

NHTSA Consumer Complaints as of July 26, 2017

15 10986060 2007 MERCEDES BENZ GL450 Fire Related WE WERE DRIVING ON SAN VICENTE BLVD IN BEVERLY HILLS, MY HUSBAND IN THE DRIVER SEAT TURNED ON THE SEAT HEATERS IN OUR SUV AND ABOUT ONE MINUTE LATER WE STARTED SMELLING SOMETHING BURNING AND COULD NOT RIGHT AWAY DISTINGUISH WHERE THE PUTRID SMELL ORIGINATED FROM. MOMENTS LATER THE CABIN STARTED FILLING WITH SMOKE AND THE FUMES BECAME UNBEARABLE WHICH MADE US, MYSELF, HUSBAND AND OUR 1.5YR OLD COUGH. MY HUSBAND NOTICED HIS SEAT WAS HOTTER THAN USUAL, AND QUICKLY REALIZED IT WAS THE SEAT THE FUMES AND SMOKE WERE COMING FROM AND QUICKLY TURNED OFF THE HEATER. WE STOPPED THE CAR, JUMPED OUT, I GRABBED MY SON FROM THE BACK SEAT AND WE FOUND A BURNT HOLE IN THE DRIVER SEAT!! LOS ANGELES CA Failure Date: 05/14/2017

15 10933449 2007 MERCEDES BENZ GL450 Fire Related 2007 MERCEDES BENZ GL450. CONSUMER WRITES IN REGARDS TO VEHICLE CATALYTIC CONVERTER CAUSES FIRE. *SMD CONSUMER SENT ADDITIONAL CORRESPONDENCE. *SMD THE CONSUMER STATED THE FIRE MAY HAVE BEEN CAUSED BY THE SEAT HEATER. UPDATED 04/04/2017*JS UPDATED 04/14/2017*JS GREENSBORO NC Failure Date: 07/05/2016

15 10839320 2007 MERCEDES BENZ GL450 Fire Related WHILE DRIVING TO WORK THIS MORNING, I TURNED ON THE DRIVERS SIDE SEAT WARMER. LESS THAN THREE MINUTES LATER, I NOTICED A STRONG ODOR FOLLOWED BY A CONSIDERABLE AMOUNT OF SMOKE AND HEAT COMING FROM THE SIDE OF THE SEAT NEAREST THE DOOR. I FELT WHAT I THOUGHT WAS SOMETHING POKING ME IN THE LEFT REAR POCKET OF MY PANTS, AND BURNED THE BACK OF MY KNUCKLE CHECKING FOR THE SOURCE OF THE HEAT. I IMMEDIATELY SHUT OFF THE HEATER AND PULLED OFF AT THE FIRST SAFE LOCATION. I EXITED THE VEHICLE (A PALL OF SMOKE FOLLOWED ME) AND KNOCKED THE SMOKING EMBERS OUT OF THE VEHICLE (A HOLE LARGER THAN A QUARTER IS BURNED IN THE SEAT). I ALSO NOTICED A HOLE WAS BURNED THROUGH MY PANTS. APPARENTLY, I CAME VERY CLOSE TO

NHTSA Consumer Complaints as of July 26, 2017

SIGNIFICANT PERSONAL INJURY, NOT TO MENTION THE FACT OF POSSIBLE LOSS OF CONTROL OF THE VEHICLE. WE CALLED THE DEALER AND THEY SCHEDULED THE CAR FOR NEXT MONDAY. RESEARCHING INTO THE ISSUE, MINE IS NOT AN ISOLATED CASE AS THERE ARE MULTIPLE CLASS ACTION LAWSUITS AND COMPLAINTS WITH THE NHTSA. OBVIOUSLY, THE SE SEATS ARE DEFECTIVE, MERCEDES IS AWARE, THE PASSENGER SEAT IS NEXT AND IS NOT SAFE. ALEXANDRIA VA Failure Date: 03/01/2016

15 10855376 2007 MERCEDES BENZ GL450 Fire Related 2
COMPLAINTS -1 I WAS DRIVING W/OUT A COAT ON & TURNED THE DRIVERS SEAT HEATER ON. THEN I STARTED FEELING A SHARP, STINGING PAIN ON MY BACK AND STARTED SMELLING THE BURNING OF WHAT TURNED OUT TO BE THE SEAT. I ALMOST HAD AN ACCIDENT TRYING TO GET WHAT I THOUGHT WAS A STINGING OR BITING INSECT OFF MY BACK. ONCE I REALIZED IT WAS THE SEAT HEATER, I TURNED THE SEAT HEATER OFF, ONLY TO FIND I NOW HAVE A HOLE IN MY SEAT. IF MERCEDES KNOWS THEY HAVE THIS PROBLEM, AS I HAVE COME TO READ HERE, THEY SHOULD WARN PEOPLE NOT TO USE THE HEATERS TO AVOID AN ACCIDENT AND AVOID HAVING A HOLE IN THE SEAT OR REPLACE THE SEAT AND HEATER. #2 THE FRONT AIR SUSPENSION SHOCK CRASHED ON THE FRONT OF MY CAR. MY CAR SAT IN THE DEALERSHIP FOR OVER A MONTH WAITING FOR MERCEDES TO REENGINEER THE AIR SHOCK. FINALLY, THEY TOLD US TO BUY AN AFTERMARKET AND THEY WOULD INSTALL. SHORTLY THEREAFTER REAR OF THE CAR WOULDN'T LEVEL AND THEY SAID IT WAS THE COMPRESSOR SO THAT WAS REPLACED. BUT STILL THE REAR WAS UNEVEN SO THEY REPLACE D BOTH REAR SHOCKS AND STILL THE CAR WOULDN'T LEVEL. THEN THEY HAD THE NERVE TO TELL ME IT WAS THE FRONT AFTERMARKET AND THEY NOW NEEDED TO BE REPLACED. AND THE DEALER TOLD ME THE CAR WAS A 2007 SO WHAT SHOULD I EXPECT. I STOPPED GOING TO THE DEALER AND INSTEAD TOOK IT TO A PRIVATE SHOP. THEY REPLACED A SENSOR FOR A MINIMAL CHARGE AND THE CAR HAS BEEN FINE SINCE. DERWOOD MD Failure Date: 12/13/2015

