

U.S. 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 1375

Date Received

Repository ☐

2003 JUL 03 09:43:38

Reference No.
10022108

OWNER INFORMATION (Type or Print)

Name

Address

City

ANTIGO

State WI

Zip Code

Daytime Telephone Number

E-mail Address

Evening 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 6/6/03

VEHICLE INFORMATION

Make

MERCEDES BENZ

Model

E CLASS

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

International Auto Mall Wausau

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Wausau WI 54980

State

WI

Zip Code

54980

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING: ENGINE

Multiple Failures: 1

At least 4 times

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

Failure Mileage

Last Time
17336

Failure Speed

25
55

See reports attached -

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM1SABC136)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

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

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure;
i.e., parts repaired or replaced (and if old part is available).

INTERMITTENTLY WHILE DRIVING, THE ENGINE COMPLETELY DIED. THE DEALER HAS BEEN UNABLE TO DUPLICATE THE ISSUE. THE VEHICLE IS A 2001 MERCEDES E320. *AK

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your response may be used to assist the NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

5072 1/10
Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)
Please advise: do or think, or taken away from really don't know H

The engine of the car shuts off without warning. You can't predict when or where this will happen. The last time the car shut off was while I crossed 5 lanes in the city of Antigon May 27, 2003 going at a slow speed less than 15 miles per hour. Based on the fact that it was a 25 mile an hour zone. Prior to this, the car stalled completely going 55 miles per hour on the highway. This has also happened at least once while my husband drove. The engine stops & the car and it's steering no longer functions. After about 5 minutes, the car will start up again. I've taken the car in several times for repair and they can't find out what is wrong with it.

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, NVS-216
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4238

DOT Auto Safety Hotline
(DASH) & DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration
<http://www.nhtsa.gov/guidelines>

06/12/2003
13:13:40

HISTORY LISTING

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CUSTOMER NAME : [REDACTED] SERIAL NO. : WDRJF82F91XB44853

R.O. NO. : 173488 R.O. DATE : 10/24/2002 R.O. TYPE : S
MILEAGE : 12617 ADVISOR NO. : 9347

JOB NUMBER : 1 OPERATION 01NBZ OP. DESC. ENGINE MECHANICAL
SALE TYPE : W TECHNICIAN NO(S). 9043

COMPLAINT : CUSTOMER STATES AT TIMES ENGINE WILL STALL-INSPECT AND ADVIS
ENGINE WILL RESTART AFTER STALLING SEEMS HARD TO START?-
HAS ONLY OCCURED A COUPLE TIMES?NO WARNING LITES ON AT
TIME OF STALLING

CAUSE : INSTALLED SCAN TOOL TO FIND NO TROUBLE CODES AT THIS TIME
CLIENT VERY CONCERNED WITH THIS CONDITION
WE CONTINUED TO TEST/CHECKED TO FIND UP-DATED M.E. UNIT
IN T.S.B. TO FIND DOES NOT APPLY TO THIS VEHICLE
CALLED M.D. AND HAD US CHECK DIFFERENT ELECTRICAL CIRCUITS
TO FIND ALL FUNCTIONS WITHIN FACTORY SPECS AT THIS TIME

CORRECTION : STILL VEHICLE HAS NOT FAILED DURING DAILY TESTINGS
CALLED M.D. TECH LINE AND STATED OF A POSSIBLE ELECTRICAL
SHORT OCCURING IN THE CRANK SENSOR
INSTALLED ORDERED CRANK SENSOR AND ROADTESTED FOR 2
DAYS/182 MILES TO FIND ALL WORKING FINE AT THIS TIME
D---15318737/OP---87000E7-2.6

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
173488-1 87000E7

COMMENTS : CALL [REDACTED]

