

 <p>U.S. Department of Transportation National Highway Traffic Safety Administration</p>	<p><b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> To Report Vehicle Safety Defects 1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline</p>	FOR AGENCY USE ONLY 100148	
		Date Received 06-AUG-2003	Repository <input type="checkbox"/> Reference No: 8 10030972

2004 NOV

AM 8:30

**OWNER INFORMATION (Type or Print)**

Name: [REDACTED]  
Address: [REDACTED]  
City: PALO ALTO *WEST CHESTER* State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] E-mail Address: [REDACTED]  
Evening Telephone Number: [REDACTED]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature or address to the vehicle manufacturer.  
Signature of Owner: [REDACTED] Date: / /

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WDBRF61J43F [REDACTED]

Make: MERCEDES BENZ Model: 240 Model Year: 2003

Date Purchased: 07-JUN-03 Dealer's Name and Telephone Number: AJ CHANG 562-988-8300 Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner:  Dealer's City: SIGNAL HILL State: CA Zip Code: 90755

Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: REAR WHEEL DRIVE Vehicle Component Code: 180000 VEHICLE SPEED CONTROL Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 29-JUL-2003 Failure Mileage: 2320 Failure Speed: 5

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE**

Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example P215/65R15): [REDACTED]

DOT No. (Example: DOTM19ABC036): [REDACTED]  Original Equipment  Prior Repair Failure Location: [REDACTED]

Tire Component Code: [REDACTED] Tire Failure Type: [REDACTED]

**ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE**

Make: [REDACTED] Date Manufactured: [REDACTED] Model No./Name: [REDACTED]

Seat Type: [REDACTED] Installation System: [REDACTED]

Child Seat Component Code: [REDACTED] Failed Part: [REDACTED]

**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: 0 Number of Deaths: 0 Reported to Police: N

**Narrative Description of Incident(S), Crash(es), and Injury(ies).** *UNATTENDED ACCELERATION*  
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).

PIN CHEN, MY FATHER, WAS MAKING A SLOW U-TURN ON A SMALL STREET ABOUT 11 FEET WIDE (VICKIE STREET IN CERRITOS) ON JULY 29, 2003. WHILE HE WAS SLOWLY MARKING A U-TURN, THE CAR SUDDENLY ACCELERATED AND RAN INTO THE CURB. I CONTACTED THE MERCEDES ROADSIDE ASSISTANT AND A MECHANIC, CHRIS FROM HOUSE OF IMPORT BUNEA PARK, CAME TO SCENE AND CHANGED THE FLAT TIRE. PIN CHEN DESCRIBED THE SUDDEN ACCELERATION PROBLEM HE EXPERIENCED TO CHRIS. CHRIS RECOMMENDED HIM TO GO TO THE DEALERSHIP FOR FURTHER CHECKUP. PIN DROVE THE CAR BACK TO ITS ORIGINAL DEALERSHIP, MERCEDES BENZ OF LONG BEACH, THAT AFTERNOON FOR A CHECK UP. I WENT TO PICK UP THE VEHICLE ON JULY 30, THE SERVICE REPRESENTATIVE BRIAN EDWARDS STATED THAT THERE IS NO FAULT FOUND IN THEIR DIAGNOSTIC CODE. THE TEST (\$95) WAS PERFORMED IN THE PRESENCE OF THE MERCEDES COOPERATE REPRESENTATIVE. HE ALSO GAVE ME AN ESTIMATE OF THE DAMAGE, WHICH IS APPROXIMATELY \$2300. HE STATED THAT SINCE THERE IS NO FAULT FROM THE DIAGNOSTIC TEST, MERCEDES BENZ OF LONG BEACH STATED THAT THEY ARE NOT RESPONSIBLE FOR THIS INCIDENT. DUE TO ITS MALFUNCTION, WE ARE AFRAID TO DRIVE THIS VEHICLE BECAUSE IT IS TOO DANGEROUS TO OPERATE. WE WOULD LIKE FURTHER INVESTIGATION ON THIS MATTER.

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.

**Hornickle, Bob**

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**From:** [REDACTED]  
**Sent:** Tuesday, June 22, 2004 8:29 PM  
**To:** TIS  
**Subject:** New TIS requests from ODI web site

6125  
DAR  
L

TIS ID : 9275                      Module : Complaints

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Request Date: June 22, 2004 08:28:39PM

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CONSUMER INFORMATION:

Name: [REDACTED]  
Company: [REDACTED]  
Address: [REDACTED]  
City: West Chester, PA [REDACTED]  
Email: [REDACTED]  
Phone: [REDACTED]

REQUESTED DOCUMENTS:

Make: MERCEDES BENZ  
Model: 240  
Model Year : 2003

Crash: ~~No~~ **Y5**  
Fire: No  
Number of Injuries: 0

ODI ID Number: 10030972  
Date of Failure: July 29, 2003  
Component: VEHICLE SPEED CONTROL

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U.S. Department of Transportation  
NATIONAL HIGHWAY TRAFFIC SAFETY  
Administration

400 Seventh Street, S.W.  
Washington, D.C. 20590  
Fax: (202) 493-2833  
e-mail: Tis@nhtsa.dot.gov  
NPO-402  
Req. #6185:dal

September 30 2004

██████████  
██████████  
West Chester, PA ██████████

**Subject: 2003 Mercedes Benz 240**

This letter is sent to answer your request. I have enclosed a copy of the complaint you requested.

There is a charge of \$ 0 for this service. Please send a check, made payable to Treasury of the United States, to: Office of Fiscal Services, NPO-332, National Highway Traffic Safety Administration, 400 Seventh St., SW, Room 5208, Washington, D.C. 20590. In addition, you may pay by Visa, Master Card, American Express, Discover, or Diners Club International by returning the payment copy of the letter with the Credit Card Account Number, expiration date, authorized name on the card, signature. Still, another option exists for online payment using NHTSA's Do-It-Yourself E-Commerce Web Page. This can be accessed by going to the NHTSA Web Page (<http://www.nhtsa.dot.gov>) and clicking on E-Payment, shown at the left side of the web page. You can alternatively go direct to (<http://www.nhtsa.dot.gov/e-payment>) and you will arrive at the Do-It-Yourself Web Page. Please use the above Reference #6185 on the web page so that proper credit will be given to your payment.

\_\_\_\_\_ For additional information pertaining to your request, see note below.

I hope that this information is useful to you.

Sincerely,

  
Derrick Lewis  
Information Management Technician

**NOTE: The charges are \$37.14 an hour for labor, and .10 cents per page.**

**NHTSA**  
People Saving People  
<http://www.nhtsa.dot.gov>