

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

National Highway Traffic Safety Administration		1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY (DDT48)	
Name [REDACTED]		Date Received 09-SEP-2022		Repository ☐	
Address [REDACTED]		Daytime Telephone Number [REDACTED]		Reference No. 11483630	
City Madison		State AL		ZIP Code [REDACTED]	
Evening Telephone Number [REDACTED]		E-mail Address [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 WDGGS3H86G [REDACTED]			MAKE MERCEDES BENZ	Model GLK350	Model Year 2014
Date Purchased	Dealer's Name and Telephone Number			Engine: No. Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Huntsville			STATE AL	ZIP Code 35806
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 09-AUG-2022	

FAILED COMPONENT(S)/PART(S) INFORMATION		
Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE (Fuel Pump Assy)		Failure Mileage 90000.0
		Failure Speed All

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: DOTM1 98AC036)	☐ 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 part is available).

The contact owns a 2014 Mercedes-Benz GLK350. The contact stated that while driving he noticed a fuel odor throughout the vehicle. The contact referenced NHTSA Campaign Number: 12V557000 (Fuel System, Gasoline). Additionally, the contact stated that when he attempted to refuel the vehicle from a half tank, gasoline started spilling from the filler neck unto the exhaust pipes. The dealer was notified of the failure and an appointment was scheduled. The vehicle was not diagnosed or repaired. The manufacturer was notified of the failure and the contact stated that he was redirected to the manufacturer's website. The failure mileage was approximately 90,000.

See enclosed letter to Mercedes-Benz customer service please revise failure as outline in enclosed letter, dtd 21 sep 2022

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.

January 9, 2023

JAN 24 2023

[REDACTED]
[REDACTED]
Madison, AL [REDACTED]

US Department of Transportation
1200 New Jersey Ave SE
Washington, DC 20590

REF:11483630, (NEF-160)

To whom it may concern:

I have reviewed the information you provided in your report and under cover letter NEF-160 and ask that the enclosed letter to Mercedes-Benz Customer Service be included for more details of the faulty components in the report.

My letter also seek my preferred remedy to satisfy this customer based on NHTSA finding in recall number cited 12V557000, dated 2012-12-03 (see invoice 192133 enclosed for cost incurred).

Thanks for your consideration.

[REDACTED]

September 21, 2022

Mercedes-Benz Customer Service
1 Mercedes-Benz Drive
Sandy Spring, GA 30328

[REDACTED]
Madison, AL [REDACTED]

Refs:

VIN: WDCGG5HB8EG [REDACTED]

2014 Mercedes-Benz GLK 350, enclosed picture of defected part and copy of repair invoice

Problem: Fuel Delivery Module (The plastic flange leaks when the electric fuel pump engages) Cracked at the top of the fuel pump or the plastic flange leak and caused fuel to develop a pool at the top of the unit (see the enclosed picture). This happens when the tank is above 1/4 full and when the vehicle is operating resulting in strong fuel fumes inside the vehicle and fuel leaking from the undercarriage onto the tailpipe. This design flaw is damage and a Safety Hazard that could result into physical harm individuals or possible death, if the vehicle explodes from the leak of fuel on the tailpipe while driving or fumes could cause inhalation problems that can affect sinus.

I researched the internet and reviewed the user forums to found, this appears not be an uncommon issue with Mercedes-Benz vehicles. This is a manufacturing defect that should be addressed as design flaw by Mercedes fuel tanks.

Further researched indicated that the National Highway Traffic Safety Administration (NHTSA) are aware of this safety hazard associated with the Mercedes-Benz fuel tank pump issue and noted that a recall has been issued for certain models of Mercedes-Benz vehicles. The recall number cited by NHTSA was 12V557000 dated 2012-12-03. However, I notice my VIN didn't show up in these recall vehicles even though they list the GLK 350 as one of the vehicle with the defected parts and this asks the question of why my VIN didn't show up. Given the fact the exact same safety hazard exists with my vehicle as indicated in recall 12V557000. So I registered my complaint with NHTSA under ODI number 11483630.

Preferred Solution: Full refund of monies paid to Mercedes-Benz of Huntsville as listed on enclosed invoice number [REDACTED] and towing fees of \$150.00 for repair of manufacturing defect parts and labor for total of \$1,855.99.

Please note, defected parts are being held for further investigation and can be made available upon request.

Additional contact information:

Telephone:

Kindly yours,

See below is a picture of the faulty component with gas in the well of the faulty part.



← Plastic Flange Leaking
- Fuel in the well of the
Leaking Assy.

