH CUSTOMERS PHONE CONNECTED.

G CUSTOMER STATES DRIVER SEAT COOLER INOP - PLEASE CHECK AND REPORT
CAUSE: .

919290 REPL DRIVER SEAT BACKREST VENT MOTOR

752 WMN

1 099-906-04-02 FAN

(N/C)

(N/C)

17236 VERIFIED DRIVERS SEAT VENTILATION INOPERATIVE. CONNECTED SDS.
CONNECTED BATTERY CHARGER. FOUND FAULT CODE B22D619 Seat ventilation
"Left front backrest" has a malfunction. The limit value for current
has been exceeded. CHECKED ACTUAL VALUES. FOUND VENTILATION FANS STAY
AT 0AMPS. R&R DRIVERS SEAT BACKREST. CHECKED RESISTANCE THROUGH FANS,
MEASURED 1.2 OHMS. FOUND MOTORS SHORTED INTERNALLY. REPLACED
VENTILATION FANS. OPERATING PROPERLY AFTER REPAIRS.

BDC APPOINTMENTS CREATED

2021-08-18 11:58:00AM TAKEN BY

JOE SEIBERLICH TECH DRIVE

ALONG

ORIGINAL ESTIMATE	REVISED ESTIMATE	STATEMENT OF DISCLAIMER The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. "I have reviewed the repair invoice and approve any additional repairs."	DESCRIPTION	TOTALS
\$	\$		LABOR AMOUNT	0.00
I acknowledge notice and oral approval of an increase in the original estimated price.			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
			TOTAL CHARGES	0.00
			LESS DISCOUNT	0.00
			SALES TAX	0.00
			X _____ CUSTOMER SIGNATURE	
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.				

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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CUSTOMER COPY

CUSTOMER #: [REDACTED]

Mercedes-Benz
of Carlsbad

a Hoehn family dealership

5475 CAR COUNTRY DR.
CARLSBAD, CA 92008
www.mercedesbenzcarlsbad.com
(760) 438-4454

INVOICE

ENCINITAS, CA

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]SERVICE ADVISOR: 315 PAUL NELSON
B.A.R. # ARD-241937 E.P.A. # CAR 000083162

315 PAUL NELSON							
COLOR	YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT	TAG
WHITE	20	MERCEDES GLC43W4		W1N0G6EB4LF		28392/28396	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
15FEB20 DD			13:00 04MAY22		230.00	CASH	25MAY22

R.O. OPENED READY OPTIONS: ENG:3.0_Liter_Twin_Turbo

08:01 04MAY22 08:41 25MAY22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CUSTOMER TO PROVIDE ALTERNATE TRANSPORTATION. PLEASE DO NOT ASSIGN A

LOAN CAR.

MNLC NO LC

752 CP

0.00 0.00

B PERFORM COMPLIMENTARY CAR WASH.

MWASH COMPLETED

7 CP

0.00 0.00

C CHECK, RECORD, AND SET TIRE PRESSURES TO MANUFACTURES SPECS (EXCEPT
SPARE AND AFTER MARKET TIRES/WHEELS). TIRE PRESSURES SET TO :

L/F R/R L/R

MTP SETPSI

752 CP

0.00 0.00

28392 SET TIRE PRESSURE TO, F 38 R 45.

D I AGREE TO RECEIVE TEXT MESSAGES FROM HOEHN MERCEDES-BENZ AND ITS
REPRESENTATIVES WITH INFORMATION REGARDING THE WORK REQUESTED
ON THIS DOCUMENT. MY "OPT IN" AUTHORIZATION WILL EXPIRE AT THE
END OF THIS TRANSACTION. SIGNED _____

MTXT TEXT

752 CP

0.00 0.00

E SEE FILE - CUSTOMER STATES CAR FALLS FLAT WHEN TAKING OFF FROM A STOP
- TURNING - THREE SECOND DELAY THEN LURCHES - IN COMFORT MODE
WITH ECO OFF - PLEASE CHECK AND REPORT

CAUSE:

541011 PERFORM QUICK TEST

752 WMN

(N/C)

540650 MAINTIANER

752 WMN

(N/C)

460661 CHECK PARTS OF STEERING SYSTEM

752 WMN

(N/C)

