

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Complaint questionnaire
Date: Monday, June 26, 2023 8:04:59 AM

From: [REDACTED]
Sent: Friday, June 23, 2023 4:52 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Complaint questionnaire

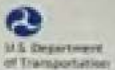
CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello,

Attached is the questionnaire complaint. Please let me know if I can provide any further information.

Thanks,

[REDACTED]
[REDACTED]



National 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 1000 48

Date Received: 23-MAR-2023 Repository: Reference No. 17514386

Name: [Redacted] Address: [Redacted] City: Yardley State: PA ZIP Code: [Redacted] Evening Telephone Number: [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 CFR 239.71 (Sep. 8, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number (VIN): WDCTG4GB7KU [Redacted] Make: MERCEDES-BENZ Model: GLA250 Model Year: 2019 Date Purchased: [Redacted] Dealer's Name: MB West Chester Original Dealer: [Redacted] Dealer's City: West Chester, PA STATE: PA ZIP Code: [Redacted] Transmission Type: [] Automatic Brakes [] Cruise Control Powertrain: Multiple Failures Incident Date(s): 27-MAR-2023

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 10000 POWER TRAIN Failure Mileage: 50000.5 Failure Speed: 50

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/C471): [Redacted] DOT No. (Example: DOT/M 54003N) Original Requirement [] Prior Repair [] Failure Location: [Redacted] Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted] Seat Type: [Redacted] Installation System: [Redacted] Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), injury(ies).)

Crash: [] Yes [X] No Fire: [] Yes [X] No Number of Persons Injured: [Redacted] Number of Deaths: [Redacted] Reported to Police: [Redacted]

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 2019 Mercedes-Benz GLA250. The contact stated that while his son was driving approximately 55 MPH, the transmission erroneously shifted to neutral causing the vehicle to lose motive power and stall. Moments later the vehicle was restarted, and the vehicle operated normally. The vehicle was later towed to the local dealer. The cause of the failure was not yet determined. The manufacturer was notified of the failure and informed that the VIN was not included in the NHTSA Campaign Number: 21V033000 (Power Train). The contact stated that the vehicle had experienced the failure listed in the recall. The VIN was not available. The failure mileage was 50,000.

- Shifts to neutral at highway speed and loss of power forcing myself to try and pull over with no power. Says transmission error in car

VIN# WDCTG4GB7KU [Redacted]

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.