



LAW

Attorneys at Law

November 27, 2023

Ann Carlson
U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defect Investigation
(NYS-210)
1200 New Jersey Avenue S.E.
West Building
Washington, D.C. 20590
(202) 366-9550

RE: NHTSA ID Number: 11555516
Vehicle Identification Number: 4JGFB4KB6MA

Also please associate this supplement with NHTSA ID Numbers 11549334, 11449194, and 11450003.

Dear Ms. Carlson:

I am writing this letter as a supplement to my complaint which was filed on November 16, 2023.

I found similar complaints involving the same issues pursuant to **NHTSA ID Numbers 11549334, 11449194, and 11450003**. All of these complaints have a common thread. Mercedes Benz, USA, LLC, refuses to acknowledge that there is a safety issue with their vehicles caused by the malfunction of their Control Unit, part number 167-900-14-21 or other related part(s). This Control Unit is essential to the safe operation of this vehicle because it operates the "backup cameras." I have attached photos and an estimate for repair which indicates the Mercedes Benz part number(s) for the 2021 GLE 350.

FMVSS No. 111, officially titled "Rearview Mirrors," establishes performance requirements for rear visibility in motor vehicles through backup

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GULF COAST: [REDACTED] FLORIDA KEYS: [REDACTED] NATIONWIDE: [REDACTED]

WESTON, FLORIDA: [REDACTED]



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cameras also known as camera monitoring systems or “CMS”. The standard aims to reduce the number of deaths and injuries resulting from back over incidents by improving the driver's ability to detect objects behind the vehicle.

A vehicle equipped with a CMS uses exterior cameras mounted on the sides and/or rear of the vehicle to capture an image of the rear and/or side of the vehicle, which the system transmits to one or more electronic visual displays which are located in the occupant compartment within view of the driver.

The issue with a malfunctioning control unit prevents the driver from viewing the signal from the backup camera on the electronic visual display.

Similar complaints have been filed with NHTSA under ID Numbers 11549334, 11449194, and 1145000 involving The Mercedes Benz 2021 GLE models as mentioned above.

NHTSA ID Number 11549334 states that the control unit/module in question had to be replaced due to “corrosion from a leak.” The vehicle was not repaired.

NHTSA ID Number 11449194 where the “**dealer has inspected the problem and have also confirmed other customers also had similar issues.**” The issue in this case was, “With such a control unit that is sensitive to a few water droplets, if a passenger sitting in the second row has wet shoes or shoes with snow or drops some water, can short circuit the unit and can result in blinking out the digital screen.” This complaint additionally states that the vehicle has been inspected by the Mercedes-Benz dealer service department and they have confirmed that few water droplets have short circuited the control unit which resulted in blanking out of the screen. There were no warning signs or messages or other symptoms of the problem prior to the failure.

NHTSA ID Number: 11450003 states that in the middle of driving down the road without warning the instrument panel went black, the entire panel. The 10682 electrical test was performed showing **that the head unit had a fault.**

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After careful consideration and research, it has come to my attention that there may be significant safety issues associated with this particular vehicle model, and I believe it may be imperative to initiate a recall to address these concerns promptly. It is my hope that the NHTSA will take swift action to address these safety concerns and ensure the protection of all individuals on the road.

I understand the critical role that the NHTSA plays in safeguarding the public by overseeing and regulating vehicle safety standards. Your commitment to maintaining the highest standards of safety in the automotive industry is commendable, and I trust that you will give this matter the attention it deserves.

If needed, I am willing to cooperate fully and provide any additional information that may aid in the investigation of this matter. The safety of the public is of utmost importance, and I appreciate the NHTSA's dedication to ensuring that vehicles on our roads meet the highest safety standards.

Thank you for your prompt attention to this matter. I look forward to a thorough investigation and the implementation of any necessary actions to address the safety concerns associated with this vehicle model and other models with the same possible faulty design.

