



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

Repository

2007 JAN 19 AM 9:49
 13-NOV-2006

Reference No.
 10173365

OWNER INFORMATION (Type or Print)

Name [Redacted]
 Address [Redacted]
 City CHARLESTON State WV Zip Code [Redacted]

Daytime Telephone Number [Redacted]
 Evening Telephone Number [Redacted]

E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?
 In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

YES NO

Signature of Owner _____ Date: / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
 WDBHA23E3VA [Redacted] Make MERCEDES BENZ Model C230 Model Year 1997

Date Purchased 01-JUN-05 Dealer's Name and Telephone Number SMITH CO. MOTORS 304-746-0500 Engine: 4 No: Cylinders Fuel Type: Gas High-Octane
 Original Owner Dealer's City CHARLESTON State WV Zip Code 25309

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain REAR WHEEL DRIVE Vehicle Component Code 021400 SUSPENSION:FRONT:MACPHERSON STRUT Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 13 NOV 2006 Failure Mileage 88000 Failure Speed N/A Front left strut mount was rusted and the left strut fell off the car. See below.
 NOV. 3, 2006

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), fire(s), 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 WHILE THE VEHICLE WAS PARKED IN THE GARAGE, A LOUD CLANGING NOISE WAS HEARD. UPON INITIAL INSPECTION, IT WAS DETERMINED THE LEFT FRONT SIDE OF THE VEHICLE HAD FALLEN DOWNWARD ONTO THE LEFT FRONT TIRE. THE VEHICLE WAS TOWED TO A DEALER WHO DETERMINED THE FACTORY WELDS OF THE STRUT FRACTURED AND NEEDED TO BE REPLACED. THE MANUFACTURER WAS ALERTED. I had just parked in my garage 30 minutes before the strut fell out on the left side of my car. The left side of the car fell down on the tire. I understand that if I had been driving when the weld broke that holds the strut, I would have lost my capability of steering the car. That, of course, could have caused my and my father's death. The garage that did the final repair (welding) for Mercedes has completed this repair on several Mercedes Benz cars.

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.