R.O. NO. : 178587 R.O. DATE : ^{July} 07/18/2002 R.O. TYPE : S
MILEAGE : 18658 ADVISOR NO. : 9347

JOB NUMBER : 1 OPERATION 03N8Z OP. DESC. CLUTCH/TRANS/DRIVESHAFT
SALE TYPE : W TECHNICIAN NO(S). 9043

COMPLAINT : CUSTOMER STATES TRANS STAYS IN LOW

CAUSE : TALKED WITH DAN AND DIANA TO FIND OUT THAT THE SHIFTER
WAS MANUALLY BEING SHIFTED UNKNOWNLY BY THEM AND CONCERN
IS NORMAL OPERATION AFTER THEY UNDERSTOOD ITS OPERATION

JOB NUMBER : 2 OPERATION 10NBZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 9043
COMPLAINT : CUSTOMER STATES HEAD RESTS WILL NOT ADJUST ALL THE TIME
TESTED TO FIND THAT HEADREST MOTOR CONTACTS PULLED OUT OF

CAUSE : MOTOR. ORDERED AND INSTALLED NEW DRIVERS HEADREST
MOTOR.

CORRECTION : D---91483387
OP---916391E7=.5

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
178587-2 916391E7

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HISTORY LISTING

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JOB NUMBER : 3 OPERATION 11MB2 OP. DESC. AIR CONDITIONING
SALE TYPE : W TECHNICIAN NO(S). 9843
COMPLAINT : CUSTOMER REQUESTS TO CHECK A/C OPERATION SHE FEELS IT IS NOT
COLD ENOUGH
CAUSE : RAN VEHICLE WITH CLIENT TO FIND THAT THE MOST EFFECTIVE
OPERATION OF THE A/C SYSTEM IS WITH THE SYSTEM IN
CORRECTION : RECIRCULATION MODE—SHOWED CLIENT

COMMENTS : WAITER

R.O. NO. : 169897 R.O. DATE : 06/27/2002 R.O. TYPE : 8
MILEAGE : 18318 ADVISOR NO. : 9269

JOB NUMBER : 1 OPERATION 20MBZF88A OP. DESC. FSS A-SERVICE
SALE TYPE : W TECHNICIAN NO(S). 9843
COMPLAINT : COMPLETED A-SERVICE AS PER MENU PER FLEXIBLE SERVICE SYSTEM
D—21837887
CAUSE : OP—001888E7=9
CORRECTION : 1

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
169897-1 001888E7

JOB NUMBER : 2 OPERATION 21MBZ OP. DESC. COUPONS & SPECIALS
SALE TYPE : C TECHNICIAN NO(S). 9269
COMPLAINT : COMPLETE WASH/WAX ON VEHICLE WHEN DONE

JOB NUMBER : 3 OPERATION 60MBZ1 OP. DESC. CLUTCH/TRANS/DRIVESHAFT
SALE TYPE : W TECHNICIAN NO(S). 9269
COMPLAINT : CLIENT STATES THAT WHEN DRIVING VEHICLE THE SHIFTER
LEVER POPPED INTO NEUTRAL GEAR
CAUSE : TEST DROVE VEHICLE AND CHECKED SHIFTER TO FIND HAVING
ROD TENSIONER IN DRIVE GEAR AND COULD NOT VERIFY CLIENT'S
CORRECTION : CONCERN AT THIS TIME. CALLED N.B. TECH LINE AND CHECKED ALL
T.S.B.'S TO FIND AT THIS TIME NOTHING KNOWN OF THIS CONDITION
—WE ARE CONCERNED AND WILL LINE TO MONITOR WITH CLIENT
ON CONDITION WHEN IT OCCURS TO HELP US FURTHER DIAGNOSIS
CONCERN.

