



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 APR -8 AM 10:41
27-APR-2007

Reference No.
10189094

OWNER INFORMATION (Type or Print)

Name

Address

City TROY

State MI

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to contact the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an authorized representative, provide your name or address to the vehicle manufacturer.
Signature of Owner Date 5/7/07

VEHICLE INFORMATION

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

Make

Model

Model Year

WDBRF64J91F

MERCEDES BENZ

C320

2001

Date Purchased
23-APR-01

Dealer's Name and Telephone Number
(800) 298-6997
MERCEDES-BENZ OF BLOOMFIELD HILLS

Engine:
No. Cylinders 6

Fuel Type:
Gas

Original Owner
☒

Dealer's City
BLOOMFIELD HILLS

State MI

Zip Code 48304

Transmission Type
AUTOMATIC

☒ Antilock Brakes
☒ Cruise Control

Powertrain
FRONT WHEEL DRIVE

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
24-APR-2007

Failure Mileage
76000

Failure Speed
0

FUEL PUMP & ELECTRICAL WIRING HARNESS
ROVING, PLATE

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

The Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

The 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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

0

0

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).

TL*THE CONTACT OWNS A 2001 MERCEDES BENZ C320. THE CONTACT ATTEMPTED TO START THE VEHICLE AND FAILED. THE DEALER REMOVED THE FUEL PUMP AND FOUND THAT THE PLASTIC COMPONENT MELTED. THE MECHANIC STATED THAT HE HAD NEVER SEEN THIS TYPE OF FAILURE AND IT COULD POSSIBLY CAUSE AN EXPLOSION. THE MECHANIC ORDERED A NEW FUEL PUMP, AND DISCOVERED THAT MERCEDES WAS USING A NEW TYPE OF WIRING CONNECTION THAT LINKED THE FUEL PIPE TO THE ELECTRICAL CONNECTION. THE CURRENT AND FAILURE MILEAGES WERE 76,000. *AK

REVISED TEXT ATTACHED

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

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.

[REDACTED]
[REDACTED]
Troy, MI [REDACTED]

May 7, 2007

Cynthia Glass, Acting Chief
Office of Defects Investigation
National Highway Traffic Safety Administration
400 Seventh Street, S.W.
Washington, D.C.

Re: Report of Potential Defect in 2001MY Mercedes C320

Dear Ms. Glass:

In response to your request for additional information regarding the above referenced incident, please find enclosed the following:

1. Revised Vehicle Owner's Questionnaire
2. Revised Text for Narrative Description of Incident
3. Photographs of Defective Parts
4. Photographs of New Parts
5. Repair Invoice
6. Note: Original Parts Retained, But Not Provided At This Time

Based upon information contained in the shipping documents, the original design of the fuel pump, mounting platform and electrical harness were redesigned and distributed by Mercedes-Benz for installation. This is evidence of awareness of a deficiency in the performance of the original designs.

A second concern is the gas cap. On occasion the original gas cap design, still on my vehicle, does not always close in a proper and secure manner, thereby allowing oxygen into the gas tank by way of the filler tube. During the time the vehicle was covered by Warranty, there was no mention that the gas cap had been redesigned.

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For some unexplained reason, neither the vehicle owners nor the dealers were notified of the potential safety issue or the rationale for new designs of the fuel pump, mounting platform and wiring harness. Instead, Mercedes-Benz opted to institute a replacement program in the absence of any notice. It seems to me that this practice is suggestive of a "hidden warranty" program.

Should you require further information for your review, please do not hesitate to contact me.

Sincerely, 



Enclosures

TL* THE CONTACT OWNS A 2001MY MERCEDES C320. THE CONTACT ATTEMPTED TO START THE VEHICLE AND IT FAILED. EXAMINATION BY THE REPAIR SHOP REVEALED AN INOPERATIVE FUEL PUMP AND THAT THE PLASTIC SHIELDING OF THE WIRING HARNESS, TO THE FUEL PUMP, HAD MELTED AND THERE WAS EVIDENCE OF ARCING. THE MECHANIC STATED THAT HE HAD NEVER SEEN THIS TYPE OF FAILURE AND IT COULD POSSIBLY CAUSE AND EXPLOSION. THE MECHANIC ORDERED A NEW FUEL PUMP AND WIRING HARNESS AND DISCOVERED THAT THE PUMP, ELECTRICAL HARNESS AND OTHER PARTS HAD BEEN REDESIGNED. PARTS INDICATE THE DESIGN WAS MADE IN 2005. MECHANIC CHECKED MERCEDES REPAIR SYSTEM FOR RECALLS AND WARRANTY REPLACEMENT AND FOUND NONE. OLD FUEL PUMP AND ELECTRICAL HARNESS PHOTOGRAPHED AND PRESERVED. TL ALSO STATES THAT THE GAS CAP IS INFERIOR IN DESIGN AND REPEATEDLY MUST BE RESET IN ORDER TO EFFECTIVELY SEAL THE FILLER TUBE. *AK

