



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 100148

Date Received
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Repository
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OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: FREEMONT 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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.
Signature of Owner: _____ Date: 6/24/05

VEHICLE INFORMATION:

17 digit vehicle identification number located at bottom of windshield on driver's side: WDBRF40J24 [Redacted]
Make: MERCEDES BENZ Model: 230 Model Year: 2004
Date Purchased: 30-MAR-04 Dealer's Name and Telephone Number: RAB Motors, Inc.
Engine: No. Cylinders: 4 Fuel Type: Gas
Original Owner: Dealer's City: New Rafael State: CA Zip Code: 94401
Transmission Type: AUTOMATIC Anti-lock Brakes Cruise Control
Powertrain: REAR WHEEL DRIVE
Vehicle Component Code: 353600 EQUIPMENT:ELECTRICAL:AIR CONDITIONER
Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 16-MAY-2005
Failure Mileage: [Redacted]
Failure Speed: [Redacted]

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]

ADDITIONAL 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: [Redacted] Number of Deaths: [Redacted] 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).

DT: CONTACT STATES THERE IS A CHEMICAL SMELL COMING FROM THE VENTS. THE SERVICE DEALER REPLACED THE HEATER BOX TWICE AFTER A WEEK THE ODOR RETURNED. THE FOURTH TIME THIS HAPPENED THE SERVICE DEALER FINALLY STATED IT WAS CORROSION IN THE AIR CONDITIONING SYSTEM. THE PADDING UNDERNEATH THE AIR CONDITIONER WAS REPLACED. *AK

I have attached more information on this complaint.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974, Public Law 93-502. 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.

Hi all,

I'm looking for help with the problem I have with Mercedes-Benz (MBUSA) warranty.

Here what is happening, I bought my 2004 Mercedes-Benz C230 on March, 30 2004 new. Some time in December of 2004 I detected an odor coming from the ventilation of the car, the odor smell like chemical. Between December, 2004 to now, I have been in and out of Mercedes-Benz Dealership more then 20 time and spent hours and hours on the phone with them. They have attempted to fix the problem four times, and now they tried to get away from this problem, state odor are subjective, so we are not going to fix it any more, below are the date that they attempt to fix the problem.

1st attempt:

On Dec. 12 2004 I take my car to the dealer (Claridage Ltd.) in Fremont CA, and they acknowledge the problem, and they replace the Heater Box. But doing the repair they have broken different parts of the climate control system and creating warbling sound from the dashboard area this take them 2 month to fix the warbling and the climate control system. But not just that the odor they suppose to be fixing was only least for two weeks, the odor come back in two week and I keep compliant to the adviser but they come back and said they can detect the smell.

2nd attempt:

Finally on March, 22 2005 they acknowledge the problem is still there, but they said they have to wait for some tool for fixing this problem. So then on April 12 2005 they performed the "deionizer" on the AC system. The smell come back less then a week. So I compliant to the dealer (claridage Ltd.) and to MBUSA customer service, so on April, 28 2005 the service Manger (David B.) of claridage Ltd again said "we can't detect any odor. And said smell is subjective, if you like you can trade in your car"

3rd attempt:

I was so tire dealing with claridage Ltd. So I make an appointment with a different dealer (Symthe European) in San Jose on May, 2 2005, and Symthe acknowledge there's the odor coming out from the vent. And they replete the same process as Claridage Ltd. by replaced the heater box. Again the smell was gone for a weeks or so. I called to complaint to MBUSA and Symthe. Symthe then schedule an appointment on May, 16 2005.

4th attempt:

On May, 16 2005 Symthe have they're fl. Manger (Paul) for a test drive, and he acknowledge the problem is still there and he was suspecting it was come from the padding underneath the Heater box. So they replace the padding underneath the heater box and the padding underneath the driver side carpet. But the problem was still there after they replaced the padding, I compliant again.

5th attempt:

On June, 6 2005 I take my car back to Symthe. The Service Manger (Marc F.) and the fl. Manger (Paul) from Syrnth both acknowledge there's a odor from the vent and they

want to smell a different car to see if there is a similar odor, but they didn't, because I complaint that I get a head aid and a nose bleed from the odor. Then they said they have to have the factory technician to look at this problem. Days later I get a called the Symthe they said the Factory Technician can detect and odor, they told me to pick up my car, so I called MBUSA customer service and compliant, but they said, they supported the technician's word. Then I force to pick up my problematic car. I was so upset, I call the customer service and Symthe to set up a meeting with the Factory Service Manger (Adam Nodever) In the meeting Adam and Paul did a smell check in the vent and Adam said "Every car have some smell but I don't think the smell for you car can give you a nose bleed and a head aid". Then we ran to smell some other car from the lot, but I can detect the odor in my car from any of the car we smell. Then he said "odor are subjective we, and I don't there is any problem with your car. So we won't fix it, then said you can always trade it in." the said word from the Claridge Ltd had replete from Adam.

After 6 months of dealing with the Dealer and phone with the customer service and they attempted 4 times on fix the problem and more 30 days the car is out of service, and the conclusion is that there is no problem to be fix, and we are not going any further with this issues. I so upset with them, so I have couple of my co-work check the smell to prove that the odor is not subjective, and they all said that not normal. I'm look for any help to result this problem or taking this problem with legal action.