COMMENTS : WAITER

R.O. NO. : 164338 R.O. DATE : 12/14/2001 R.O. TYPE : 8
MILEAGE : 7392 ADVISOR NO. : 9347

JOB NUMBER : 1 OPERATION 19MBZ OP. DESC. ELECTRICAL
SALE TYPE : W TECHNICIAN NO(S). 9347
COMPLAINT : CUSTOMER STATES REDUCE ENGINE OIL LEVEL LITE HAS COME
ON—INSPECT AND ADVISE—

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CAUSE : CLIENT HAD MISREAD DIPSTICK MARKINGS AND ADDED 1-1/2 QUART
OF OIL TO FIND THEN THE WARNING LIGHT CAME ON
BROUGHT VEHICLE IN AND DRAINED BACK OUT 1-1/2 QUARTS
AND NOW WARNING LIGHT IS OUT.

COMMENTS : WRITER

R.O. NO. : 153612 R.O. DATE : 02/08/2001 R.O. TYPE : S
MILEAGE : 421 ADVISOR NO. : 9269

JOB NUMBER : 1 OPERATION 09MBZ OP. DESC. BODY
SALE TYPE : M TECHNICIAN NO(S). 9843
COMPLAINT : CLIENT STATES THAT WASHER FLUID IS LEAKING
FOUND WASHER TUBE LEADING TO HEADLIGHT WASHERS TO HAVE COME
OFF, REATTACHED AND SECURED--TRIED SEVERAL TIMES TO FIND
LEAK NOW DONE. FILLED WASHER FLUID JUG.
CAUSE : B-82609048
OP-826088E7=.6

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
153612-1 826088E7

JOB NUMBER : 2 OPERATION 21MBZ OP. DESC. COUPONS & SPECIALS
SALE TYPE : I TECHNICIAN NO(S). 9843
COMPLAINT : CLIENT STATES OF MARK ON DRIVERS REAR DOOR HANDLE
BUFFED MARK OFF DOOR CHROME HANDLE

JOB NUMBER : 3 OPERATION 21MBZLOANER OP. DESC. LOANER CAR
SALE TYPE : I TECHNICIAN NO(S). 9269
COMPLAINT : LOANER CAR PROVIDED
CAUSE : AT NO CHARGE TO CLIENT
CORRECTION : 1

COMMENTS : PICK UP/DELIVER CLIENT'S VEHICLE

R.O. NO. : 155224 R.O. DATE : 01/19/2001 R.O. TYPE : P
MILEAGE : 5 ADVISOR NO. : 9269

JOB NUMBER : 1 OPERATION 20MBZPDI OP. DESC. PRE DELIVERY PART B
SALE TYPE : I TECHNICIAN NO(S). 9843
COMPLAINT : COMPLETED PDI PART B ONLY
CAUSE : 1
CORRECTION : 1

R.O. NO. : 153185 R.O. DATE : 11/02/2000 R.O. TYPE : S

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RELEASE : 5

ADVISOR NO. : 9269

JOB NUMBER : 1 OPERATION 16MBZ OP. DESC. ELECTRICAL
SALE TYPE : M TECHNICIAN NO(S). 9843
COMPLAINT : CLIENT STATES THAT PASSENGER FRONT HEADREST IS NOT
OPERATION
CAUSE : REMOVED REAR SEAT COVER OF PASSENGER SEAT TO FIND THAT
ELECTRICAL CONNECTOR BOLTIER CAME APART.
ORDERED AOW INSTALLED RIGHT FRONT SEAT HEADREST ADJUSTER
ASSEMBLY
D-91845167
OP-916396E7-5/918888E7-1.6

WARRANTY : CLAIM NO. OPERATION NO. CLAIM NO. OPERATION NO.
153185-1 918888E7 153185-1 916396E7

R.O NO. : 152451

R.O DATE : 18/05/2000
RELEASE : 3

R.O TYPE : P
ADVISOR NO. : 9347

JOB NUMBER : 1 OPERATION 28MBZP01A OP. DESC. PRE DELIVERY PART A
SALE TYPE : I TECHNICIAN NO(S). 9843
COMPLAINT : COMPLETED PDI PART A ONLY
CAUSE : 1
CORRECTION : 1

May 27, 2003

6:00 P.M.

Car shut off while
crossing 4 lanes.

I managed to just
roll into the last lane.

**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).**