

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOO \(NHTSA\)](#)
Subject: FW: Follow Up to Complaint - 11509978
Date: Tuesday, March 21, 2023 9:56:41 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Tuesday, March 21, 2023 9:52 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow Up to Complaint - 11509978

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.

Hello,

I am sending this email in regard to Complaint 11509978 and to provide additional information. Please find additional documentation attached.

Thank you and please let me know if you have any questions.

Kind regards,

[REDACTED]

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

03-MAR-2023

Repository ☐Reference No.
11509978**OWNER INFORMATION (Type or Print)**

Name			
Address			
City	North Andover	State	MA
		ZIP Code	

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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 4JGDF7CE9DA		MAKE MERCEDES BENZ	Model GL450	Model Year 2013
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner ☐	Dealer's City Burlington	STATE MA	ZIP Code 01803	
Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-NOV-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 070000 FUEL SYSTEM, GASOLINE	Failure Mileage 110000.0	Failure Speed
--	-----------------------------	---------------

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: DOTMAL 9ABC036)	☐ 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 2013 Mercedes-Benz GL450. The contact stated that while driving at an undisclosed speed, the vehicle lost motive power while the fuel gauge was at a quarter tank. An unknown message was displayed. AAA arrived on the scene and added fuel to the vehicle. The contact was able to restart the vehicle; however, the failure recurred on two separate occasions while the fuel gauge was at a quarter tank. The vehicle was taken to the dealer, where it was diagnosed that the fuel gauge module and fuel pump needed to be replaced. The vehicle was not repaired. The manufacturer was made aware of the failure and informed the contact that the vehicle was out of warranty. The manufacturer advised the contact to file a complaint with the NHTSA Hotline. The failure mileage was approximately 110,000.

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.

March 20, 2023
Re: Reference No. 11509978
VIN: 4JGDF7CE9DA [REDACTED]

In follow up to the complaint I submitted I am providing additional information to what has occurred with my 2013, Mercedes Benz, GL 450. The main reason I submitted is due to safety and operating this vehicle.

There have been two instances (one in November 2022 [I was driving]) and one in December 2022 [my [REDACTED]-year-old daughter was driving]), where the vehicle is being driven and has a quarter of tank of gas or greater and suddenly and without warning the vehicle "abruptly stops/loses power." There is no warning light from the dashboard; nothing indicating a problem with the vehicle; no check engine light, nothing. And I know with the two instances there was gas in the vehicle.

When I was driving the car, it was on Route 114 in North Andover, MA (a very busy major road). As indicated, I had a quarter tank of gas or greater and the car just "stopped", totally lost power. I was able to use the hazards and then a person helped push me out of the way with their car. I was almost hit, and/or almost caused accidents as cars were swerving behind and around me. I was extremely scared. The person pushed my vehicle into a parking lot, and I called Triple A. I tried to start the vehicle a couple of times and it would not start.

When my [REDACTED]-year-old daughter was driving on a road (Bedford, MA) the car had a quarter of tank of gas and without warning it "abruptly stops/loses power". Same details as noted above and she got to the side of the road and put the hazards on and called her aunt as she was so scared (I was out of town), and then called Triple A.

With both instances Triple A did add gas and the vehicle started, but again, the gauge was still showing a quarter of a tank or greater. I discussed having the vehicle towed even though it started up, but I did not and drove it home.

I was made aware by a friend of mine who drives a Mercedes-Benz that there was a recall with a fuel pump malfunction/fuel gauge sender issue and from what she described happening to her vehicle, it is the exact same issue that my vehicle is having. The recall I read was on January 5, 2023, "Mercedes-Benz ML and GLE SUVs Recalled Due to Engine Stalling Risk". Due to this "recall" I checked my VIN and found that my vehicle was not included in it. I fully believe that my vehicle should be part of this recall or further explored for another recall issue.

I did have the vehicle looked at a Mercedes-Benz dealership in Burlington MA (March 3, 2023; attached) and they indicated a fuel gauge sender issue and it cost ~\$3100. It also affects the fuel pump and fuel tank (sounds like the "recall"). I would like this further analyzed as it seems more of an issue with the engine vs the fuel gauge indicator as the way the vehicle just "shuts down, engine stops" so abruptly and will not start. This is a major safety issue.

I called Mercedes-Benz on March 3, 2023, and filed a safety complaint and they also informed me to file with the NTSB.

I am extremely nervous driving this vehicle. I am constantly putting gas in it and keep it always at a half to three quarters of a tank of gas. I will not drive with people in the vehicle as I do not want to endanger anyone, and I keep the driving to locally within my town. I would like this to be addressed by Mercedes-Benz and either pay for the repairs or align it as a recall. I have never, ever, had a vehicle do this and made to feel so unsafe in a vehicle.

Regards,

[REDACTED]

[REDACTED]

North Andover, MA [REDACTED]

[REDACTED]



**Mercedes-Benz
of Burlington**

80 Cambridge St
Burlington, MA 01803
Phone: (781) 229-1600

SERVICE DEPARTMENT HOURS
7:00 a.m. to 6:00 p.m.
Monday - Friday
8:00 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
03/03/23	
R/O Close Date	
03/03/23	Pre-Invoice
Mileage In	Mileage Out
110171	110172
Service Advisor / Tag #	
BEN KAMERMAN/R795*W*	
Vehicle Identification Number	
4JGDF7CE9DA	
Delivery Date	In-Service Date
01/08/22	
Color	License Number
BLACK	

NORTH ANDOVER, MA

Year	Make	Model	Body	
2013	MERCEDES-BENZ	GL-CLASS	4MATIC 4DR GL450	

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: Email:

#1 - 98MBZRC: MULTI-POINT INSPECT
PERFORMED MULTI-POINT INSPECTION OF VEHICLE.
Sub Total: .00

#2 - 30MBZ: ENGINE INITIAL DIAG
CLIENT STATES THE CAR WILL STALL OUT WHEN GAS
GETS DOWN TO 1/4 TANK OF GAS OR LESS PLEASE CHECK
AND ADVISE
Caused by
POSSIBLE FUEL LEVEL SENSORS.
Tech: ADAM M. (001)
CHECKED CODES, NONE FOUND. INSPECTED ACTUAL
VALUES AND WAS IN SPEC. NEED TO REMOVE FUEL TANK
AND TEST SENSORS IN TANK. SUPPLIED EST. FOR FUEL
LEVEL SENSORS AND CONTROL UNIT. CUSTOMER
DECLINED ANY REPAIRS AT THIS TIME.
Sub Total: .00

#3 * 99MBZDECLI: RECOMMENDED SERVICES
ADDED OPERATION
CLIENT DECLINED THE FOLLOWING ITEMS RECOMMENDED.
DUEL SENSOR AND, PUMPS, AND CONTROL UNIT
Sub Total: .00

\$3100.00 plus taxes & Hazard waste

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. *I hereby authorize the repair work hereinafter 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 the 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 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.*

DISCLAIMER OF WARRANTIES. Any warranties on the products 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. Any limitation contained herein does not apply where prohibited by law.

LABOR	.00
PARTS	.00
DEDUCTIBLE	.00
SUBLET	.00
SHOP SUPPLIES	.00
HAZARDOUS MATERIALS	.00
SALES TAX OR TAX I.D.	.00
SPECIAL ORDER DEPOSIT	.00
DISCOUNTS	.00
TOTAL DUE	.00

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS.

X