NHTSA Consumer Complaints as of July 26, 2017

15 10717306 2007 MERCEDES BENZ GL450 Fire Related TL* THE CONTACT OWNS A 2007 MERCEDES BENZ GL450. WHILE DRIVING AT APPROXIMATELY 20 MPH, THE FRONT DRIVER SIDE SEAT CAUGHT FIRE AND BURNED A HOLE IN THE SIDE OF THE SEAT WHILE THE HEATED SEAT FEATURE WAS ENGAGED. THE CONTACT TURNED THE HEATED SEAT FEATURE OFF AND THE FIRE WAS EXTINGUISHED. A POLICE REPORT WAS NOT FILED AND THERE WERE NO INJURIES REPORTED. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS NOT DIAGNOSED OR REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 83,000. THE VIN WAS UNAVAILABLE.

AVON IN Failure Date: 05/12/2015

15 10682722 2007 MERCEDES BENZ GL450 Fire Related WE HAD LEFT THE HOME - DROVE APPROXIMATELY 3 MINUTES AT 20 MILES AN HOUR WITH THE SEAT HEATER ON. ALL OF A SUDDEN THE SEAT STARTED TO SMOKE - IT HAD CAUGHT FIRE. WE HAD A BABY IN THE CAR, WERE TRAVELING DOWN A MOUNTAIN ROAD IN ASPEN. WE PULLED OVER TO THE SIDE OF THE ROAD AND THANKFULLY WERE ABLE TO PUT THE FIRE OUT WITH SNOW FROM A SNOW BANK (WHAT WOULD HAVE HAPPENED IF IT WAS IN THE SUMMER?). THERE IS A BIG HOLE IN OUR CAR SEAT NOW AND OBVIOUSLY - WE ARE NOT ABLE TO USE THE SEAT HEATERS. I SEE FROM THE REPORTS HERE THAT THIS HAS HAPPENED MANY TIMES WITH THE SAME VEHICLE -- THERE SHOULD BE A RECALL DONE FOR THIS ISSUE ON THIS VEHICLE AS SOMEONE MAY BE INJURED SEVERELY IN THE FUTURE. *TR ASPEN CO Failure Date: 02/09/2015

15 10689643 2007 MERCEDES BENZ GL450 Fire Related TL* THE CONTACT OWNS A 2007 MERCEDES BENZ GL450. WHILE DRIVING APPROXIMATELY 35 MPH, THE FRONT DRIVER SIDE SEAT STARTED TO SMOKE AND BURNED THROUGH THE SEAT AND THE CONTACT'S CLOTHING. THERE WERE NO INJURIES. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC, WHO DIAGNOSED THAT THERE WAS A SHORTAGE IN THE HEATED SEAT ELEMENT. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS

NHTSA Consumer Complaints as of July 26, 2017

NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 60,000.

DEERFIELD IL Failure Date: 01/26/2015

15 10662961 2007 MERCEDES BENZ GL450 Fire Related I WAS DRIVING MY FAMILY TO AN AFTERNOON LUNCH ON THE 5TH OF DECEMBER, 2014, THE DAY WAS CHILLY AND IT WAS A GOOD TIME TO HAVE THE HEATED SEATS ON... AFTER ABOUT 10 MINUTES OF DRIVING I NOTICED A BURNING SMELL AND THOUGHT IT WAS SOMETHING IN THE AREA (IT WAS ACTUALLY MY SEAT LIGHTING ME ON FIRE), NEEDLESS TO SAY THE SMELL CONTINUED TO GET WORSE AND I KNEW SOMETHING WAS WRONG. I LOOKED FOR A SAFE AREA TO PULL OVER AND IDENTIFY THE SOURCE OF THE SMELL, BEFORE I WAS ABLE TO GET OFF THE ROAD MY SIDE STARTED SMOKING AND LIT ON FIRE. I FRANTICALLY PULLED OFF THE ROAD AND JUMPED OUT. I THEN PROCEEDED TO RIP OF MY JACKET AND PUT OUT THE SMOLDERING SECTION OF IT. AFTER THAT I NOTICED THE CAR WAS STILL SMOKING ON THE LEFT SIDE OF THE DRIVERS SEAT ABOUT TO GO UP IN FLAMES, AT THIS TIME MY WIFE WAS PULLING OUR 2 YEAR OLD TWINS OUT OF THE VEHICLE I GOT BACK TO THE CAR TO TURN IT OFF AND EXTINGUISH THE FIRE. ONCE I WAS ABLE TO DIAGNOSE THE SCENE I FOUND THE HEATED SEAT HAD MALFUNCTIONED IN SOME MANNER AND BURNED A NICE HOLE IN THE SEAT WHICH IN RETURN LIT MY JACKET ON FIRE. I WILL GET IT INTO THE SHOP TO HAVE THE FUSE TAKEN OUT AND MAKE THE HEATED SEATS INOPERABLE NOT TAKING ANY CHANCES. *TR DENVER CO Failure Date: 12/05/2014