Thank you for your consideration of the issues in this letter. If you have any questions, you may contact me at the office [REDACTED] or on my cell [REDACTED]

Sincerely,

Attorneys at Law

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GULF COAST: [REDACTED] FLORIDA KEYS: [REDACTED] NATIONWIDE: [REDACTED]

WESTON, FLORIDA 33331

Shop Copy

Mercedes-Benz of Fort Lauderdale
2411 South Federal Highway
Ft. Lauderdale, FL 33316 US
(954) 949-0623

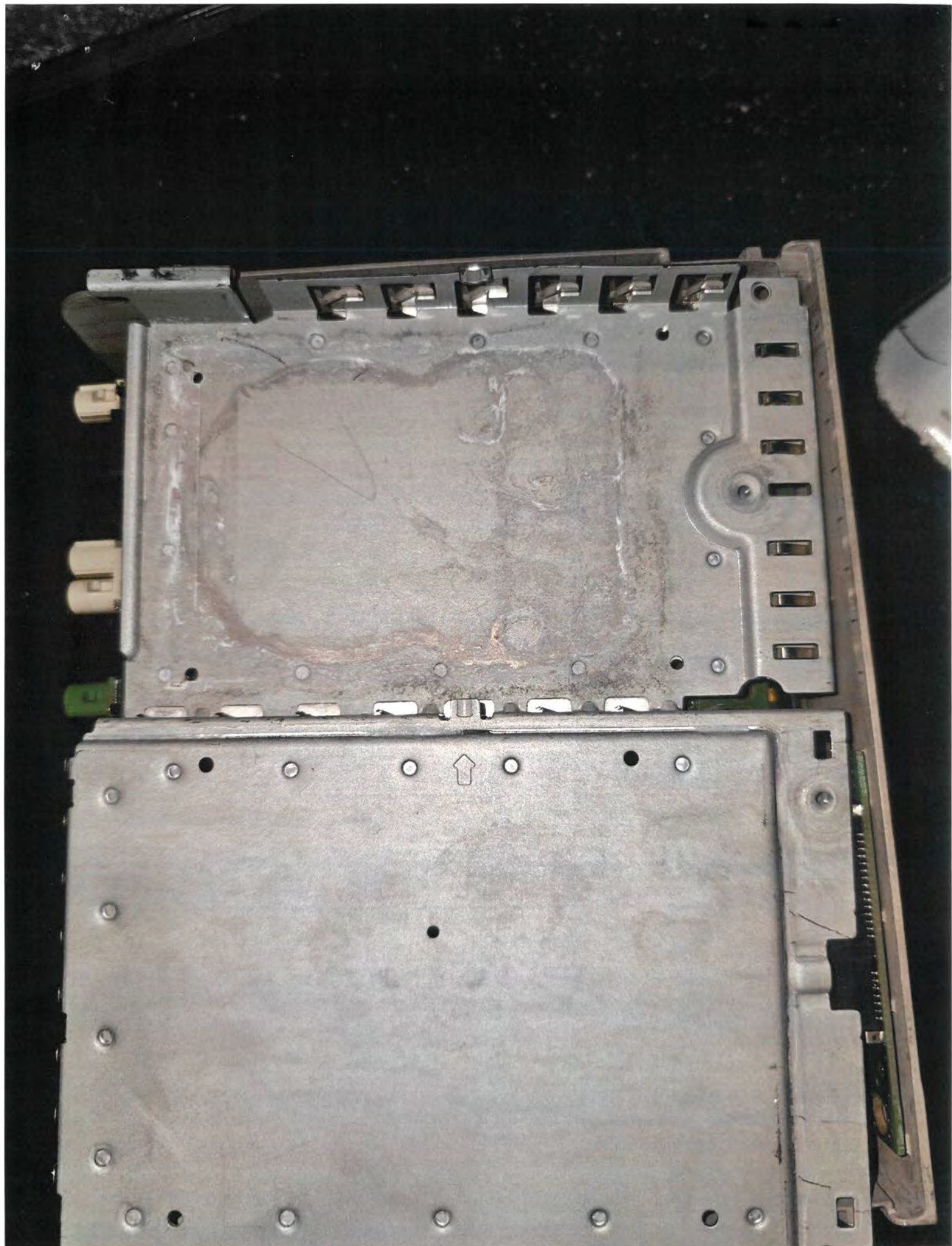
Page 1 of 1

CUSTOMER NO. [REDACTED]		SERVICE ADVISOR ManuelGuzman		[REDACTED]	INVOICE DATE	INVOICE NO.
[REDACTED] WESTON, FL [REDACTED]		HOURLY RATE	LICENSE NO.	MILEAGE IN 40204	COLOR POLAR WHITE	STOCKING
		YEAR/MAKE/MODEL 2021 MERCEDES-BENZ TRUCK GLE350 4MATIC			DELIVERY DATE 03/26/2021	MESSAGE (30)T
		VEHICLE IDENTIFICATION NO. 4JGFB4KB6M [REDACTED]			CLERK/SALES/STOCK	TELEPHONE
		CELL PHONE [REDACTED]	RO # [REDACTED]	A.D. DATE 09/22/2023	FLEETING	
TEL HOME [REDACTED]	TEL [REDACTED]	COMMENTS ENG:2L_4_Cyl TRN:A				

