

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: Follow up to ODI Complaint ---11573029
Date: Friday, March 8, 2024 4:32:26 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Friday, March 8, 2024 3:24 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Follow up to ODI Complaint ---11573029

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 writing to follow up to the complaint I made on February 20, 2024.

I am, including a copy of the safety recall that was sent from the manufacturer. Please note that the recall states that there is a risk of crash or injury. When we contacted the dealer regarding the recall, we were told that the necessary part to repair would not be available until June 2024. I am a [REDACTED]-year-old and I need a reliable car, waiting over four months is not acceptable. Please review this matter.

Thank you,

[REDACTED]
[REDACTED]
[REDACTED]

Begin forwarded message:

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: March 5, 2024 at 2:20:10 PM EST
To: [REDACTED]
Subject: Follow up to ODI Complaint ---11573029

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to

every complaint.

NHTSA/Office of Defects Investigation

IMPORTANT SAFETY RECALL

This notice applies to your vehicle, VIN: W1K6G7GB8PA [REDACTED]
Replace Fuel Pump Delivery Module
NHTSA Recall ID: 23V880

W1K6G7GB8PA [REDACTED]

P-2 T28 P1

Hackettstown, NJ [REDACTED]

February 2024

Dear Mercedes-Benz Owner:

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act. Mercedes-Benz AG ("MBAG"), the manufacturer of Mercedes-Benz vehicles has decided that a defect which relates to motor vehicle safety exists in certain model year 2021–2024 C-Class, E-Class, G-Class, GLC, GLE, GLS, AMG GT, S-Class, and SL vehicles. **Our records indicate that your vehicle is included in the affected population.**

What is the concern?



The fuel pump impeller might not meet current specifications regarding its material characteristics. Consequently, the impeller might deform and contact the fuel pump housing, resulting in mechanical resistance on the impeller. This could cause the fuel pump to stop operating. As a result, the vehicle could lose drive power, **which could increase the risk of a crash or injury.** Before the fuel pump is switched off, the driver may be made aware of a malfunction by a warning message in the instrument cluster and might notice a roughly running engine.

Unfortunately, the remedy is not yet available. When the replacement fuel pump delivery module becomes available, we will send you another letter informing you to schedule an appointment with an authorized Mercedes-Benz dealer to have **this vehicle repair provided at no cost to you.**

We apologize for any inconvenience this may have caused and look forward to taking care of this important safety issue immediately.

Sincerely,

Mercedes-Benz USA

Mercedes-Benz USA, LLC
A Mercedes-Benz Group AG Company
One Mercedes-Benz Drive
Sandy Springs, GA 30328
Phone: (800) 367-6372



IMPORTANT SAFETY RECALL



What if I no longer own or drive the vehicle or would like to update my contact information?

In the event you need to update your contact information or have updates concerning the vehicle, please visit www.mbusa.com/recall (or scan the QR Code to the left), submit your VIN using the VIN recall lookup tool and complete the "Recall Contact Information" section on the website. If possible, please provide any contact information of the current owner/driver so we can contact them.

Additional Information for Owners:

A VIN-based recall lookup tool is available at www.mbusa.com/recall, which can be used to check whether a vehicle has been subject to a safety recall, or had the remedy performed. Should you have any questions or encounter any difficulty regarding this recall, please contact an authorized Mercedes-Benz dealer.

Should an authorized Mercedes-Benz dealer be unable to address your concerns please contact us at **1-(800) FOR-MERCEDES (1-800-367-6372)**. We are always happy to hear from you.

If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 business days to comply with Federal Regulations.

If an authorized Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, Pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <https://www.safercar.gov>.