NEW PARTS NUMBERS AND NEW DESIGN DATE INDICATES AN AWARENESS OF A POTENTIAL PROBLEM AND, IF SO, NO NOTICE WAS PROVIDE D TO VEHICLE OWNERS

PHOTOGRAPHS AND COPY OF REPAIR INVOICE ATTACHED

MED BY DAIMLERCHRYSLER AG STUTTGART

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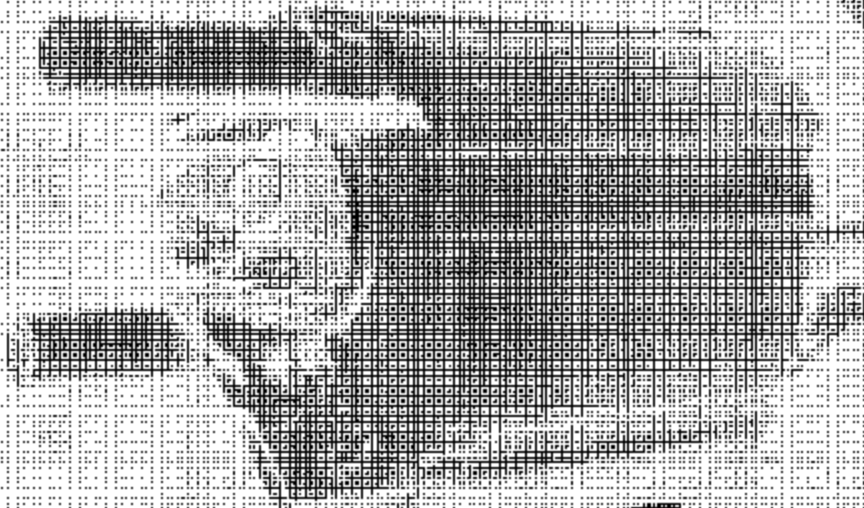
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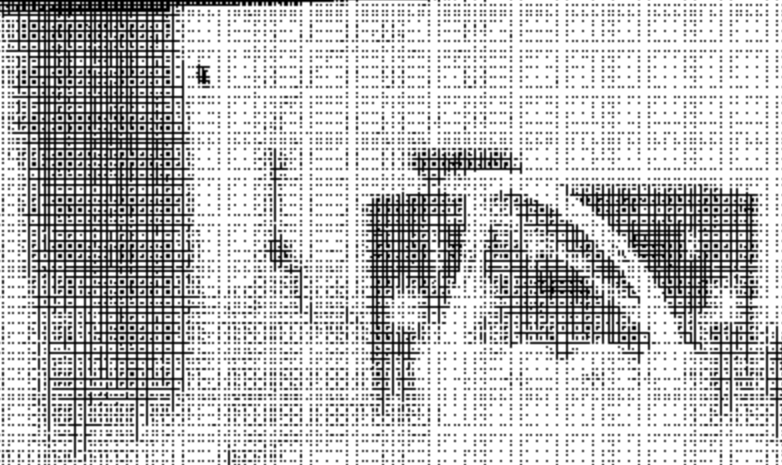
2000 4410

