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Below is a list of safety-related complaints received for this product. Complaints are entered into our complaint database and are used to determine if a safety-

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COMPLAINTS: Displaying 1 - 5 out of 11

Date Complaint Filed: 03/19/2018
Component(s): SUSPENSION
Consumer Location: COLUMBIA, SC

Date of Incident: 11/12/2017
NHTSA ID Number: 11080228

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents

Crash: No **Fire:** No **Number of Injuries:** 1 **Number of Deaths:** 0

Manufacturer: Mercedes-Benz USA, LLC - DBA Sprinter
Vehicle Identification No. (VIN): WD4PG2EE0G3...

SUMMARY:

WHEN I NOTICED MY RIGHT REAR TIRE WAS BALLED AMOUNT TO THE STEAL BELTS, I KNEW THERE WAS A PROBLEM. THE CAR ONLY HAD 20K ON IT. I WENT TO PUT THE SPARE ON. WHEN REMOVING THE TIRE, UP ON FACTORY JACK, AND BOLTS REMOVED. I NOTICED THAT AS MUCH AS I JACKED THE CAR UP THE TIRE WOULD NOT COME ALL THE WAY OFF THE GROUND. WHEN I FINALLY GOT THE TIRE FREE, THE BRAKE ROTOR SHOT DOWN ON THE BOTTOM OF THE RIM, SHOT THE CAR UP IN THE AIR, AND JACK KNOCKED OVER. IT WAS LIKE THE SPRING CAME COMPLETE UNCOMPRESSED AND SHOT THE CAR UP. WHEN IT CAME DOWN, MY HAND WAS WEDGE BETWEEN THE TIRE AND CAR. I WAS ABLE TO GET IT OUT QUICKLY, BUT I COULD NOT GET THE CAR JACK UP ALL THE WAY TO GET THE TIRE OFF. I HAVE TO GET A ROAD SIDE SERVICE TO COME WITH A LONGER JACK TO PUT UNDER THE SUSPENSION, JACK IT UP TO COMPRESS THE SUSPENSION. THEN I GOT THE TIRE OFF. THIS ALL HAPPENED IN MY GARAGE WITH A LEVEL CONCRETE FLOOR. I READ THE MANUAL SEVERAL TIME TO MAKE SURE I DID THE TIRE CHANGE CORRECTLY, AND I DID. THE VAN ONLY HAD 20K MILES. I'M STILL CONFUSED HOW THE TIRE END UP LIKE IT DID. I TOOK IT TO MY NEAREST MERCEDES DEALERSHIP. THEY TOLD ME NOTHING WAS BROKEN ON THE REAR SUSPENSION. THEY COULDN'T EXPLAIN THE ISSUE I HAD CHANGING THE TIRE, BUT THEY HAD SEEN THE TIRE WEAR ISSUE SEVERAL TIMES ON THESE VANS. THEY SAID THE ALIGNMENT WAS WAY OUT. I USE THIS VEHICLE FOR MY VIDEO PRODUCTION BUSINESS. AFTER THIS ACCIDENT, I HAD THE CAR WEIGHTED ON A CAT SCALE, LOADED AND UNLOADED. I HAUL AROUND 1300 POUNDS OF GEAR. ITS RATED FOR 1874 POUND OF CARGO, AND THAT WITH TWO ROWS OF SEATS THAT WEIGH 150 POUNDS EACH THAT I HAVE REMOVED FROM THE CAR. I PUT NEW TIRES ON THE CAR AND HAD IT ALIGNED WITH ALL THE WEIGHT I CARRY. IT WAS FINE FOR ABOUT A 1000 MILES. I JUST DON'T FEEL SAFE. IT FEELS LIKE I'VE MAX THE SUSPENSION OUT. I FEEL THE SUSPENSION ON THIS CAR IT NOT RIGHT FOR THE WEIGHT IS SAYS IT CAN HANDLE

Date Complaint Filed: 07/31/2017
Component(s): SERVICE BRAKES
Consumer Location: BRANDON, MS

Date of Incident: 07/31/2017
NHTSA ID Number: 11011853

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Mercedes-Benz USA, LLC - DBA Sprinter
Vehicle Identification No. (VIN): WD3FF4CC1GP...