15 10662794 2007 MERCEDES BENZ GL450 Fire Related TL* THE CONTACT OWNS A 2007 MERCEDES BENZ GL450. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 70 MPH, THE SEAT HEATER WAS ACTIVATED AND THE DRIVERS SIDE SEAT CAUGHT ON FIRE. THE CONTACT SUSTAINED MINOR INJURIES TO THE LOWER BACK AND HIP WHICH DID NOT REQUIRE MEDICAL ATTENTION. A POLICE REPORT WAS NOT FILED. THE DEALER WAS MADE AWARE OF THE FAILURE. THE MANUFACTURER WAS MADE AWARE OF THE PROBLEM. THE FAILURE MILEAGE WAS 96,000. THE VIN WAS NOT AVAILABLE. PAM UPDATED 4/30/15*CN THE CONSUMER STATED THE

NHTSA Consumer Complaints as of July 26, 2017

MANUFACTURER AGREED TO REPAIR THE VEHICLE IF THE CONSUMER DID NOT FILE A COMPLAINT WITH THE DEPARTMENT OF TRANSPORTATION.

UPDATED 10/23/2015 *JS HENDERSON NV Failure Date:
12/01/2014

15 10734182 2007 MERCEDES BENZ GL450 Fire Related AFTER STARTING VEHICLE AND TURNING ON SEAT WARMERS, THE CAR SMELLED OF A BURNING SMELL AND I FELT A VERY HOT SPOT ON MY BACK. I TURNED OFF THE SEAT WARMERS TO FIND A HOLE BURNED INTO THE LEATHER. ALL OCCURRED ON THE DRIVER'S SIDE OF 2007 MB GL-450.

HOUSTON TX Failure Date: 11/30/2014

15 10658757 2007 MERCEDES BENZ GL450 Fire Related I WAS IN MY 2007 MERCEDES GL450 AND HAD DRIVEN APPROX. 2 MILES WITH MY FRONT DRIVER'S SEAT HEATER ON. I STARTED TO NOTICE A STRANGE SMELL AND SUDDENLY THE CABIN WAS STARTING TO FILL UP WITH SMOKE. I IMMEDIATELY STOPPED THE VEHICLE AND DISCOVERED THE LEFT SIDE OF THE BACK OF MY FRONT DRIVERS SEAT WAS ON FIRE. SNOW WAS ON THE GROUND SO I SCOOPED UP SNOW TO PACK IN THE FIRE/HOT SPOT WHICH HAD BURNED A LARGE HOLE THROUGH THE VINYL AND INSIDE PADDING MATERIAL. I LATER NOTICED THAT MY JACKET HAD BURN MARKS AND A HOLE IN THE EXACT LOCATION OF THE POINT OF THE FIRE. *TR ELLISVILLE MO

Failure Date: 11/16/2014

15 10652802 2007 MERCEDES BENZ GL450 Fire Related TL* THE CONTACT OWNS A 2007 MERCEDES BENZ GL450. THE CONTACT STATED WHILE DRIVING AT AN UNKNOWN SPEED, THE SEAT HEATERS OVER HEATED CAUSING THE DRIVER'S SEAT TO CATCH ON FIRE. THE CONTACT SUFFERED FROM BURNS. THE VEHICLE WAS TAKEN TO A DEALER. THE TECHNICIAN WAS UNABLE TO DIAGNOSE THE FAILURE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 68,690.

BROOKLYN NY Failure Date: 11/04/2014

NHTSA Consumer Complaints as of July 26, 2017

15 10584249 2007 MERCEDES BENZ GL450 Fire Related DRIVING IN NEW JERSEY ON ROUTE 80 WEST FOR 1-2 MILES THERE WAS A STRONG ODOR OF BURNT WIRES THAT SMELL SO BAD AND HAVE NOTICED THAT THE SMOKE WAS COMING FROM UNDERNEATH THE PASSENGER SEAT. IT WENT ON FOR FEW MINUTES WHERE THE WIRES ACTUALLY CAUGHT ON FIRE AND MELTED TOGETHER. STOPPED THE CAR, SHOT THE ENGINE OFF, WITH WINDOWS OPEN AND TRIED TO PULL THE WIRES APART TO PREVENT FURTHER DAMAGE.... BUT COULD NOT SEPARATE THE WIRES FROM EACH OTHER. CALLED THE MB DEALER NEAR OUR LOCATION AND BROUGHT THE CAR IN AFTER THE MBUSA SUGGESTED TOWING IT IN AND LATER WE WERE TOLD THAT THE VEHICLE WAS SAFE TO DRIVE TO THE DEALER. THE LOCAL MB DEALER MANAGER I TALKED TO WAS VERY HELPFUL AND UNDERSTANDABLE AND HE TRIES TO SUPPORT ME THE BEST WAY HE COULD WHERE HE AGREED TO LOOK AT THE CAR AT REDUCED RATE TO HELP OUT TO TRY TO FIGURE OUT THE ISSUE. THE CAR IS AT THE MB DEALER NOW. MBUSA SENT AN EXPERT TO INSPECT THE CAR AT THE MB DEALER AND AFTER A WEEK I WAS TOLD THAT NO ONE KNOWS WHAT HAPPENED. MBUSA RULED OUT ANY CONNECTIONS TO A PREVIOUS WORK DONE MB DEALER ON THE DRIVER SEAT HEATER. I WAS ALSO TOLD, BY MBUSA, THAT THE ISSUE IS AN INTERNAL AND THEY CAN-??T DISCUSS THAT WITH ME AND I SHOULD GO THRU MY CAR INSURANCE SINCE VEHICLE WAS OUT OF WARRANTY. THE DEALER TOLD ME THAT IT-??S APPROX. \$12,000 JOB TO REPLACE THE MAIN HARNESS WHICH WAS RESPONSIBLE FOR THIS DAMAGE. I HAVE SPENT SO MUCH MONEY TO PURCHASE THIS SUV WHICH SUPPOSED TO BE SAFE AND RELIABLE FOR ME AND MY FAMILY AND NEVER EXPECT THIS TO EVER HAPPEN. PERHAPS WE BROUGHT A LEMON. *TR FORT LEE NJ Failure Date: 04/02/2014