CUSTOMER #:

INVOICE


Mercedes-Benz
Mercedes-Benz of Huntsville

 6520 University Drive
 Huntsville, Alabama 35806
 (256) 837-5753

www.mercedesbenzofhuntsville.com

MADISON, AL

PAGE 1

HOME:	CONT:	SERVICE ADVISOR: 143733 CINDY PENA	
BUS:	CELL:		
COLOR	YEAR	MAKE/MODEL	VIN
MARS-RED	14	MERCEDES-BENZ TRUCK	WDCGG5HB8EG
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED
27DEC13	DD	17:00	15SEP22
R.O. OPENED	READY	OPTIONS:	STK: ENG:3.5 LITER
07:16	15SEP22	14:00	21SEP22

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CMISC-CUSTOMER STATES: vehicle smells like fuel, possible fuel leak

CMISC CMISC-CUSTOMER STATES: vehicle smells like

fuel, possible fuel leak

127125 C 3.00

1 218-470-00-94 FUEL DELIVERY MODULE

477.12

650.57

650.57

1 218-470-09-94 SUCTION JET PUMP

369.60

369.60

369.60

2 025-997-18-45 O-RING

30.80

30.80

61.60

99034 FUEL PUMP ASSEMBLY IS LEAKING FROM THE PLASTIC CONNECTION TO THE FUEL FEED LINE ON TOP OF FUEL TANK. 3.00 TECH PERFORMED DRAIN AND FILL FUEL TANK. REMOVE/INSTALL REAR BOTTOM SEAT CUSHION. PERFORMED REMOVE/INSTALL FUEL TANK ACCESS COVERS. FOUND FUEL PUMP ASSEMBLY LEAKING FUEL ON TOP OF PUMP AT FUEL FEED LINE CONNECTION. TECH PERFORMED REMOVE/REPLACE FUEL FILTER ASSEMBLY UNITS IN FUEL TANK. PERFORMED TEST DRIVE AND POST TEST DRIVE INSPECTION, NO FUEL LEAK PRESENT. RETURNING VEHICLE TO CUSTOMER. CUSTOMER HAS REQUESTED THE OLD PART BE RETURNED TO OWNER. TECH PLACED OLD PARTS IN BOXES, AND PLACED THEM IN REAR CARGO AREA OF VEHICLE.

B COMPLEMENTARY WASH AND VACUUM

WASH COMPLEMENTARY WASH AND VACUUM

999 IPS 0.00

(N/C)

ESTIMATE: 69.99

20SEP22 10:25 SA: 143733

CONTACT:

CUSTOMER PAY SHOP SUPPLIES FOR REPAIR ORDER

59.95

PAID
CASH

DISCLAIMER OF WARRANTIES: Any warranties on the product sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. 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 above vehicle to secure the amount of repairs thereto. The dealer has the right to charge reasonable attorney's fees on amounts necessary for collections.

ARBITRATION AGREEMENT FOR REPAIR ORDER AND PARTS: Customer and Dealer agree that the service repairs and parts on the Customer's vehicle are involved in, effect, or have a direct impact upon, interstate commerce. Customer and Dealer agree that all claims, demands, disputes, or controversies of every kind or nature that may arise between them concerning any of the negotiations for and performance of service or repairs to the vehicle, charges for and adequacy of such service and repairs, and all other aspects of the service and repairs performed on the vehicle shall be settled by binding arbitration with the Better Business Bureau of Alabama conducted pursuant to the provisions of 8 U.S.C. 1, et seq. Either party may demand arbitration by serving upon the other party a written demand for arbitration along with a statement of the matter in controversy. The Customer and Dealer agree that the arbitration proceedings to resolve all such disputes shall be conducted in the city where the Dealer's facility is located. Customer and Dealer further agree that any question regarding whether a particular controversy is subject to arbitration shall be decided by the Arbitrator. Judgement upon the arbitration award rendered may be entered in court having jurisdiction. This Agreement is binding upon, and runs to the benefit of, the Customer and Dealer and the officers, employees, agents and affiliated entities of each of them.

DESCRIPTION	TOTALS
LABOR AMOUNT	650.57
PARTS AMOUNT	908.32
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	59.95
TOTAL CHARGES	1618.84
LESS INSURANCE	0.00
SALES TAX	87.15
PLEASE PAY THIS AMOUNT	1705.99

This dealership utilizes the hours published in the motor manual which reflects an average time required for performance of specific vehicle repairs which may be either more or less than actual clock time in any given instance.

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE) CUSTOMER SIGNATURE