SUMMARY:

HAD TO SLAM ON BRAKES TO AVOID HITTING A CAR THAT PULLED OUT IN FRONT OF ME AS I APPROACHED A RED LIGHT. REAR PASSENGER BRAKE LINE FAILED AS A RESULT OF THE STOP. PUMPING BRAKES RESULTED IN FLUID BEING PUMPED OUT OF THE LINES.

Date Complaint Filed: 02/21/2017
Component(s): ELECTRICAL SYSTEM , ELECTRONIC STABILITY CONTROL , SERVICE BRAKES
Consumer Location: LAKESIDE, TX

Date of Incident: 04/24/2016
NHTSA ID Number: 10956097

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents

Crash: No **Fire:** No **Number of Injuries:** 0 **Number of Deaths:** 0

Manufacturer: Mercedes-Benz USA, LLC - DBA Sprinter
Vehicle Identification No. (VIN): WD4PG2EE5G3...

SUMMARY:

MERCEDES CLAIMS THAT THE METRIS IS ABLE TO TOW 5000LBS. WE BOUGHT THE VEHICLE NEW WITH THE TOW PACKAGE FACTORY INSTALLED. MERCEDES NEVER DISCLOSED THE FACT THAT IT'S WIRING HARNESS INCLUDED IN THE PACKAGE DOES NOT OPERATE ELECTRIC TRAILER BRAKES AND THAT NO FACTORY OR THIRD PARTY OPTION IS AVAILABLE. WE ALMOST HAD AN ACCIDENT DUE TO OUR INABILITY TO STOP QUICKLY ENOUGH. THATS HOW WE FOUND OUT THAT THE FACTORY INSTALLED TRAILER WIRING HARNESS DOES NOT OPERATE ELECTRIC BRAKES. MERCEDES SHOULD HAVE WARNED US ABOUT THIS ISSUE. THE FACTORY TRAILER WIRING HARNESS INCLUDES A 7 WIRE CONNECTOR, BUT IS ONLY WIRED FOR 6. IT CONTROLS BRAKE LIGHTS,TURN SIGNALS, RUNNING LIGHTS BUT NOT ELECTRIC BRAKES. I FILED A COMPLAINT WITH MERCEDES CORPORATE AND STATED HOW THIS IS A SAFETY ISSUE. CUSTOMERS MAY WRONGLY ASSUME THAT THEIR ELECTRIC TRAILER BRAKES ARE BEING ACTIVATED WHEN APPLYING THE VEHICLES BRAKES. WITHOUT TRAILER BRAKES, MOST TOW PAYLOADS ARE LIMITED TO 2500LBS. 5000LBS IS WAY BEYOND THE SAFE LIMIT. MERCEDES STATED THAT THERE IS NO WAY FOR THE METRIS TO ACTIVATE ELECTRIC BRAKES. I BELIEVE THAT MERCEDES NEEDS TO WARN CUSTOMERS OF THIS SPECIFIC DESIGN FLAW. MOST LIGHT DUTY TRAILERS AND CAMPERS IN THE USA USE ELECTRIC BRAKES. OUR ALMOST ACCIDENT HAPPENED ON THE I35 SOUTH OF WACO TX. WE WERE AT HIGHWAY SPEED WHEN THE TRAFFIC CAME TO A SUDDEN STOP. LUCKILY WE HAD A LARGE ENOUGH DISTANCE BETWEEN US AND THE CARS STOPPING AHEAD. WE HAD A CAR AT THE LAST MOMENT SWERVE INTO OUR LANE AND STOP. NOW WE WERE TRYING TO COME TO AN EMERGENCY STOP. WE HAD TO DEPART OUR LANE TO KEEP FROM REAR ENDING THE CAR. WE LATER FOUND OUT THAT OUR TRAILER BRAKE WE NOT BEING ACTIVATED AND THAT WAS THE CAUSE OF OUR INCREASED STOPPING DISTANCE.

