



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) 2008 FEB - 1
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

PM 12:24
27 JUL 2007

Reference No.
10197690

OWNER INFORMATION (Type or Print)

Name

Address

City CONVERSE

State TX

Zip Code

Daytime Telephone Number

E-mail Address

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 ☐ L NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 8/8/07

VEHICLE INFORMATION

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

WDBLJ70G3

Make

MERCEDES BENZ

Model

430

Model Year

2001

Date Purchased
12-JUL-07

Dealer's Name and Telephone Number

MOTOR TECHTONICS

Engine:

No: Cylinders 8

Fuel Type:

Gas

Original Owner

☐

Dealer's City

SAN ANTONIO

State TX

Zip Code

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

REAR WHEEL DRIVE

Vehicle Component Code

117000 DIGITAL INSTRUMENT PANEL (specifically instrument cluster)

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
14-JUL-2007

Failure Mileage
63007

Failure Speed
35

The LED display of temperature, time and most importantly what gear the automatic transmission is in has deteriorated to being Unreadable.

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

0

Number of Deaths

0

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).

TL*THE CONTACT OWNS A 2001 MERCEDES BENZ CLK430. WHILE DRIVING 35 MPH, THE CONTACT NOTICED THAT THE INSTRUMENT PANEL GAUGES WERE DIFFICULT TO READ. HE BELIEVES THAT THE VEHICLE SHOULD BE INCLUDED IN RECALL NUMBER 06V028000 (INTERIOR LIGHTING), BUT THE DEALER STATED THAT HIS VIN IS NOT INCLUDED. THE CURRENT MILEAGE WAS 64,012 AND FAILURE MILEAGE WAS 63,007.

More specifically, the digital readouts for time, outside temperature, and MOST IMPORTANTLY GEAR MODE FOR AUTO TRANS. This is a safety concern, especially at night, when driver cannot easily determine what gear car is in. Day or night, it can take attention from the road for driver to determine gear position without this display. This is a known manufacturing defect for many owners.

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)

ON JULY 14 2007, I WAS OPERATING VEHICLE DURING NIGHT HOURS
AT APPROXIMATELY 9:30 PM. THE PORTION OF ~~THE~~ THE INSTRUMENT CLUSTER
DISPLAY SHOWING WHICH GEAR TRANSMISSION BECAME UNREADABLE
CAUSING ME TO LOOK AWAY FROM ROAD TO INSURE CAR WAS STILL
IN "D" (Drive). This display erratically functions and is mostly UNREADABLE.
This part of the display also shows time & temperature. This is A
MANUFACTURING DEFECT AS I NOW UNDERSTAND MANY CLKs from
1999 to 2003 ARE AFFECTED BY SAME PROBLEM

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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



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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



**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