

[REDACTED]
[REDACTED]
[REDACTED]
Boca Raton, FL [REDACTED]
[REDACTED]
[REDACTED]

January 20, 2026

Mercedes-Benz USA, LLC
Attn: Legal Department – Warranty / Consumer Affairs
1 Mercedes-Benz Drive
Sandy Springs, GA 30328 USA
Mercedes-Benz USA, LLC – Customer Assistance Center

Attn: Consumer Relations / Legal
3 Mercedes Drive
Montvale, NJ 07645 USA

Copy to:
Office of Defects Investigation (ODI)
National Highway Traffic Safety Administration
Attention: Defects Investigation Division
1200 New Jersey Avenue, SE
West Building – Room W41-229
Washington, DC 20590

Vehicle Information

Mercedes Case# [REDACTED]
2025 Mercedes GLC VIN # [REDACTED]
Date of Lease: [REDACTED]
Vehicle Manufacturer: Mercedes-Benz USA, LLC

Incident Resulting in Injury – Rear Liftgate Malfunction

Dear Mercedes-Benz USA, LLC,

This letter constitutes my **second formal Lemon Law notice** regarding my **2025 Mercedes-Benz GLC**, and now additionally serves as **notice of personal injury caused by a safety-related defect**. Mercedes-Benz has been provided multiple opportunities to diagnose and correct these defects and has failed to do so.

Prior Safety-Critical Malfunctions (Pattern of Defects)

This vehicle has exhibited **repeated, serious, and safety-critical failures**, including:

1. **Two incidents** in which the vehicle suffered a **complete systems failure** while parked in public locations. With the exception of the brake and accelerator, **all systems were inoperable**, and the vehicle would not restart.
 - I was stranded.
 - The vehicle remained at the Mercedes dealership for approximately 14+ days before being returned, declaring that a "software update" was needed to repair the fix the problem. Apparently, the software update did not work since the exact same problem reoccurred within a few weeks.
2. A **third incident** in which the vehicle's "**slippery road**" safety feature engaged **erroneously while driving above 40 mph**, despite the absence of rain, ice, or hazardous conditions.
 - The vehicle **applied braking autonomously**, and
 - The **seatbelt pretensioner activated aggressively**, pulling me tight as though a collision were imminent.
 - This was a dangerous, uncommanded safety-system activation.

Despite two dealership visits and ample notice, Mercedes-Benz has responded with explanations rather than solutions and has **refused to offer a replacement or repurchase**.

Injury-Causing Defect – Rear Liftgate

On [REDACTED] the vehicle's **powered rear liftgate closed suddenly and forcefully**, striking me on the head while I was organizing packages within the cargo area. The liftgate **failed to reverse upon impact** to my head and instead completed closure after slamming down on my head and then locked.

No action was taken by me to trigger this function. I did not press any button, use hands-free access, or approach the vehicle with the key fob. My keys were inside a handbag resting motionless in a nearby shopping cart. There was no environmental condition or user action that would reasonably explain a commanded closure. In addition, there was **absolutely no warning of any kind** of imminent closure.

As a result of the incident, I required emergency medical treatment, including neurological evaluation and CT imaging of my brain and cervical spine. I experienced significant [REDACTED]

This injury-causing incident follows the three prior serious malfunctions, all involving the vehicle's electrical and safety systems. A vehicle that:

- Applies braking autonomously without hazardous conditions;
- Fully loses electrical and safety functionality without recovery; and
- Operates a powered liftgate that fails to detect obstruction and does not reverse upon impact;

poses a clear and unreasonable risk to vehicle occupants and the public. All four incidents arise from failures in the vehicle's integrated electronic control systems (ECUs), sensors, and software logic that govern safety-critical functions, resulting in either:

1. Uncommanded activation of safety systems, or
2. Failure of safety systems to respond appropriately when required, or
3. Loss of system coordination and state awareness

A vehicle that intermittently loses centralized control cannot be trusted to safely arbitrate autonomous decisions later (braking, restraint activation, liftgate motion).

Request for Investigation

I respectfully request that NHTSA:

- Open a formal defect investigation into the 2025 Mercedes-Benz GLC electrical, safety, and liftgate systems
- Examine whether these failures reflect a broader design, software, or sensor defect
- Determine whether recall or corrective action is warranted

Mercedes Careless Treatment of Customer's Safety Concerns

What is particularly troubling is not only the nature of these defects, but **Mercedes' response to them**. Despite repeated safety-critical failures, extended dealership possession, and now an incident resulting in actual physical injury, Mercedes-Benz has demonstrated a **disturbing lack of urgency, concern, or accountability**.

For a manufacturer that markets itself as an industry leader in safety, engineering excellence, and premium customer care, this response is **both surprising and unacceptable**. I was provided explanations instead of solutions, and rationalizations instead of remedial action, even as the vehicle continued to present an escalating risk to my safety.

This indifference is especially alarming given that Mercedes-Benz was on notice of prior electrical and safety-system failures before the injury-causing incident occurred.

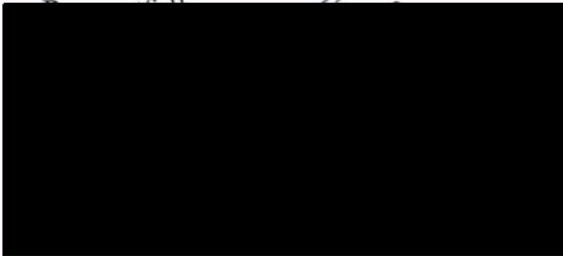
Mercedes-Benz's failure to act decisively in the face of repeated safety-critical defects is both surprising for a luxury manufacturer and indicative of a troubling disregard for customer safety.

This complaint involves an actual injury, not a near-miss, and reflects a pattern of escalating system failures. Absent timely resolution, I will proceed without further notice to:

- Lemon Law arbitration and/or

- Litigation asserting claims under **Magnuson-Moss, Florida Lemon Law, product liability, and negligence**, including recovery of attorneys' fees.

All rights and remedies are expressly **reserved**.



Boca Raton, FL

CERTIFIED MAIL

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE

W48-226

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