15 10565459 2007 MERCEDES BENZ GL450 Fire Related AS I WAS DRIVING DOWN THE ROAD I PUT ON THE SEAT WARMER. APPROXIMATELY 1 MILE LATER AS I WAS ABOUT TO ENTER THE FREEWAY I NOTICED AN ODOR THAT SMELLED LIKE SMOKE. I THOUGHT IT WAS FROM THE ROAD BEING PAVED NEARBY, BUT THEN NOTICED THAT MY SEAT WAS GETTING VERY HOT

NHTSA Consumer Complaints as of July 26, 2017

BY MY LOWER LEFT BACK. I GLANCED DOWN AND SAW SMOKE, LEANED FORWARD AND NOTICED A BLACK HOLE IN THE SEAT THAT WAS GLOWING TOO. I PUSHED THE SEAT WARMER BUTTON OFF AND STARTED HITTING THE SEAT TO PUT OUT THE FIRE. I PULLED OVER AND ALTHOUGH IT WAS STILL SMOKING THE FIRE APPEARED TO HAVE STOPPED. FORTUNATELY, I WAS NOT BURNED TOO BADLY. *TR BRADBURY CA Failure Date: 02/22/2014

15 10563658 2007 MERCEDES BENZ GL320 Fire Related THE SEAT WARMER WAS TURNED ON AND THE SEAT CAUGHT FIRE. SMOKE FILLED THE CABIN OF THE CAR. THE RESULT WAS A HOLE IN THE SEAT OF THE CAR. *TR MARIETTA GA Failure Date: 02/10/2014

15 10563880 2007 MERCEDES BENZ GL450 Fire Related TL* THE CONTACT OWNS A 2007 MERCEDES BENZ GL450. THE CONTACT STATED THAT A FIRE ERUPTED FROM THE FRONT PASSENGER'S SEAT. THE CONTACT WAS ABLE TO EXTINGUISH THE FIRE WITH A FIRE EXTINGUISHER. A FIRE REPORT WAS NOT FIELD AND THE FIRE DEPARTMENT WAS NOT CONTACTED. THE VEHICLE WAS NEITHER DIAGNOSED NOR REPAIRED TO DETERMINE THE CAUSE OF THE FIRE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 62,000. HOUSTON TX Failure Date: 02/10/2014

15 10558873 2007 MERCEDES BENZ GL450 Fire Related I TURNED ON MY 2007 MERCEDES GL450 IN MY DRIVEWAY TO WARM IT UP AND 1 MINUTE LATER THE HORN CONTINUALLY WENT OFF. I TURNED THE CAR OFF AND THE HORN CONTINUED. SMOKE BEGAN FROM THE PASSENGER REAR TAIL LIGHT, THEN A FLAME. 911 WAS CALLED THE MOMENT WE SAW SMOKE. WITHIN SECONDS THE BACK SEAT WAS ENGULFED IN FLAMES AND THEN THE ENTIRE CAR. THE FLAMES WERE AS HIGH AS MY 2 STORY HOME. THERE IS NOTHING LEFT OF THIS CAR. THE AMOUNT OF BROKEN GLASS FROM ALL THE WINDOWS BLOWING OUT DOWN MY DRIVEWAY IS UNBELIEVABLE. *TR BURLINGAME CA Failure Date: 01/03/2014

NHTSA Consumer Complaints as of July 26, 2017

15 10561862 2007 MERCEDES BENZ GL450 Fire Related I WAS DRIVING IN MY SON [XXX] TO HIS SCHOOL IN WAYNE NEW JERSEY WITH MY GL 450 SEATS WARMER TURNED ON IN BOTH THE DRIVERS AND PASSENGER SEATS. I STARTED SMELLING SMOKE & THOUGHT IT WAS FROM OUTSIDE. I OPENED MY WINDOW, AND SMOKE STARTED SWIRLING INSIDE MY CAR AND STARTED GETTING THICKER WITHIN MINUTES. I TRY TO SEARCH FOR THE SOURCE OF THE STRANGE SMELL - BUT NO OBVIOUS CLUE OBSERVED. WHEN I REACHED MY DESTINATION I NOTICED THAT THE SEAT HAS BURNED A HOLE IN MY SUIT JACKET BACK LEFT SIDE. THE HOLE IN THE CAR IS ON THE LEFT SIDE OF THE DRIVERS SEAT. I HAVE NOT CONTACTED MERCEDES BENZ SERVICE AND WOULD LIKE TO KNOW WHAT I SHOULD DO IF POSSIBLE. I WOULD APPRECIATE DIRECTING ME TO THE APPROPRIATE LINE TO FIX MY SEAT AND ELECTRICAL SYSTEM OF MY JEEP AND GET COMPENSATED FOR MY SUIT DAMAGE ASAP. *TR FORT LEE NJ Failure Date: 12/12/2013

