



US Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
TO REPORT VEHICLE SAFETY DEFECTS
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

Date Received

Od_or _____
rt_dt _____
od_rt _____
up_tr _____

Reference No.

OWNER INFORMATION (Type or Print)

Name

Street No.

Apt. No.

City

Fayetteville

State

New York

Zip Code

Daytime Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 11 / 26 / 2002

PRODUCT INFORMATION

Vehicle Identification No. (VIN.)
(17 Digits)(Located at bottom of
windshield on driver's side)

Make

MERCEDES Benz

Model

320 E

Year

1997

W D B J F 5 5 F 4 V A 3 8 6 0 8 0

Purchased Date
c. 1997

Dealer's Name

Purchased from Rochester Mercedes Dealer

Engine Size
(CID/CCA)

No. Cylinders 6

☐ Turbo
☐ Diesel
☒ Gas
☐ Fuel Injection

☒ New ☐ Used

Dealer's City

Rochester (Henrietta)

State

N.Y.

Zip Code

Manufacture Date
(on driver's door or pillar)

Transmission Type

☐ Manual☒ Automatic

Restraint System

☒ Driverside Air Bag☐ Motorbelt☒ Passengerside Air Bag☐ 2-Point Belt☒ 3-Point Belt

Cruise Control

☒ Yes☐ No

Drivetrain

☐ Front☒ Rear☐ 4-Wheel

Vehicle Type

☒ Car ☐ Sport Utility☐ Van ☐ Truck☐ Minivan ☐ Motorcycle☐ Other

Body Style

☐ 2-Door ☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Part Name(s)

Front Coil Spring Mount

Location

☐ Left☒ Right☐ Front☐ Rear

Failed Part(s)

☒ Original☐ Replacement

Handicap Adaptive Equip

☐ Yes☒ No

TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Brand

Not Applicable

Tire Name

Not Applicable

Complete Tire Size

No. of Failures

Date(s) of Failure(s)

Mileage at Failure(s)

Vehicle Speed at Failure(s)

Failed Part(s)

Available?

☐ Yes ☐ No

NHTSA Previously

Contacted?

☐ Yes ☐ No

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Fatalities

Reported to Manufacturer

☒ Yes ☐ No

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies): While driving on Interstate Route 690 E, there was a loud bang and the right front of the car dropped dramatically down. It was taken to the garage who advised that the front right coil spring mount had rusted out, causing the coil spring to come off and drop the front end. We called Mercedes Customer Service and so advised Robin who took the call (800) 367-6372. We were informally advised that this is a common occurrence yet Mercedes has advised none of this dangerous hazard. The necessary parts have been ordered from the local Mercedes Dealer (Romano Motors in Fayetteville, NY) and a local body shop (Carmen and Dominicks Body Shop) are doing the necessary repairs and are checking the left front coil spring mount to avoid duplication of this hazard on the other side of the front end. Continue on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

We have written to Mercedes Customer Service in Montvale, NJ, the local Mercedes Dealer (Romano Motors in Fayetteville, NY) and to National Highway Traffic Safety Administration (Defects and Investigations). We called Washington and requested this form which was promptly sent.

We intend on suing Mercedes for the cost of repair and for loss of use while the car continues to be in the body shop.

Whether this is an isolated circumstance or a continuing problem, this manufacturing and or design defect on the part of Mercedes should be acknowledged and Mercedes owners properly notified and appropriate corrective action taken to avoid loss of control and injuries to Mercedes users.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

Complete and return or place in your car manual for future use

**VEHICLE
OWNER'S
QUESTIONNAIRE
(V00)**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

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(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**