540991 UPDATE STEERING CONTROL UNIT

ORIGINAL ESTIMATE	REVISED ESTIMATE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
\$	\$	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. "I have reviewed the repair invoice and approve any additional repairs."	LABOR AMOUNT	
I acknowledge notice and oral approval of an increase in the original estimated price.			PARTS AMOUNT	
			GAS, OIL, LUBE	
X _____ CUSTOMER SIGNATURE			SUBLET AMOUNT	
			MISC. CHARGES	
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.			TOTAL CHARGES	
			LESS DISCOUNT	
X _____			SALES TAX	
			PLEASE PAY THIS AMOUNT	

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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CUSTOMER COPY

CUSTOMER #:

Mercedes-Benz
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a Hoehn family dealership

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CARLSBAD, CA 92008
www.mercedesbenzcarlsbad.com
(760) 438-4454

INVOICE

ENCINITAS, CA

PAGE 2

HOME: [REDACTED] CONT: [REDACTED]
BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 315 PAUL NELSON

B.A.R. # ARD-241937 E.P.A. # CAR 000083162

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE	MILEAGE IN / OUT		TAG
WHITE		20	MERCEDES GLC43W4		W1N0G6EB4LF			28392/28396		
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED		PO NO.	RATE	PAYMENT	INV. DATE	
15FEB20 DD				13:00 04MAY22			230.00	CASH	25MAY22	

R.O. OPENED

READY

OPTIONS: ENG:3.0_Liter_Twin_Turbo

08:01 04MAY22 08:41 25MAY22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
				752 WMN			(N/C)

28396 TEST DROVE VEHICLE WITH CUSTOMER. VERIFIED LONG HESITATION IN ACCELERATION WHEN MAKING TURNS TO PULL OUT INTO TRAFFIC. CONNECTED SDS. CONNECTED BATTERY CHARGER. FOUND NO COMMUNICATION WITH ME AND POWER STEERING CONTROL UNITS. CHECKED TENSION OF ALL PWS AT ME AND AT POWER STEERING CONNECTORS. ALL HAVE GOOD TENSION. OPENED PTSS CASE 000185296. SUPPLIED CONTROL UNIT LOGS OF ME, ESP, POWER STEERING, AND POWER TRAIN. PERFORMED SOFTWARE UPDATE OF POWER STEERING CONTROL UNIT. COMPARED WITH 3 SIMILAR VEHICLES AFTER UPDATE. ALL OPERATING AS DESIGNED AT THIS TIME.

F CUSTOMER STATES ACTIVE BRAKE ASSIST LIMITED WARNING COMES ON IN CLUSTER - PLEASE CHECK AND REPORT

CAUSE: .
541011 PERFORM QUICK TEST
752 WMN (N/C)
540650 MAINTAINER
752 WMN (N/C)
541881 R&R MULTIFUNCTION CAMERA AND CLEAN GLASS
752 WMN (N/C)

28392 CONNECTED SDS. CONNECTED BATTERY CHARGER. FOUND FAULT CODE B229B97 The multifunction camera has a malfunction. The system function is restricted. The field of view of component 'A40/13' is completely restricted. VERIFIED WINDOWS FOR MULTI FUNCTION CAMERA HAZY. R&R MULTIFUNCTION CAMERA. CLEANED GLASS. NO WARNINGS PRESENT AFTER REPAIRS.

G CUSTOMER STATES CLIENTS TELL HER PHONE SOUNDS HOLLOW - ECHO TYPE SOUND WHEN SHE IS SPEAKING - PLEASE CHECK AND REPORT

M82 UNABLE TO DUPLICATE

752 CP

0.00 0.00

28396 PAIRED PERSONAL PHONE. PERFORMED TEST CALL. UNABLE TO DUPLICATE CONCERN OF SOUNDING HOLLOW. RECOMMEND CUSTOMER RESTART PHONE AND RECHECK.

ORIGINAL ESTIMATE	REVISED ESTIMATE	STATEMENT OF DISCLAIMER	DESCRIPTION	TOTALS
\$	\$	The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items. "I have reviewed the repair invoice and approve any additional repairs."	LABOR AMOUNT	0.00
I acknowledge notice and oral approval of an increase in the original estimated price.			PARTS AMOUNT	0.00
			GAS, OIL, LUBE	0.00
X _____ CUSTOMER SIGNATURE			SUBLET AMOUNT	0.00
			MISC. CHARGES	0.00
WE ARE DEDICATED TO GOOD SERVICE AND WE TRUST YOU WERE SERVED IN A COURTEOUS AND PROFESSIONAL MANNER. IF YOU HAVE ANY QUESTIONS, PLEASE NOTIFY YOUR SERVICE ADVISOR IMMEDIATELY.			TOTAL CHARGES	0.00
			LESS DISCOUNT	0.00
X _____			SALES TAX	0.00
			PLEASE PAY THIS AMOUNT	0.00

NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK

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CUSTOMER COPY

WORKORDER

RO #:

Tag #:

Mercedes-Benz of Escondido

855 La Terraza Blvd
Escondido, California 92025
(760) 745-5000- (760) 233-5160
Service & Parts (760) 233-3113
Service Reception Hours

Monday Thru Friday 7:00 A.M. To 6:00 P.M.
Saturdays 8:00 A.M. To 5:00 P.M. Appt. Only

FOR SERVICE APPOINTMENT CALL (760) 233-5151

ENCINITAS, CA

Home:

Bus:

Cont:

Customer #:

Cell:

Email:

Service Advisor: 10250 ONG,BRIAN

COLOR		YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN		MILEAGE OUT	
		20	MERCEDES GLC43C4		W1NOG6EB4LF				31102			
DEL DATE		PROD. DATE		WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED		READY
23AUG22 IS					17:00 23AUG22			CASH		23AUG2022 13:37		
OPTIONS: ENG:3.0 Liter Twin Turbo												

LINE	OP	CODE	TECH...	TYPE	DESCRIPTIONS/INSTRUCTIONS
# A					GUESTS STATES ISSUES WITH LONG HESTIATION WHEN MAKING LEFT OR RIGHT TURNS FROM A DEAD/ SHORT STOP PLEASE DIAGNOSE CAUSE OF ISSUE AND ADVISE ACCESSORIES MISC.
50				W	
# B		CVI		C	MERCEDES-BENZ OF ESCONDIDO VEHICLE INSPECTION PER ATTACHED LIST THAT INCLUDES TIRE PRESSURE CHECK AND INFLATE SERVICE PER STATE REGULATIONS
# C					GUESTS STATES ISSUES PHONE CALLS USING BLUETOOTH CALLS MADE FROM VEHICLE THE RECEIVING END HAS ISSUES HEARING PERSON CALLING FROM VEHICLE PLEASE CHECK AND ADVISE ACCESSORIES MISC.
50				W	
# D				C	GUESTS APPROVES OF EXTENDED ROAD TEST FOR DIAGNOSIS PURPOSES PLEASE PERFORM IF NEEDED ACCESSORIES MISC.
50					

Mercedes-Benz of Escondido and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages, text messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Mercedes-Benz of Escondido and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

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CUSTOMER SIGNATURE

EXCLUSION OF WARRANTIES

Any warranties on the parts and accessories sold hereby are made by the manufacturer. The undersigned purchaser understands and agrees that dealer makes no warranties of any kind, express or implied, and disclaims all warranties, including warranties of merchantability or fitness for a particular purpose, with regard to the parts and/or accessories purchased; and that in no event shall dealer be liable for incidental or consequential damages or commercial losses arising out of such purchase. The undersigned purchaser further agrees that the warranties excluded by dealer, include, but are not limited to any warranties that such parts and/or accessories are of merchantable quality or that they will enable any vehicle or any of its systems to perform with reasonable safety, efficiency, or comfort.

AUTHORIZATION FOR REPAIRS

I hereby authorize the repair work herein set forth to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in vehicle in case of fire, theft or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you and/or your employees permission to operate the vehicle herein described on streets, highways or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on the vehicle to secure the amount of the diagnoses, services and/or repairs, in addition to any other applicable charges, including but not limited to storage charges. The dealership is not responsible for damages from freezing due to lack of antifreeze.

Notice to Consumer: Please read important information on back.

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IMPORTANT: Remove all personal property from your vehicle. Dealer does not assume any responsibility for the loss or damage to any articles left in the vehicle.

By law you may choose another licensed Smog Check facility to perform any needed repairs, installations, or adjustments that the Smog Check test indicates are necessary.

All parts are new unless specified otherwise. All parts removed, with the exception of warranty and core return parts, will be discarded unless instructed otherwise prior to Dealer's performance of the work.

Save Parts? ☐ YES ☐ NO

The signature below acknowledges the statements and disclosures made herein.

X

DATE

PRELIMINARY ESTIMATE \$

AUTHORIZED BY X

Revised Estimate Parts Labor Totals Phone #

Date Time FAX # BY

Revision Details E-mail

In Person

Revised Estimate Parts Labor Totals Phone #

Date Time FAX # BY

Revision Details E-mail

In Person

I hereby acknowledge notice and oral approval of an increase in the original estimated price.

