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December 26, 2024

Austin Ellis, Esq.
Associate General Counsel
Mercedes-Benz USA
One Mercedes-Benz Drive
Sandy Springs, GA 30328

RE: Vehicle-initiated Shutdown while in operation
2017 Mercedes B250e
VIN #WDDVP9ABXHJ [REDACTED]

Dear Mr. Ellis:

Please be advised that I was just retained by [REDACTED] in connection with a substantial problem with the above-referenced vehicle. I am reaching out to you inasmuch as I have to believe that you can get this letter into the hands of the proper person, at Mercedes-Benz, who can respond to this letter and address the issue.

As my client explained to the dealership, the subject vehicle has a major defect that makes it unsuitable for driving inasmuch as it almost caused my client severe physical harm. Specifically, the vehicle suddenly and unexpectedly shut itself down while it was being driven on a multi-lane roadway (while displaying "Stop Switch Engine Off" (see a picture of the display). In advance of the self-initiated shutdown, the vehicle's monitor displayed a brief message indicating that there was an issue (but did not provide any indication that a vehicle-initiated shutdown was imminent). Thankfully, my client was able to make it to the side of the roadway safely after the shutdown and was, thereafter, able to get the vehicle to the dealership.

The dealership was unable to diagnose the problem via checking the regular error codes on the vehicle's module and now wants to charge over \$1,200 for a "high voltage electrical check" even though it could not guaranty any success in

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diagnosing and/or resolving the problem. I suspect that there will be even a larger charge to fix the "problem" (if it can even be fixed). I say that because the above-referenced vehicle was a since-abandoned joint-effort between Mercedes and Tesla. My client received the distinct impression that this issue had not been seen before and it was, apparently, as a result of Tesla-provided parts.

Quite frankly, my client does not want to be part of some experiment, nor does he want to have to litigate this matter. He wants (and needs) a reliable vehicle that can get from point a to point b without having to worry that the vehicle will again shut itself down while on the highway with his young children aboard.

As a result, I believe that the best solution for everyone would be for Mercedes-Benz to exchange the subject vehicle for a more reliable, later-model electric vehicle that has comparable mileage without additional costs to my client.

Please promptly advise me of Mercedes-Benz's decision in this matter.

Thank you.

Very truly yours,

/s Brian R. Quentzel

By email and mail

cc: National Highway Traffic Safety Administration (by email and mail)

Tesla (by mail)

Client (by email)

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5:03



Stop

Switch Engine Off

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