Date Complaint Filed: 01/13/2017
Component(s): ELECTRICAL SYSTEM , ENGINE , UNKNOWN OR OTHER

Date of Incident: 01/12/2017
NHTSA ID Number: 10945134

Consumer Location: DALLAS, TX

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Mercedes-Benz USA, LLC.

Vehicle Identification No. (VIN): WDDTG5CBXFJ...

SUMMARY:

DRIVING AT APPROX. 30MPH AND SUDDENLY THE ENTIRE DASH LIT UP, ALL RED AND YELLOW SYMBOLS ALONG WITH A MSG IN THE DISPLAY TO THE EFFECT OF COLLISION AVOIDANCE SYSTEM INOPERATIVE, STOP IMMEDIATELY. THIS MAY NOT HAVE BEEN THE EXACT MSG. AT THE SAME TIME THE CAR DECELERATED TO A STOP ALMOST IMMEDIATELY. OBVIOUSLY I DID NOT NEED TO BRING THE VEHICLE TO A STOP. IT FELT LIKE THE DECELERATION OF THE ENGINE BEING OFF BUT THE CAR STILL IN GEAR WITH THAT STOPPING THE CAR. DID NOT USE BRAKES TO STOP CAR. THIS WAS VERY SUDDEN. THE ENGINE WAS NOT RUNNING AFTER STOPPING BECAUSE THE TACH WAS AT ZERO. THE DASH STAYED LIT AND THE CAR WAS STILL IN DRIVE GEAR ON THE INDICATOR. I PRESSED THE BUTTON TO PUT IT IN PARK AND THEN WITH MY FOOT ON THE BRAKE PRESSED TO START THE ENGINE. IT RESTARTED EXCEPT NOW ONLY THE CHECK ENGINE LIGHT WAS LIT. I DROVE TO THE DEALER. HAD THIS HAPPENED A FEW MOMENTS EARLIER ON THE FREEWAY IT COULD HAVE BEEN DISASTROUS. CAR IS NOW AT THE DEALER AND THEY SAID THEY'VE NEVER HEARD OF THIS. THIS HAPPENED ON A 3 LANE EACH WAY LOCAL ROAD. WAITING FOR DIAGNOSIS BUT STILL VERY DANGEROUS IN MY OPINION.

Date Complaint Filed: 12/29/2016

Component(s): SERVICE BRAKES

Consumer Location: ASTORIA, NY

Date of Incident: 10/01/2016

NHTSA ID Number: 10938545

All Products Associated with this Complaint ▼

Details ▲

0 Available Documents

Crash: No Fire: No Number of Injuries: 0 Number of Deaths: 0

Manufacturer: Mercedes-Benz USA, LLC.

Vehicle Identification No. (VIN): WDC0G4KB7HF...

SUMMARY:

REFER TO 2016 GLC-300 COMPLAINTS ABOUT SCREECHING SERVICE BRAKES AND COPY/PASTE COMPLAINTS HERE. 2017 MODEL HAS THE SAME SCREECHING NOISES AND CAR WAS PURCHASED IN AUGUST 2016. GOING SLOWLY IN REVERSE OR FORWARD FROM COLD START WILL CAUSE LOUD SCREECHING NOISES. MY NEIGHBORS HAVE CONFRONTED ME ABOUT THE CAR NOISES. IT'S ABSURD THAT THE DOCUMENTED ISSUES FROM THE 2016 MODEL CONTINUES IN THE 2017 MODEL. DEALERS ARE AWARE AND HAVE SAID APPLYING BRAKE PASTE DOES NOT HELP. A LARGER FIX IS STILL IN THE WORKS. THE NOISE IS ALSO MAKING US ATTEMPT TO BACK OUT OF THE DRIVEWAY WITH AS LITTLE BRAKING AS POSSIBLE. AFTER DRIVING A FEW MILES THE SCREECHING WILL MOSTLY STOP. THERE HAVE BEEN OTHER OCCASIONS WHEN IT HAS NOT--LIKELY DUE TO WET OR COLD WEATHER CONDITIONS. AS OF 12/29/2016, DEALER IS SAYING A NEW FIX MAY BE COMING 1/5/2017. I AM HOPEFUL BUT WEARY AND WILL PROCEED WITH LEMON LAW PROTOCOLS. *TR

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