15 10552768 2007 MERCEDES BENZ GL450 Fire Related AFTER ABOUT 3 MINUTES OF HAVING MY DRIVER'S SIDE SEAT WARMER ON, WE STARTED TO SMELL BURNING AND THE LEFT SIDE OF MY SEAT GOT VERY HOT, SO I TURNED OFF MY SEAT WARMER. WHEN I GOT OUT OF MY CAR, I NOTICED A BURN HOLE IN MY SWEATSHIRT AND THEN LOOKED AT MY SEAT AND IT HAD A BURN HOLE ON IT ABOUT 1/2-1" IN SIZE. WHAT WOULD HAVE HAPPENED IF I DIDN'T TURN IT OFF IF THIS HAPPENED IN ABOUT 3 MINUTES? *TR SACRAMENTO CA Failure Date: 11/18/2013

15 10552653 2007 MERCEDES BENZ GL450 Fire Related MY CAR CAUGHT ON FIRE WHILE DRIVING ON HIGHWAY 580 EASTBOUND IN LIVERMORE, CA. OTHER DRIVERS WERE FLAGGING ME TO PULL OVER. MY CAR IS TOTALLY DESTROYED. IT TOOK 3 FIRE TRUCKS AND 1500 GALLONS OF WATER AND FOAM TO PUT OUT. THERE WAS JUST UNDER 1/2 TANK OF GAS. *TR SAN RAMON CA Failure Date: 11/17/2013

15 10547266 2007 MERCEDES BENZ GL450 Fire Related I WAS TAKING MY KIDS TO SCHOOL IN THE MORNING AND IT WAS COLD SO I TURNED ON MY SEAT WARMER AND IN ABOUT 5 MIN. WE STARTED SMELLING SMOKE

NHTSA Consumer Complaints as of July 26, 2017

AND IT WAS COMING FROM MY DOOR SIDE OF THE CAR AND THE SMOKE WAS PRETTY HEAVY, I WAS ALSO FEELING A BURNING SENSATION ON MY LEFT SIDE. I TURN TO TAKE A LOOK AND THE SEAT WAS ON FIRE AND IT CAUSED A BURN THROUGH THE SEAT, DAMAGING MY CLOTHING. I TURNED OF THE SEAT WARMER AND STOPPED THE CAR AND TOOK THE KIDS OUT FOR SOME TIME. I WAS TO SCARED TO DRIVE MY CAR FROM THAT POINT ON. I AM IN TALKS WITH THE DEALERSHIP AND THEY WANT TO TAKE PICTURES OF THE SEAT. I HAVE ALSO GOTTEN IN TOUCH WITH MY INSURANCE COMPANY TO SEE IF ANY COVERAGE CAN BE ADDED TO REPLACE MY SEAT. MY CAR HAS ALL ORIGINAL PARTS AND THIS HAS NEVER HAPPENED TO ME BEFORE. *TR LAKE BALBOA CA Failure Date: 10/08/2013

15 10509622 2007 MERCEDES BENZ GL450 Fire Related I STARTED MY CAR IN THE MORNING AND TURNED ON MY HEATED SEATS AS THE SEATS BEGIN TO WARM UP I STARTED TO SMELL SMOKE I WAS ITCHING ON MY BACK IN THE AREA OF MY FAR ON MY LEFT SIDE AND I NOTICED THAT THE SEAT WAS BURNING I IMMEDIATELY TURNED OFF MY HEATED SEATS AND THEN NOTICED THAT I WAS STUCK TO THE SEAT BECAUSE THE SEAT AT CAUGHT FIRE THERE WAS AN APPARENT HOLE IN THE LEATHER ON THE LEFT RIGHT SIDE OF MY DRIVER SEAT WHERE IT WAS BURNING. THIS WAS SCARY AND ALARMING BECAUSE I DIDN'T KNOW IF IT WOULD CONTINUE TO IGNITE. *TR PEORIA AZ Failure Date: 04/15/2013

15 10499649 2007 MERCEDES BENZ GL450 Fire Related TL* THE CONTACT OWNS A 2007 MERCEDES BENZ GL450. THE CONTACT STATED THAT AFTER STARTING THE IGNITION, THE FRONT DRIVER'S SIDE HEATED SEAT WAS ACTIVATED AND SUDDENLY THERE WAS A BURNING ODOR WITH SMOKE EMITTING FROM THE SEAT. A SMALL FLAME WAS ALSO VISIBLE. THE CONTACT PERSONALLY EXTINGUISHED THE FIRE. THE VEHICLE HAD NOT BEEN DIAGNOSED. THE MANUFACTURER WAS NOT NOTIFIED OF THE PROBLEM. THE APPROXIMATE FAILURE MILEAGE WAS 106,366. *TR BRANDON MS Failure Date: 02/22/2013

NHTSA Consumer Complaints as of July 26, 2017

15 10492291 2007 MERCEDES BENZ GL450 Fire Related DRIVERS
SIDE SEAT HEATER BURNED THROUGH SEAT CAUSING SMOKE AND HOLE.
*TR SHAWNEE KS Failure Date: 01/10/2013

15 10489393 2007 MERCEDES BENZ GL450 Fire Related TL* THE
CONTACT OWNS A 2007 MERCEDES GL450. THE CONTACT STATED THAT WHILE
ATTEMPTING TO ENTER THE FREEWAY, THE VEHICLE EMITTED A STRONG
BURNING ODOR FROM THE DRIVER'S SEAT. THE CONTACT THEN FELT HER
SKIN BURNING. THE CONTACT COASTED ONTO THE SHOULDER AND
DISCOVERED THAT HER CLOTHING WAS BURNED AND THE DRIVER'S SEAT
WAS EMITTING SMOKE. THE VEHICLE WAS TAKEN TO THE DEALER. THE
DEALER DID NOT INSPECT THE VEHICLE AND THE VEHICLE WAS NOT
REPAIRED. THE MANUFACTURER WAS NOT MADE AWARE OF THE FAILURE. THE
FAILURE AND CURRENT MILEAGE WAS 80,000. LYNWOOD CA
Failure Date: 12/18/2012

