

June 17, 2026

National Highway Traffic Safety Administration

1200 New Jersey Avenue, SE

Washington, D.C. 20590

RE: Mercedes Benz

Model GLA 250 -sudden stall at the busy road without warning

Vin no. [REDACTED]

Formal Statement Regarding Vehicle Safety Concern

I am submitting this statement regarding a safety concern involving my 2021 Mercedes-Benz GLA 250, purchased in April 2022 and currently with approximately 54,000 miles.

On June 8, 2026, while driving on [REDACTED] and heading toward the freeway, I unexpectedly turned onto a less congested road. Shortly thereafter, my vehicle suddenly lost power and stalled without any warning lights, messages, or prior indication of a problem.

I attempted to restart the vehicle multiple times. The engine would crank but would not remain running. The vehicle had to be towed to the dealership for diagnosis and repair.

My primary concern is not the repair cost. My greatest concern is safety and the loss of confidence in my vehicle. I was fortunate that this incident occurred before I entered the freeway. Had the vehicle stalled while traveling at highway speed or in heavy traffic, the consequences could have been far more serious.

I opened a case with Mercedes-Benz Customer Care and waited for their response while my vehicle remained at the dealership for over a week. Because I urgently needed transportation, I eventually accepted the dealer's offer of 50% goodwill assistance to proceed with the repair. However, my acceptance of this assistance should not be interpreted as a waiver of my concerns regarding the safety and reliability of my vehicle.

Mercedes-Benz later informed me that the vehicle was out of warranty and declined additional assistance. While I appreciate the dealer's goodwill offer, I remain concerned that the discussion focused primarily on warranty coverage and repair costs rather than on the underlying issue: a relatively new vehicle suddenly shutting down without warning.

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My greatest fear is not the financial cost of the repair but the possibility of experiencing another sudden failure in the future. Since this incident, I have developed a fear of using the vehicle. My concern is no longer, "What if this happens again?" but rather, "When will it happen again?" The incident has left me questioning whether I can trust the vehicle to operate safely and reliably in the future.

Although the vehicle is being repaired, I remain concerned about the possibility of another sudden failure and the potential safety risks it may pose to me and to others on the road.

I respectfully request that this matter be reviewed from a safety perspective and that appropriate consideration be given to the circumstances surrounding this incident.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

Concord, CA

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