



DOT Auto Safety Hotline

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

1-888-DASH-2-DOT

(1-888-327-4238)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 252

Date Received

2004 FEB 10 PM 1:35
30-OCT-2003Repository ☐Reference No.
10046084

OWNER INFORMATION (Type or Print)

Name

Address

City

CHARLOTTE

State NC

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 authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 1/21/04

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

Make

MERCEDES BENZ

Model

720

Model Year

1998

Date Purchased

5-1-98

Dealer's Name and Telephone Number

FOUNDER MOTORS 347 4271

Engine:

No. Cylinders 6

Fuel Type:

PREMIUM

Original Owner

10

Dealer's City

CONWAY

State SC

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

Powertrain

☒ Cruise Control

Vehicle Component Code

D15000 STEERING; HYDRAULIC POWER ASSIST SYSTEM

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION -SEE ATTACHED-

Incident Date(s)

30-OCT-2003

Failure Mileage

89,941

Failure Speed

SERVICING DEALER: BECK IMPORTS
CHARLOTTE, N.C. 28212
704/535-6400

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: DOT1MAL8ABC038)

☐ 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

0

Number of Deaths

0

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).

CONSUMER TOOK VEHICLE TO THE DEALER FOR MAINTENANCE, AND MECHANIC NOTICED THAT POWER STEERING NEEDED TO BE REPLACED BECAUSE AN ESSENTIAL PART WAS MISSING. "AK LOW FLUID. HE SAID THE FLUID HAD TO GO SOMEWHERE SINCE THERE WERE NO PUDDLES IN THE GARAGE. FURTHER EXAMINATION REVEALED POWER STEERING CYLINDER LEAKED INTO THE "BOOT". THE BOOT IS SUPPOSED TO KEEP DUST, DIRT, ETC. OUT OF THE WORKING MECHANISMS OF POWER STEERING. I ASKED WHAT WOULD HAPPEN IF I ELECTED TO DO NOTHING BUT KEEP REPAIRING FLUID. HE SAID POWER STEERING WOULD FAIL AND POSSIBLY CAUSE A WRECK. HE SAID IT COULD HAPPEN IN THE NEXT 10 MILES OR THE NEXT 10,000 MILES - NO WAY HE COULD PREDICT WHEN. THIS IS A VERY DANGEROUS CONDITION. I HAVE MET ALL SERVICE REQUIREMENTS (CONTINUED) ->

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

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.

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

THAT MERCEDES REQUIRED AT THE APPROPRIATE TIMES. THESE CARS ARE SUPPOSED TO BE BUILT TO LAST FOR SEVERAL HUNDRED THOUSANDS OF MILES. I HAVE NEVER OWNED A CAR THAT HAD THE POWER STEERING HAVE TO BE REPLACED. ALSO, I CAN NOT BELIEVE I AM THE ONLY OWNER OF A MERCEDES THAT HAS HAD THIS TO OCCUR. I THINK NHTSA SHOULD INVESTIGATE THE OCCURRENCES THAT THIS HAS HAPPENED TO MERCEDES OWNERS AND TAKE APPROPRIATE ACTION. MY CAR WAS PURCHASED AT FOWLER MOTORS IN CONWAY, S.C., BUT HAS ALWAYS BEEN SERVICED BY BECK IMPORTS HERE IN CHARLOTTE, N.C. WHEN I ASKED FOR HELP FROM THE BECK SERVICE MANAGER AND MERCEDES CUSTOMER SERVICE, IT FELL ON DEAF EARS. THE BECK SERVICE MANAGER SAID IT WAS UP TO MERCEDES TO HELP DEFRAY THE COST. MERCEDES CUSTOMER SERVICE SAID IT WAS UP TO THE LOCAL SERVICE PROVIDER - PRETTY NEAT ARRANGEMENT! PLEASE INFORM ME OF ACTION NHTSA PLANS TO TAKE. ATTACH ADDITIONAL SHEETS IF NECESSARY

THANK YOU - [REDACTED]

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 75173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY MAIL 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
OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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



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of Transportation
National Highway
Traffic Safety
Administration

COPY
RECEIVED 1-21-04

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

JAN 14 2004

Dear Vehicle Owner:

This is in regard with your report to the DOT Auto Safety Hotline (Hotline) on October 30, 2003. We have discovered that the process of the reports made to the Hotline on that date was not completed. The mailing of the Vehicle Owner's Questionnaire (VOQ) form, which summarizes the report you made, was not accomplished. We apologize for the delay in mailing the VOQ. Enclosed is the return postage-paid VOQ. We request that you review the information on that form, make correction, and provide any addition information that would further describe the incident or failure of your vehicle or vehicle equipment, e.g., tires, child safety seat, etc.

If further assistance is needed, please contact Mr. Michael J. Jordan, Safety Defects Program Assistant, Correspondence Research Division, Office of Defects Investigation, at (202) 493-0576.

1-888-327-4236

Sincerely,

Alberto A. Jimenez, Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure



DOT AUTO SAFETY HOTLINE
888-DASH-2-DOT
888-327-4236

**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).**