CUSTOMER COPY

Page 1 of 1

BAR #ARD00291709 EPA# CAL000436350

THANK YOU!

**FURGERSON'S GARAGE • ESCONDIDO AUTO TECH
OWENS AUTOMOTIVE
FURGERSON'S AUTOMOTIVE & SMOG TRAINING**

Date: July 22nd, 2022

RE: Case [REDACTED]

2020 GLC43AMG

Vin: W1N0G6EB4LF [REDACTED]

Mileage: 29,637

To whom it may concern, after numerous attempts to repair an unsafe condition on our vehicle at Mercedes Benz of Carlsbad, we were referred to Mercedes Benz customer care for a resolution. At the conclusion of our initial phone call to Mercedes Benz customer care, we were assured a manager would return our call within 24 hours due to the nature of our problem. Our initial phone call was a week ago at this point, with no response from customer care. Therefore we are sending a letter, since the email option is temporarily unavailable and the Customer Care call center agent was not authorized to handle this sort of situation.

We noticed a severe lack of acceleration shortly after purchasing the new GLC43AMG from Mercedes Benz of Laguna Niguel. This is the second new Mercedes we have purchased from that dealer. After numerous visits, weeks in the Service department, and several attempts to rectify the issue with software changes, the Service Manager and Service Advisor stated that there is no fix for the potentially dangerous

issue. This is not an acceptable answer for a problem that has almost caused my family to get seriously injured several times. The complete lack of acceleration occurs after coming to a stop, and then attempting to merge into traffic while making a turn. After researching the problem, we found several other GLC43AMG owners with the same safety complaint.

Assuming the new GLC43AMG models do not have the same driveability issue, our first preference is to have ours replaced with a new GLC or GLE vehicle with the same or similar equipment. The second option is to bring this safety issue to the National Highway Traffic Safety Administration to start the process of getting the affected models recalled. Lastly would be hiring an attorney and proceeding with a "Lemon Law" filing.

We have been loyal Mercedes Benz customers and have been referring our clients to your dealerships for purchases for quite some time. We are very disappointed that Mercedes Benz is unwilling to provide the necessary repairs to resolve this dangerous issue. Please let me know how you would like us to proceed.
Sincerely,



Cell:

2021 & 2022 National AAA "Best in Repair" Gold Winner

ASE Master Certified, L1

CA Licensed STAR Smog Check, Class A Brake & Lamp Inspector

BAR Certified Private Post Secondary Educator

Owner: Furgerson's Garage, Escondido Auto Tech, Owens Automotive and Furgerson's Automotive & Smog Training

807 2nd Street | Encinitas, CA 92024

Phone: (760) 436-3337 Fax: (760) 436-2501

For more information, visit us at furgersons.com, eatauto.com, owensautorepairs.com & fastsmogtraining.com



2020 AMG® GLC43 SUV

PO#: [REDACTED]

VIN: W1N0G6EB4LF [REDACTED]

Standard Features

PERFORMANCE/HANDLING

AMG-Enhanced 3.0L V6 Biturbo Engine
385 Horsepower
384 lb-ft of Torque
AMG SPEEDSHIFT® TCT 9-Speed Transmission
AMG Performance 4MATIC®
ECO Start/Stop
AMG DYNAMIC SELECT
AMG Sport Suspension based on AIR BODY CONTROL
AMG-Enhanced Braking System

COMFORT/CONVENIENCE

Mercedes-Benz User Experience (MBUX)
10.25" Touchscreen Display
Touchpad
SiriusXM® Radio All-Access w/ 6 mon. trial period
Apple CarPlay™
Android Auto
Mercedes me connect services w/ trial period
(subscription required thereafter)
KEYLESS-GO® and KEYLESS-START
Power Heated Front Seats w/ Lumbar Support
AMG Performance Steering Wheel w/ Shift Paddles
Split-Folding Rear Seats
Cargo Cover
Dual-Zone Automatic Climate Control
Ambient Lighting
AMG Illuminated Door Sills
Power Folding Side Mirrors
Power Liftgate
115V AC Power Outlet
12V Power Outlet in Cargo Area

