



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/online

FOR AGENCY USE ONLY 100147

Date Received

13-MAY-2004

Repository ☐

Reference No: 00
10073591

OWNER INFORMATION (Type or Print)

Name

Address

City

CHICAGO

State

IL

Zip Code

60658

Do you authorize NHTSA
in the absence of an
Signature of Owner

Manufacturer of your vehicle? ☒ YES ☐ NO
Name or address to the vehicle manufacturer.
Date 5/25/04

VEHICLE INFORMATION

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

WDBHA22E1SF296293

Make

MERCEDES BENZ

Model

C220

Model Year

1995

Date Purchased

1/25/02

Dealer's Name and Telephone Number

LOEBER MOTORS 312-944-0500

Engine: 2.2L

No. Cylinders 4

Fuel Type:

FUEL (PREMIUM UNLEADED)
INJECTED

Original Owner

Dealer's City

CHICAGO

(1111 N. LAUREL ST.)

State

IL

Zip Code

60610

Transmission Type

AUTO-MATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

136200 VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR

Multiple Failures (2) *

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

12-APR-2003

Failure Mileage

64,500

Failure Speed

25 MI.

DURING DOWNPOUR WIPERS

FROZE - HANDLE BECAME HOT

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: DOTM18ABC036)

☐ 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).

WHEN DRIVING IN THE RAIN WINDSHIELD WIPERS FAILED, CAUSING THE DRIVER TO PULL OFF THE ROAD. CONSUMER CONTACTED THE DEALERSHIP, BUT PROBLEM RECURRED. *AK

1. WIPERS FROZE - HANDLE BECAME VERY HOT TO TOUCH (CAUSED SKIDDING WILL NOT TURN. (SIGNALS, BRITES, & "PUSH" FOR OFF ROAD) FLUID DO WORK.)

2. DEFECTIVE LOCKS - CAN LOCK WITH KEY, CANNOT UNLOCK W/KEY. DO NOT HAVE REMOTE LOCKING DEVICE. (MAJOR SECURITY ISSUE!!)

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 responses 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 responses, 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(es)

LOCKS HAVE NOT WORKED FOR SOME TIME. DEALERSHIP NOT HELPFUL.

3. ALSO NOTICED A RECALL HISTORY OF DEFECTIVE HOOD LOCK ON WEBSITE. THIS WAS A PROBLEM ALSO. HAD TO REPAIR APPX. \$850!!

THESE PROBLEMS SHOULD NOT BE OCCURRING IN A WELL MAINTAINED MB WITH ONLY 68,000 MILES.

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 NHTL, 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



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OWNER'S**

QUESTIONNAIRE

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COMPLETE THIS FORM

OR

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and dial toll free at

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