



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

05-AUG-2008

Repository ☐

Reference No.
10131693

OWNER INFORMATION (Type or Print)

Name
Address
City ATLANTA State GA Zip Code

Daytime Telephone Number

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, please print your name or address to the vehicle manufacturer.
Signature of Owner Date 8/29/05

VEHICLE INFORMATION

17 digit Vehicle Identification Number located at bottom of windshield on driver's side
WD8NG70

Date Purchased 02-FEB-04	Dealer's Name and Telephone Number CAR CONNECTION 678-382-1000	Engine: No. Cylinders 8	Model Year 2001
Original Owner ☐	Dealer's City TUCKER	State GA	Zip Code 30084
Transmission Type AUTOMATIC	☒ Anti-lock Brakes ☒ Cruise Control	Powertrain REAR WHEEL DRIVE	
Vehicle Component Code 114200 ELECTRICAL SYSTEM: WIRING: INTERIOR/UNDER DASH		Multiple Failure: 2	

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
30-JUL-2005

Failure Mileage

Failure Speed

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: DOTM19ABC036) ☐ 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(es).)

Crash ☐ Yes ☒ No Fire ☐ Yes ☒ No
Number of Persons Injured Number of Deaths Reported to Police

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

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).

DI: CONTACT STATED THE INSTRUMENT PANEL MALFUNCTIONED. THE INDICATOR LIGHTS/INDICATOR WERE NOT WORKING. CONSUMER HAD THE INSTRUMENT PANEL REPLACED. WHEN THE INSTRUMENT PANEL FIRST WENT OUT THE GAUGES WOULD NOT WORK EITHER. THE SERVICE DEALER STATED THIS WAS A INSTRUMENTATION FAILURE. THE VEHICLE WAS NO LONGER UNDER THE MANUFACTURER'S WARRANTY, BUT DID HAVE THE EXTENDED WARRANTY. *AK

QUESTION: How can inability to read the instrument cluster NOT BE CONSIDERED A SAFETY ISSUE?

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

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-578 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.

Atlanta, GA

December 16, 2004

Customer Assistance Center
Mercedes-Benz USA, LLC
PO Box 350
Montvale, NJ 07645-9923

Dear Mr. Halata,

This is a letter of complaint regarding the serious back order for the instrument panel of the S and E models. My wife's 2001 S430 has been at Atlanta Classic Cars in Atlanta, GA since November 2 and Jay, the service manager can not tell us when we might get the replacement panel because Mercedes cannot or will not tell the dealerships.

When all else fails, communicate!

Why can't you at least tell your dealers where their customers are in the queue?

You are losing people like the Hoffman's on two accounts. An unknown delivery date on a part that renders the car inoperable and the lack of communications with your customers in communicating that you have a serious backorder, you are deeply sorry and that they can expect to have it installed by week beginning... Not doing so smacks of arrogance or very poor planning or both.

We are joining the growing numbers of Mercedes owners that are disappointed in the maintenance issues in the new models and their over engineered and poor performing electronics. It is a loss for your company and for us the consumers. We enjoyed much about both of our cars that will be difficult, if not impossible to find in Japanese autos, but we will start when we get near the end of our warranty. It appears it would be much too frustrating and costly to keep the S430 after the warranty expires.

Very Sincerely,

Atlanta, GA

cc

VENLAFAXINE HCl
EFFEXOR XR
SEROTONIN REUPTAKE INHIBITOR

THE INSTRUMENT panel
WAS INSTALLED TWO
WEEKS LATER & FAILED
AGAIN SEVEN MONTHS
LATER. THEY WOULD
NOT COVER THE 12 MONTH
WARRANTY.

Phone Fax

**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).**