

[REDACTED]  
Boca Raton, FL  
[REDACTED]

July 29, 2026

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

Mercedes Benz USA LLC Legal Department - Warranty / Consumer Affairs  
1 Mercedes-Benz Drive  
Sandy Springs, GA 30328

Vehicle Information

Mercedes Case# [REDACTED]  
2025 Mercedes GLC VIN [REDACTED]  
Date of Lease: Feb 22, 2025  
Vehicle Manufacturer: Mercedes-Benz USA, LLC

Incident Resulting in Injury - Rear Liftgate Malfunction

Dear Mercedes-Benz USA, LLC,

This letter constitutes concerns for my 2025 **Mercedes-Benz GLC**, and now serves as 2nd **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.

**Injury-Causing Defect - Rear Liftgate**

Without any prompting, the vehicle's powered rear liftgate closes suddenly and forcefully, striking me or anyone else in its way on the head while we use the cargo area. Note the liftgate fails to reverse upon impact and instead completes closure after slamming down and then locks.

This erratic action has occurred four times since January 2026 all in the same way.

[REDACTED]

2

As a result of the [REDACTED] incident, I required emergency medical treatment; including neurological evaluation and CT imaging of my brain and cervical spine. I experienced significant head trauma, skull and jaw pain, and was instructed to rest for several days.

Each of these incidents occurred when the lifegate is opened and we are arranging bags or otherwise using the trunk area. In two of these instances, witnesses nearby were able to get the person in danger away in time. In the other two instances, our heads were hit hard and forcefully.

I can tell you definitively that no action was taken by me or anyone else to trigger this function. We did not press any button, use hands-free access, or approach the vehicle with the key fob. I want to emphasize in the strongest possible terms that the "kick feature" to open the trunk was not engaged in ANY incident. We are aware of this feature and where the placement is to engage it. 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.**

This vehicle has 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 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 (liftgate motion).

#### Request for Investigation

I respectfully request that NHTSA:

- Extend or reconsider its formal defect investigation into the 2025 Mercedes-Benz GLC 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

These defects are frightening, but **Mercedes' response to them even more so.**

I brought the vehicle in for this issue, and after holding onto the vehicle for several weeks, they returned it on March 26, 2026, stating that they could not duplicate the liftgate problem. However, since that time, two additional incidents have occurred.

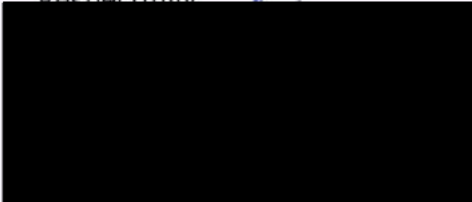
Despite repeated safety-critical failures, extended dealership possession, and now several incidents resulting in actual physical injury, Mercedes-Benz has demonstrated a **disturbing lack of urgency, concern, or accountability**.

For a manufacturer that claims to be an industry leader in safety, engineering excellence, and premium customer care, this response to my lemon law case is completely unacceptable. 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.

This complaint involves actual injury, not a near-miss. Mercedes declined my claim under the Florida lemon law. A few months later I see a notice that the vehicle actually did have a defect.

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

Respectfully,

A large black rectangular redaction box covers the signature and any handwritten notes that might have been present.

1044-229

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