15 10448071 2007 MERCEDES BENZ GL450 Fire Related DRIVER
SIDE SEAT CAUGHT FIRE AFTER HEATED SEAT BUTTON DEPRESSED ON THE
DASH. APPROXIMATELY THREE MINUTES HAD ELAPSED WHEN SEAT BEGAN TO
SMOKE. THE SMOKE CONTINUED AS THE SEAT CAUGHT FIRE ON THE FRONT
LEFT PANEL OF THE BACK PORTION OF THE SEAT. THE FIRE PROJECTED
THROUGH THE SEAT, BURNING A HOLE THROUGH THE SEAT ABOUT TWO
INCHES IN DIAMETER. DRIVER'S SWEATER WAS SINGED BY THE FLAME.
*TR BAKERSFIELD CA Failure Date: 02/13/2012

15 10439844 2007 MERCEDES BENZ GL Fire Related I WAS DRIVING
FOR LESS THAN 5 MINUTES WITH SEAT HEATER ON WHEN I FELT BURNING ON
LEFT SIDE OF MY LOWER BACK. I FELT THE SEAT AND IT WAS VERY HOT AND
MELTING. I IMMEDIATELY TURNED SEAT HEATER OFF, BUT I WAS IN TRAFFIC
AND COULD NOT STOP. THE SEAT BEGAN TO COOL, BUT I SMELLED A STRONG
BURNING ODOR. WHEN I WAS ABLE TO STOP THE CAR, I LOOKED AND SAW A
BURN IN THE SEAT ABOUT THE SIZE OF A NICKEL. I TOOK THE CAR TO THE
DEALERSHIP THAT DAY; THE SERVICE TECHNICIAN ACTED VERY SURPRISED
AND CONCERNED ABOUT MY SEAT, AND TOLD ME THAT THEY HAD NEVER

NHTSA Consumer Complaints as of July 26, 2017

SEEN PROBLEM BEFORE. THEY HAD ME SET UP A SERVICE APPOINTMENT, THE APPOINTMENT RECEPTIONIST SAID "HOW STRANGE- WE HAD A CALL YESTERDAY ABOUT A GL WITH THE SAME PROBLEM" I HAD MY SERVICE APPOINTMENT TODAY. AFTER INSPECTING THE GL, THE SERVICE TECHNICIAN TOLD ME THAT THE PROBLEM IN MY SEAT WAS DUE TO WEAR. THEY SAID THAT IT IS THE SIDE THAT I ENTER THE CAR AND I MUST HAVE WORN IT DOWN, AND THAT CAUSED THE MALFUNCTION WHICH LEAD TO MY SEAT GETTING OVERHEATED AND MELTED. THEY SAID THEY WOULD NOT REPAIR THE SEAT OR THE PROBLEM. THEY DID DISCONNECT THE SEAT HEATER. I AM SHOCKED BY THE MB SERVICE. THERE IS ONLY NORMAL WEAR AND TEAR ON THE CAR, AND TO INSINUATE THAT THE WAY I GET IN AND OUT OF THE CAR COULD POTENTIALLY CAUSE A FIRE IS ABSURD. MB NEEDS TO TAKE RESPONSIBILITY AND ADMIT TO THE DANGER THAT GL OWNER ARE EXPOSED TO. I AM A LOYAL COSTUMER WHO HAS OWNED SEVERAL MERCEDES. I AM A MOTHER OF 2 YOUNG CHILDREN, I WAS SO RELIEVED THAT THEY WERE NOT IN THE CAR AT THE TIME. I FEEL FORTUNATE THAT I SENSED THE HEAT BEFORE THERE WAS A FIRE. IF I WOULD HAVE BEEN SEATED A LITTLE MORE TO THE RIGHT OR WEARING A HEAVY COAT I MIGHT NOT HAVE FELT THE MELTING TILL I WOULD HAVE BEEN IN GREAT DANGER. I THINK THIS IS AN OBVIOUS DEFECT IN THE DESIGN THAT POSES A SERIOUS THREAT TO THE SAFETY OF ANY GL OWNER. TOMORROW I WILL CONTACT AN ATTY. *TR

MEMPHIS TN Failure Date: 12/08/2011

15 10432541 2007 MERCEDES BENZ GL450 Fire Related TL* THE CONTACT OWNS A 2007 MERCEDES BENZ GL450. THE CONTACT STATED WHILE DRIVING THE INTERIOR OF THE VEHICLE EXHIBIT A STRONG PLASTIC ODOR AND THE DRIVERS SEAT RELEASED SMOKE. THE VEHICLE WAS NOT TAKEN TO THE DEALER FOR DIAGNOSTIC TESTING. THE VEHICLE WAS NOT REPAIRED. THE FAILURE AND THE CURRENT MILEAGE WAS 57,000.

