

**From:** [Ambrose, Ann-Marie L](#)  
**To:** [EVOO \(NHTSA\)](#); [Robertson, Faithia \(NHTSA\)](#); [Lewis, Brenton](#)  
**Cc:** [NHTSA ODI CED](#); [Strasser-King, Marion C](#)  
**Subject:** ODI-11561666  
**Date:** Wednesday, December 27, 2023 4:14:22 PM  
**Attachments:** [REDACTED]

**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.

[REDACTED]  
Dec 23

Subject: Complaint #: 11561666 re 2024 Mercedes GLE450: Submitting Copy of Dealer Repair Invoice  
To: [nhtsa.webmaster@dot.gov](mailto:nhtsa.webmaster@dot.gov)

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.

I wasn't able to upload copy of invoice for Complaint 11561666. Please add the copy of the repair invoice (attached) to this case file. Please let me know if questions or if you need anything else from me. Regards,

[REDACTED]

[REDACTED]  
Denver, CO [REDACTED]  
[REDACTED]

[REDACTED]

Ann-Marie Ambrose  
Quality Control Specialist  
ASRC Federal Holding Company  
[aambrose@asrcfederal.com](mailto:aambrose@asrcfederal.com)  
7000 Muirkirk Meadows Drive, Beltsville, MD 20705  
[asrcfederal.com](http://asrcfederal.com) | Purpose Driven. Enduring Commitment.

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CUSTOMER #: [REDACTED]

\*INVOICE\*



Mercedes-Benz

**MERCEDES-BENZ OF DENVER**

940 S. Colorado Blvd. GLENDALE, CO 80246  
PHONE (303) 759-3400

DENVER, CO

PAGE 1

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

SERVICE ADVISOR: 2761 GEOFFREY WASTENEYS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
2799/White	24	MERCEDES-BENZ TR GLE	4JGFB5KB7RB [REDACTED]		117/324	[REDACTED]	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
28JUL23 DD			18:30 30AUG23		0.00	CASH	31AUG23
R.O. OPENED		READY		OPTIONS: SOLD-STK:RE [REDACTED] DLR: [REDACTED]			
14:36 03AUG23		07:49 31AUG23		ENG:3.0_Liter_DOHC_Turbo			

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

A CUST STATES THAT WHILE DRIVING HE GETS A REDUCED POWER MESSAGE WITH A TURTLE AND LOOSES POWER . DID THIS ONCE YESTERDAY AND TWICE TODAY

MISC CUSTOMER STATES,  
819 W76

(N/C)  
(N/C)  
0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A:

1 256-010-18-09 OIL SEPARATOR

324 Connected xentry & charger, performed short test. Fault code U014787 & U029287 set in PTCU, performed guided tests for each. Guided tests provide no results. Created TIPS case 245492783. Per tips agent, attached ISA performance data, DC/DC CUL& EZS CUL. Check the wiring of the CPC control unit: connectors secure, removed connector lock bales and inspected wire ends, pin drag test ok. Perform a initial start up prog/coding of the CPC control unit. Performed EIS software update, per TIPS. Multiple ECU's after this had communication faults had to SCN code multiple ECU?s, communication faults all went away after coding. Removed spark plugs & inspected for fouling, none found. Performed activation test of m60/1 additional electric compressor: ~70krpm, sounds normal. Performed road test (DW 9:47-10:43 118-142 miles) Monitored fuel pressure under load, rail pressure under load is 350-370. Checked for misfires with fault counter, none registered. Checked accelerator pedal voltage readings while actuating pedal values in PTCU thru 3 positions & while gradually increasing, smooth increase in values when pressing pedal. With hot engine in city driving, warning came on. Message would not clear. Performed short test, fault code P227900 ?A leak was detected in the intake air system? set in ME. Began monitoring fault in real time and it went stored. Pressure & smoke tested the intake and exhaust system. No leaks were detected. Had vehicle driven again about 50 miles, no issues. Began to monitor all pressure sensors from cold start to warm up: Dynamic Wiring Diagram shows a total of 4 engine pressure sensors. B28/11 on airbox, B4/32 on charge air intake pipe after turbo bypass valve, B159/2 in intake manifold and B159/1 on charge air pipe before the throttle actuator. Freeze frame data for P227900 only shows 3 of the engine pressure

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.		DESCRIPTION	TOTALS
* SHOP SUPPLY COSTS: We have included a charge equal to 13.5% of the total cost of labor and parts, not to exceed \$49.50, in the Misc. Charges amount for shop supplies used in connection with this repair.  <b>WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.</b>  By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.		LABOR AMOUNT	
		PARTS AMOUNT	
		GAS, OIL, LUBE	
		SUBLET AMOUNT	
		MISC. CHARGES*	
		TOTAL CHARGES	
		LESS INSURANCE	
SALES TAX			
DATE	CUSTOMER SIGNATURE	AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE	PLEASE PAY THIS AMOUNT

**Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.**

CUSTOMER #:



\*INVOICE\*

Mercedes-Benz

DENVER, CO

PAGE 2

MERCEDES-BENZ OF DENVER

940 S. Colorado Blvd. GLENDALE, CO 80246  
PHONE (303) 759-3400

HOME: [REDACTED]  
BUS: [REDACTED]