Vehicle Cert Plate

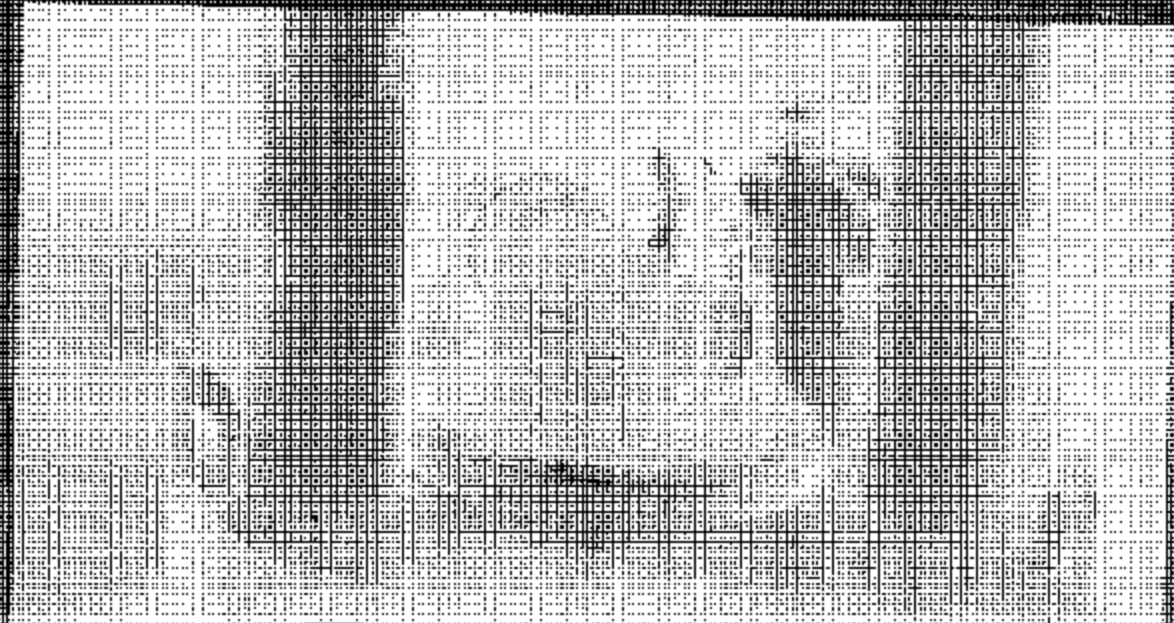
Invoice for New MTC Platform



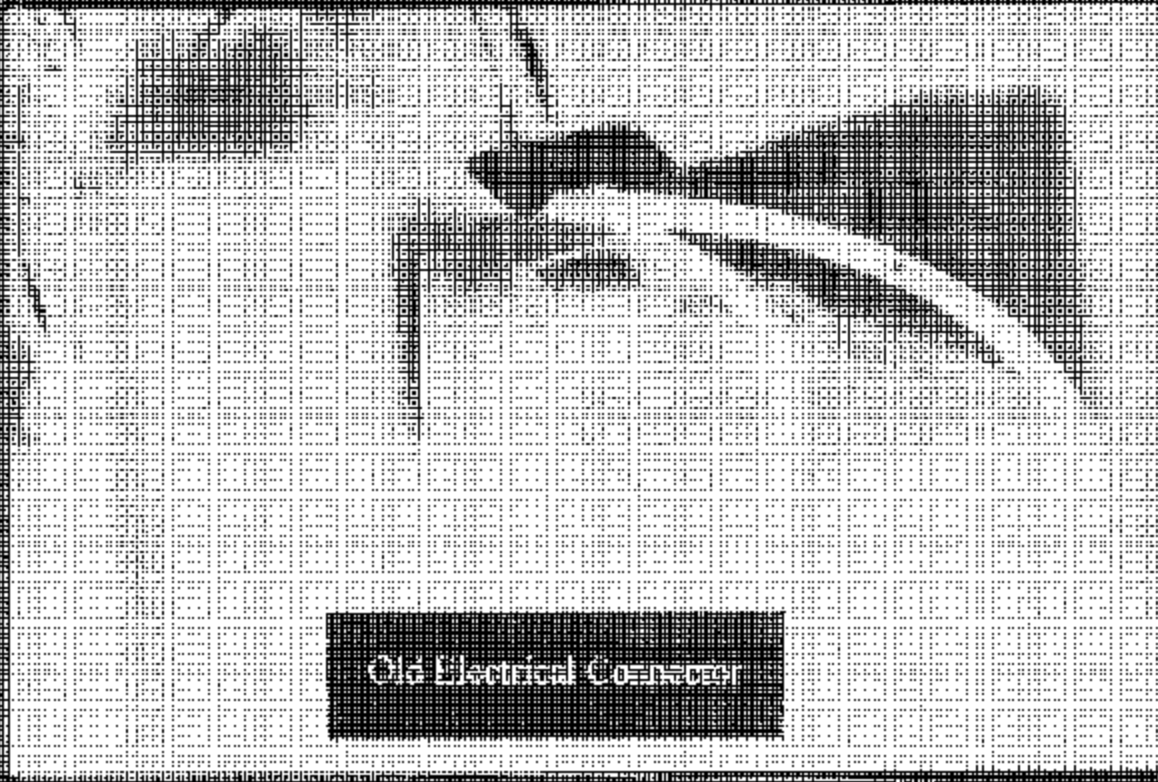
Old Fuel Pump with Damage



Old Fuel Pump Electrical Connector



Old Fuel Pump with Damage



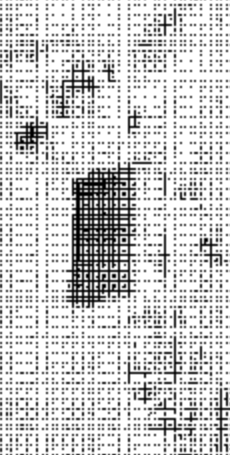
Old Electrical Control



Old Electronic Connector



Old Electronic Connector

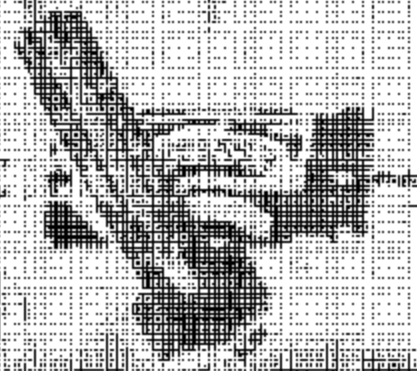


Damaged Electrical Connector



Fuel Tank Location Below Rear Seat

New Electrical Connector & Filler Gauge



New Minimum Pressure

**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).**