STAMFORD CT Failure Date: 10/23/2011

15 10425972 2007 MERCEDES BENZ GL450 Fire Related MY CAR WAS PARKED IN THE GARAGE. 90 MINUTES LATER ENGINE FIRE BEGAN THAT

NHTSA Consumer Complaints as of July 26, 2017

NEARLY BURNED DOWN MY GARAGE AND HOUSE. NO PROBLEMS WERE NOTICED IN THE CAR 60 MINUTES AFTER PARKING. FIRE OCCURRED 60 TO 90 MINUTES AFTER PARKING. *TT ST. LOUIS MO Failure Date: 09/16/2011

15 10376715 2007 MERCEDES BENZ GL450 Fire Related I WAS DRIVING IN MY NEIGHBORHOOD WITH MY GL 450 SEAT WARMER TURNED ON IN THE DRIVERS SEAT. I STARTED SMELLING SMOKE & THOUGHT IT WAS FROM OUTSIDE. I OPENED MY WINDOW, AND SMOKE STARTED SWIRLING INSIDE MY CAR AND STARTED GETTING THICKER WITHIN MINUTES. I PULLED THE CAR OVER TO THE STREET CURB, TURNED MY IGNITION OFF AND DISCOVERED A MELTED HOLE ABOUT THE SIZE OF A QUARTER BURNING & SMOKING. THE SWEATER I WAS WEARING ALSO HAD A MELTED HOLE IN IT. THE HOLE IN THE CAR IS ON THE LEFT SIDE OF THE DRIVERS SEAT. WE CONTACTED MERCEDES BENZ SERVICE HERE IN SAN DIEGO, AND WERE JUST TOLD TO BRING IT IN ON MONDAY - IT HAPPENED ON THURS. MORNING. SO WE ARE WAITING FOR MONDAY, BUT IN THE MEANTIME I AM AFRAID TO DRIVE MY CAR AND WANT TO REPORT THIS INCIDENT, DUE TO THE EXTREME SAFETY FACTOR OF THE SITUATION, BUT DON'T KNOW WHAT AGENCIES TO CONTACT. THIS COULD POTENTIALLY BEEN A MORE DANGEROUS SITUATION AS IT WAS A BURNING ELECTRICAL FIRE. THANK GOODNESS I COULD SAFELY PULL OVER AND TURN OFF THE POWER TO THE CAR. THANK YOU *TR LA JOLLA CA
Failure Date: 01/13/2011

15 10375192 2007 MERCEDES BENZ GL450 Fire Related DRIVER'S SEAT TURNING FROM GRAY TO YELLOW TO BROWN. WIFE AND I NOTICED BURNING SMELL WHILE USING SEAT HEATER AND NOTICED SEAT IS BURNED. NOTIFYING MERCEDES BENZ. *TR NICEVILLE FL Failure Date: 01/07/2011

15 10363631 2007 MERCEDES BENZ GL450 Fire Related I TURNED ON MY IGNITION AND THE DRIVER'S SIDE HEATED SEAT AND IMMEDIATELY STARTED TO DRIVE. I TRAVELED ABOUT 500 FEET AND STARTED TO SMELL SOMETHING BURNING. I THOUGHT IT WAS MY NEIGHBOR'S FIREPLACE, SO

NHTSA Consumer Complaints as of July 26, 2017

DROVE LESS THAN 1 MILE BEFORE I FELT INTENSE HEAT ON MY LEFT SIDE AND SAW SMOKE COMING OUT OF THE SEAT. UPON EXITING THE CAR, I SAW THAT MY SEAT WAS ON FIRE. I TURNED OFF THE HEATED SEAT BUTTON AND THE SMOKE AND FLAME DISSIPATED AND THEN DROVE RIGHT TO THE DEALER, WHO ACTED LIKE IT WAS NO BIG DEAL WHATSOEVER AND SAID THIS HAPPENS BECAUSE OF THE DESIGN OF THE WIRING AND IS CAUSED FROM WEAR AND TEAR ON THE WIRING FROM GETTING IN AND OUT OF THE VEHICLE. WHILE AT THE DEALERSHIP, I ENCOUNTERED AN MB S320 OWNER WHO CAME IN AT THE SAME TIME I DID WITH THE EXACT SAME ISSUE. MY CAR IS OUT OF WARRANTY SO THE DEALER WANTED TO CHARGE US FOR THE REPAIR BUT WE TOLD HIM TO TALK TO HIS MANAGER BECAUSE WE WERE CALLING THE NEWSPAPERS OR THEY WERE GOING TO COVER IT. THEY AGREED TO REPLACE THE HEAT ELEMENT AND THE SEAT BACK BUT REFUSED TO DEAL WITH THE PASSENGER SEAT. THEY HAVE ORDERED THE PART AND ARE SUPPOSED TO CALL US IN 3-4 DAYS WHEN THE PART COMES IN BUT WE'LL SEE IF THAT HAPPENS. THE FIRE ORIGINATED ON THE LEFT SIDE OF THE SEAT. I'M SHOCKED THAT THE DEALER DIDN'T DISABLE THE HEATING MECHANISM BEFORE WE LEFT THE DEALERSHIP. I GOOGLED THIS ISSUE AND THIS IS A VERY COMMON PROBLEM. I'M NOW AFRAID TO DRIVE THE CAR, ESPECIALLY WITH MY KIDS AND DOG WHO MAY HAVE TROUBLE ESCAPING A FIRE THAT MAY VERY LIKELY HAPPEN. ALSO, ONCE THE REPAIR IS MADE (USING THE SAME PROTOCOL AS THE CURRENT DEFECTIVE WIRING), SINCE THE CAUSE OF THE SHORT HAS NOT BEEN CORRECTED, THIS WILL HAPPEN AGAIN IN ANOTHER 2 OR SO YEARS. *TR OAK RIDGE NJ Failure Date: 11/01/2010