LINE	OP CODE	DESCRIPTION	HOURS	ESTIMATE
# A	MULTI-A	Labor: MULTI-A Customer requested to have Multi Point Inspection MULTI-A Customer requested to have Multi Point Inspection	0.00	0.00
		Misc		0.00
		Discount		(0.00)
		Line Total		0.00
# B	CSEL	Labor: Customer states electrical concern NAVIGATION NOT WORKING Customer states electrical concern NAVIGATION NOT WORKING	0.00	0.00
		Misc		0.00
		Discount		(0.00)
		Line Total		0.00
# C	2022090010	Labor: CUSTOMER STATES RECALL 22P7490001 2022090010 CUSTOMER STATES RECALL 22P7490001 2022090010	0.00	0.00
		Misc		0.00
		Discount		(0.00)
		Line Total		0.00
# D	MA001	Labor: HEAD UNIT , HEAD UNIT .	0.00	8.00
		Parts: 9779, none, Qty 8.00, CM, \$329.99 ea		2639.92
		167-900-14-21, CONTROL UNIT, COMPLETE, Qty 1.00, CM,		6364.80
		Misc		0.00
		Discount		(0.00)
		Line Total		9012.72
Subtotal				9012.72
Shop Charges				65.00
Sales Tax				635.44
Total				9713.16

Printed On 09/22/2023 11:05:36 AM

Estimate Expires on 10/22/2023





P/N: 91.UMAF2HD.GK1FAAG
HWD: NZX8PDM13014
P/N: 3539660
EC-Index: 1D
PSN: UBIAK490226AC01
F26DAHBM011460ND1PKXX

push here





ORIGIN ID: EXFA

SHIP DATE: 27NOV23
ACTWGT: 1.00 LB
CAD: 101605066/NET4660

BILL SENDER

WESTON, F
UNITED STATES US

TO ANN CARLSON
U.S. DEPT OF TRANSPORTATION
1200 NEW JERSEY AVE. S.E. WEST BLD

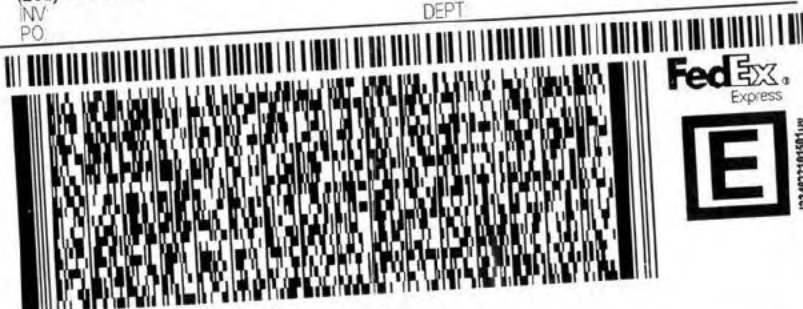
WASHINGTON D.C. DC 20590

(202) 366-9550

REF

DEPT

INV
PO

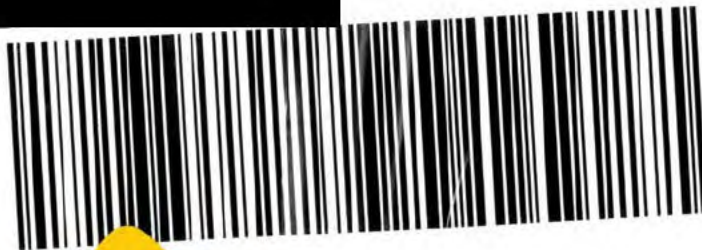


TUE - 28 NOV 12:00P
PRIORITY OVERNIGHT

TRK#

0201

20590
DC-US IAD



RT 739
FZ
2 12:00
5700
11:28

can help make Earth
a priority together.

Insert shipping