SAFETY/SECURITY

New Vehicle 4-year/50,000 Mile Warranty
24-Hour Roadside Assistance Program
Advanced Air Bag Protection System
Antilock Braking System (ABS)
Antitheft Alarm System
ATTENTION ASSIST®
Brake Assist System (BAS®)
Active Brake Assist
PRE-SAFE® Predictive Occupant-Protection System
LED Headlamps
LED Daytime Running Lamps
LATCH/ISOFIX Child Restraint System
Rear Door Child Safety Locks
Electronic Stability Program (ESP®)
Rearview Camera
Blind Spot Assist
Adaptive Braking Technology

Suggested Retail Price

\$59,500

PAINT, UPHOLSTERY, TRIM

149 Polar White
261 Black Leather
H73 AMG Carbon Fiber Trim

1,600
975

OPTIONAL EQUIPMENT AND VALUE ADDED PACKAGES

B51 TIREFIT
L6J AMG Performance Steering Wheel in Nappa
RWN 21" AMG Split 10-Spoke Wheels, Black
R01 Summer High-Performance Tires
U78 AMG Performance Exhaust System
U88 AMG DRIVE UNIT
256 AMG Track Pace
401 Ventilated Front Seats
413 Panorama Roof
DA2 Driver Assistance Package: Active Distance Assist DISTRONIC®,
Active Steering Assist, Active Lane Change Assist, Active Lane
Keeping Assist, PRE-SAFE® PLUS, Active Blind Spot Assist, Active
Brake Assist w/ Cross-Traffic Function, Evade Steering Assist,
Active Emergency Stop Assist, Active Speed Limit Assist,
Route-Based Speed Adaptation
DA3 Parking Assistance Package: Active Parking Assist,
Surround View System, HANDS-FREE ACCESS
DA5 Multimedia Package: Mercedes-Benz Navigation, Augmented
Video for Navigation, Live Traffic, and Speed Limit Assist
DC1 AMG Night Package: High-Gloss Black Front Apron Underguard, Rear
Diffuser Trim, Roof Rails, Window Trim, and Exterior Mirror Housings;
Black Chrome-Plated Exhaust Tailpipes

1,500

1,200

400

200

400

1,500

1,700

1,200

1,200

700

Destination and Delivery

900

Total Retail Price

\$73,430

Special Messages:

* Bluetooth is a registered trademark of Bluetooth SIG, Inc. * Prepaid Maintenance Plan available for this vehicle, see dealer for details. * This vehicle is equipped with bumpers that can withstand an impact of 2.5 miles per hour with no damage to the vehicle's body and safety systems, although the bumper and related components may sustain damage. The bumper system on this vehicle conforms to the current federal bumper standard of 2.5 miles per hour.



Mercedes-Benz USA, LLC
Customer Assistance Center

August 5, 2022

[REDACTED]
Encinitas, CA [REDACTED]

Subject: 2020 GLC43W4
VIN: W1N0G6EB4LF [REDACTED]

Dear [REDACTED]

Thank you for your contact to our Customer Assistance Center. Please be assured that Mercedes-Benz USA, LLC (MBUSA) has reviewed your request concerning the above-referenced vehicle.

After a thorough review of the request it was confirmed that your vehicle does not qualify for refund or replacement. Our records and investigation indicate that the subject vehicle's repair history does not qualify it for repurchase or replacement under the "Lemon Law." More specifically, in order to legally qualify for MBUSA to offer restitution or replacement, the subject vehicle must have defects covered by MBUSA's written warranty which substantially impaired its use, value and/or safety which were not repaired after a reasonable number of attempts. As your vehicle's repair history does not meet these legal requirements, MBUSA must therefore respectfully decline your request to repurchase the above-mentioned vehicle.

Even though your vehicle does not qualify for repurchase, we would like to offer **one** monthly payment as a onetime goodwill gesture in exchange for a settlement release agreement. Please contact our Customer Assistance Center (800-367-6372), if you wish to accept.

MBUSA will continue to honor all of the terms of any remaining Mercedes-Benz Warranty.

Please note, consumers in AR, CA, KY, MN, may utilize the BBB Auto Line Dispute Resolution Program. They can be contacted at 1-800-955-5100 or by visiting <https://www.bbb.org/consumer-complaints/file-a-complaint/get-started>.