CONT: [REDACTED]  
CELL: [REDACTED]

SERVICE ADVISOR: 2761 GEOFFREY WASTENEYS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
2799/White	24	MERCEDES-BENZ TR GLE	4JGFB5KB7RE [REDACTED]		117/324	[REDACTED]	
DEL DATE	PROD. DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
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14:36 03AUG23	07:49 31AUG23	ENG:3.0_Liter_DOHC_Turbo					

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
....							
<p>sensors however since there are 4 in total we could still have one not reading correctly. Freeze frame data for P227900 shows ?boost pressure specified value? at 791hpa however the pressure sensor downstream of air box and upstream of throttle valve actuator read approx. 834hpa. Freeze frame data for P227900 shows ?ambient pressure? at approx. 834hpa as well indicating that both pressure sensors read atmosphere pressure at the time which make sense due to the engine at operating temperature with 15% load and at idle speed. 2 current implausible data codes in Intelligent drive stay current even when the warning lamp is not on (U0401FC, U0401FD), they set when engine is started. There is also a unnamed sensor in the ME and crankcase pressure sensor. The 4 intake pressure sensors are all plugged in and secure. I disconnected the one with no actual values in Xentry (B4/32). Fault code U111F15 sets. The guided test for this fault goes to the testing of B159/1. If you unplug B159/1 fault code U060B15 sets. The guided test for this fault is the same as for B4/32, ?test B159/1?. There is not test for B4/32 in the xentry tests section. in AV screen in ME ?test values of pressure sensors? that shows a 0.0hpa value in red for B159. B159 is not in the schematic. Performed a Go-To-Assist tool with TIPS agent but IT blocked from use on Xentry. Performed a Facetime call to monitor pressure values thru warm up with agent. Connected Pico scope with pressure transducer WPS500 to monitor crank case pressures thru transducer and a fabricated oil cap with a vacuum line coming out to attach to transducer. Record the crankcase pressure with engine at operating temperature and at idle for about 1 frame of info (50 seconds). Rev?d up the engine while in park and let it come back down to idle. Record a last frame with vehicle at idle again no revving. Performed this test 3 times &amp; provided data to TIPS agent. Values of crank case pressure were compared to a known good vehicle by TIPS agent. Values are quite different: Comparison vehicle warm engine at idle -29 mbar. Vehicle with case warm engine at idle -80.6 mbar. Comparison vehicle warm engine when revving engine max pressure -8.5 mbar. Vehicle with case warm engine when revving engine max pressure -16.3 mbar. Comparison vehicle warm engine after returning to idle</p>							

ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED.

\* SHOP SUPPLY COSTS: We have included a charge equal to 13.5% of the total cost of labor and parts, not to exceed \$49.50, in the Misc. Charges amount for shop supplies used in connection with this repair.

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES*	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

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940 S. Colorado Blvd. GLENDALE, CO 80246
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PAGE 3

DENVER CO

HOME BUS: [REDACTED]

CONT: [REDACTED]
CELL: [REDACTED]

SERVICE ADVISOR: 2761 GEOFFREY WASTENEYS

Table with columns: COLOR, YEAR, MAKE/MODEL, VIN, LICENSE, MILEAGE IN/OUT, TAG, DEL DATE, PROD. DATE, WARR EXP., PROMISED, PO NO., RATE, PAYMENT, INV. DATE. Includes vehicle details and service dates.

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL
speed -32.5 mbar. Vehicle with case warm engine after returning to idle
speed -41 mbar. Replaced crank case vapor oil separator on top of valve
cover. Performed Pico pressure tests again. Values were more comparable
to test vehicle. Performed road test per TIPS agent (DW 8/28 9:03-10:34
209-272 miles) no faults or messages. GM performed additional road test
52 miles (272-324). Again, no faults or messages registered. Per TIPS
agent released vehicle.

B \*No Interval Due Vehicle History Indicates No Maintenance Interval Due
\*Inspect and Adjust Tire Pressures Reset Tire Monitoring System
NIDB NO INTERVAL DUE BASIC
819 IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

C \*Complimentary Multipoint Inspection ... a \$74.95 Value
IMB PERFORM SERVICE REPORT CARD INSPECTION AT NO
CHARGE
819 CC 0.00 0.00
1 000-018-05-00 FILLER CAP 8.40 8.40 8.40
PARTS: 8.40 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 8.40

D \*Complimentary Car Wash
WASH VEHICLE WASH
819 IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

E\*\* COMPLETE DETAIL PER EMILY
MISC CUSTOMER STATES,
4249 IPS (N/C)
PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE E: 0.00

Table with columns: ALL PARTS ARE NEW ORIGINAL EQUIPMENT MANUFACTURER PARTS UNLESS OTHERWISE INDICATED, DESCRIPTION, TOTALS. Includes labor amount, parts amount, gas, oil, lube, sublet amount, misc charges, total charges, less insurance, sales tax, and please pay this amount.

Section 25-17-202, Colorado Revised Statutes, requires retailers to collect a \$1.50 waste tire recycling development fee on the sale of each new motor vehicle tire.

