



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

10 OCT 31 PM 2:15
16-OCT-2006

Repository ☐

Reference No.
10170960

OWNER INFORMATION (Type or Print)

Name

Address

City

MERCER ISLAND

State

WA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to report to the manufacturer of your vehicle? ☒ YES ☒ NO
In the absence of an authorized agent, do you provide your name or address to the vehicle manufacturer?
Signature of Owner _____ Date ____/____/____

VEHICLE INFORMATION

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

WDBPJ75J3Y8

Make

MERCEDES BENZ

Model

CL500

Model Year

2000

Date Purchased
13-OCT-99

Dealer's Name and Telephone Number

Phil Smart 206.324.2500

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

Seattle

State

WA

Zip Code

98122

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL

Multiple Failure: 2

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

05-SEP-2006

Failure Mileage

54,000

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(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

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: THE CONTACT STATED THAT THE VEHICLE EXPERIENCED CONSISTENT PROBLEMS WITH ELECTRICAL MALFUNCTION WITH THE INSTRUMENT CLUSTER OF THE INTERIOR LIGHTING NOT ABLE TO ILLUMINATE PROPERLY WITH OUT PRIOR WARNING. THE VEHICLE WAS TAKEN TO THE DEALERS AND UPON INVESTIGATION THEY DETERMINED THE INSTRUMENT CLUSTER NEEDED TO BE REPLACED. THE DEALERS ALSO STATED THAT THE VEHICLES VIN # DID NOT FALL ON THE RECALL LIST. THE CONTACT FOUND THROUGH OUR WEBSITE INDICATION OF RELATED PROBLEMS. THE ID # 06V028000. THE VEHICLE HAS NOT BEEN REPAIRED DUE TO THE PART AVAILABILITY. THE DEALERS PLACED IN ORDER FOR THE PART. THE CONTACT HAS BEEN WAITING OVER A MONTH FOR THE PART TO BE AVAILABLE FOR REPAIR.*AK

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.

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

Instrument Cluster blacked out plus additional electronic failures. (See attached workorders.)

Dealers advise need a new cluster, but I am not covered by the recall on these clusters.

I am still waiting for a replacement instrument cluster and am experiencing the difficulties of reading my instruments and speedometer.

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

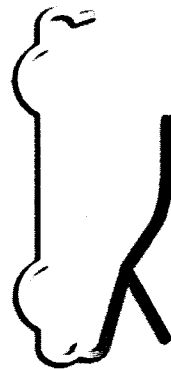
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
400 7th Street, SW
Washington, DC 20590

POSTAGE
NECESSARY
MAILED
IN THE
UNITED STATES

**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

Vehicle Safety Hotline

888-327-4236



Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

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).