Sincerely,

Brian S. Martinette
Aftersales Operations Manager-Mercedes-Benz USA, LLC

02-24-2022, 09:59 PM

#1

Junior Member

Thread Starter

Join Date: Dec 2021

Posts: 18

[Likes: 1](#)Received 1 Like on [1 Post](#)
GLC43 AMG coupe**Acceleration "dead spot" - AMG GLC 43 coupe**

2020 AMG GLC 43 coupe here in Charlotte, NC, which I've had for about a year. My driving style with this vehicle isn't different in any relevant way versus with past vehicles. There is an acceleration dead spot which is the default occurrence when I am coasting at a low speed and then go to accelerate. Common scenarios are driving toward an intersection and rolling forward as you determine if you are clear to go and then accelerating, or slowing down to let a car in the lane next to you go by so you can then switch lanes and accelerate. I swear, I've almost gotten killed a few times when I had time to go but only if I hustled; depress the accelerator, and **nothing happens** for a full second. Then I go from having enough time to almost getting hit.

MB local dealer where I got the car provided no answers or solutions. Of all the !@#\$\$ ironies, coming back from that dealer after the most recent service appointment, I had to slow down due to a car in my lane waiting to turn left, then tried to gun it to get into the next lane over, and...nothing, just no response. That time I actually aborted the lane change before the acceleration kicked in.

It doesn't do this in any other set of circumstances, not from a dead stop, not when I accelerate quickly after coasting downward to 20 mph (for example). **I wonder if anyone else has experienced this or has thoughts? Thank you!**

[Reply](#)[Like](#)

██████████
Newbie

Join Date: Aug 2022

Posts: 1

Likes: 0

Received 1 Like on [1 Post](#)

2020 AMG GLC43

I have this exact same issue on my 2020 AMG GLC 43. I contacted my local MB dealer (Mechanic side of the dealership) and told them, I fear if my wife or parents take the kids in this car and are face with rolling into a tighter turn from a high traffic road. He said, "its a performance car. It's not safe for everyone to drive."

I have since escalated the issue to MBUSA Headquarters and will be relaying this thread as well. Please continue to let places know like car and drive, and reach out to higherups in MB as well. We need this solved. It's not safe

Thankyou so much for posting this

Quote:

Originally Posted by ██████████

*2020 AMG GLC 43 coupe here in Charlotte, NC, which I've had for about a year. My driving style with this vehicle isn't different in any relevant way versus with past vehicles. There is an acceleration dead spot which is the default occurrence when I am coasting at a low speed and then go to accelerate. Common scenarios are driving toward an intersection and rolling forward as you determine if you are clear to go and then accelerating, or slowing down to let a car in the lane next to you go by so you can then switch lanes and accelerate. I swear, I've almost gotten killed a few times when I had time to go but only if I hustled; depress the accelerator, and **nothing happens** for a full second. Then I go from having enough time to almost getting hit.*

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*It doesn't do this in any other set of circumstances, not from a dead stop, not when I accelerate quickly after coasting downward to 20 mph (for example). **I wonder if anyone else has experienced this or has thoughts? Thank you!***

03-23-2022, 12:51 PM

#21

Newbie



Join Date: Sep 2018

Location: SC

Posts: 4

Likes: 0

Received 1 Like on [1 Post](#)

2019 GLC43

Same acceleration dead spot here, 2019 GLC43. All modes from a slow roll seems steering input might make it worse. Described it to the dealer and they of course could not replicate it but did install a transmission update at my last oil change ~2 months ago. This is did not make a noticeable improvement. Need to try manual and then the adaptive transmission reset as suggested.

Reply

Like

03-23-2022, 09:35 AM

#19

Junior Member

Join Date: Nov 2018

Posts: 16

Likes: 0

Received 5 Likes on [5 Posts](#)
a

Hopped on here, been a long time, to post about this precise issue... and its literally the first thread I came across.

I have the same problem in a 2021 amg glc 63. I agree, its going to get me in an accident. Its insanely frustrating and frankly pretty !@#\$% dangerous. Happens in any and all modes. At any and all times. Wether after a cold start or after hours of driving. And its not just in a rolling start sort of scenario. Can heavily hesitate for a second when giving gas on the highway.

Without a doubt seems like a software issue. Yes I agree its almost a turbo lag, poor throttle response AND transmission hesitation all in one. Considering how unlikely that is, it just simply feels like the computer takes 1 second to register the throttle has been depressed. Then all the systems start to make their decision. Really just feels like terrible throttle response due to software.

” Reply

👍 Like

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Amazon Basics

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Custom

Sign in

Music

Books

Kindle Books

Registry

Automotive

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- WILL NOT VOID YOUR WARRANTY: Pedal Commander will not void the warranty on your Mercedes Benz GLC-Class or leave any trace behind on your ECU.

See more product details

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