15 10361103 2007 MERCEDES BENZ GL450 Fire Related I WAS ON MY WAY TO DROP OFF MY DAUGHTER FOR SCHOOL. I STARTED TO SMELL SOMETHING BURNING THEN I STARTED FEELING A BURN ON MY SEATING AREA. I PULLED OVER LUCKY I WAS NEXT FIRE DEPARTMENT, MY DAUGHTER AND I GOT OFF THE CAR AS WE GOT OFF THE DRIVERS SIDE SEAT WAS ON FIRE. EVERY ONE FROM THE FIRE DEPARTMENT CAME OUT, THEY DISABLED THE SEAT ELECTRICAL SYSTEM. *TR LA HABRA HEIGHTS CA Failure Date: 10/18/2010

NHTSA Consumer Complaints as of July 26, 2017

15 10336817 2007 MERCEDES BENZ GL450 Fire Related 2007
MERCEDES GL450- TURNED ON SEAT HEATERS AND WITHIN A COUPLE
MINUTES SMELT BURNING MATERIAL. DISCOVERED THE SEAT HEATER WAS
BURNING A HOLE IN THE LEFT SIDE OF THE DRIVER SEAT BACK. TURNED OFF
THE SEAT HEATER BUT IT HAD ALREADY BURNED A HOLE ABOUT THE SIZE OF
A DIME. TOOK IT IMMEDIATELY TO THE DEALER WHERE THEY STATED THEY
HAVE SEEN THE SAME PROBLEM BEFORE. THEY ARE ORDERING A
REPLACEMENT SEAT BACK, BUT ARE NOT WILLING TO ADDRESS MY
CONCERNS ABOUT THE OTHER SEAT. *TR RENTON WA Failure Date:
06/16/2010

15 10339777 2007 MERCEDES BENZ GL450 Fire Related DRIVING ON
HWY WITH MY 3 CHILDREN IN CAR, I FELT AS IF I HAD A STICKER IN MY PANTS.
SOMETHING WAS POKING ME. THEN WE ALL SMELT SOMETHING BURNING,
WHICH CDF WAS PARKED ON THE SIDE OF HWY SO WE DIDN'T THINK
ANYTHING ABOUT IT. THEN MY OLDEST SAID "MOM THERE'S SMOKE IN THE
CAR" I LOOKED BACK IN MY REVIEW MIRROR AND SAW THE BACK OF THE CAR
FULL OF SMOKE. I IMMEDIATELY PULLED OFF THE SIDE OF THE HWY AND WE
ALL EXITED THE CAR. UPON DOING SO, I GRABBED MY PERSONAL AND
IMPORTANT BELONGINGS. NOTICED THE DRIVERS SEAT HAD A HOLE ABOUT
THE SIZE OF A NICKEL IN THE BACK PORTION. THEN MY KIDS TOLD ME MY
PANTS HAD A HOLE, AND THEN WE NOTICED MY SKIN HAD A BLISTER. I HAD
THE CAR TOWED TO THE DEALER(60 MILES) RENTED A CAR THAT HELD 7
PASSENGERS, SINCE I WAS ON MY WAY TO PICK MY PARENTS UP FROM THE
AIRPORT 2 1/2 HOURS AWAY FROM OUR HOME. MERCEDES DECLINES TO PAY
FOR RENTAL CAR, TOOK THEM 20 DAYS TO GET PARTS AND HAVE IT FIXED. I
AM VERY UNHAPPY WITH THIS VEHICLE AND THE DEALER. THEY HAVE NEVER
BEEN ANY HELP SINCE WE PURCHASED THE CAR. *TR PALO
CEDRO CA Failure Date: 06/03/2010

15 10295436 2007 MERCEDES BENZ GL450 Fire Related 2007
MERCEDES GL450 ON DEC 11 2009 I NOTICED THE SMELL OF SOMETHING
BURNING WHILE DRIVING MY SUV. SHORTLY THEREAFTER I FELT AN INTENSE

NHTSA Consumer Complaints as of July 26, 2017

BURNING ALONG MY LEFT LOWER BACK. I IMMEDIATELY PULLED OVER AND EXITED THE VEHICLE. ALONG THE LEFT SIDE BACK OF THE DRIVERS SEAT WAS A 1.5 X 0.5 INCH HOLE BURNT THROUGH THE FABRIC. I WAS USING THE SEAT HEATER AT THE TIME. THE INCIDENT DAMAGED MY PANTS AND LEATHER JACKET. *TR DEER PARK NY Failure Date: 12/11/2009

15 10285511 2007 MERCEDES BENZ GL450 Fire Related 2007
MERCEDES GL. TURNED ON SEAT WARMER, MINUTES LATER, BOTH PEOPLE IN CAR STARTED COUGHING BECAUSE OF FUMES. DRIVER FELT SOMETHING BURNING, SEAT HEATER BURNED A HOLE IN LEATHER SEAT, DRIVER'S SHIRT AND ON BODY. *TR TUSTIN CA Failure Date: 09/27/2009

15 10249660 2007 MERCEDES BENZ GL450 Fire Related TL*THE
CONTACT OWNS A 2007 MERCEDES BENZ GL450. WHILE DRIVING 15 MPH FOR APPROXIMATELY FIVE MINUTES, THE CONTACT ACTIVATED THE HEATED SEATS. MINUTES LATER, SHE FELT PAIN ON HER REAR. SHE NOTICED THAT THE LEATHER ON THE FRONT DRIVER'S SEAT WAS MELTING AND ON FIRE. SHE SAFELY PULLED OVER AND EXITED THE VEHICLE. SHE CALLED THE DEALER AND IS IN THE PROCESS OF HAVING THE VEHICLE INSPECTED. THE FAILURE AND CURRENT MILEAGES WERE 27,088. WATERLOO IL Failure Date: 11/21/2008