



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 MAY - 5 AM 7:16
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10222455

OWNER INFORMATION (Type or Print)

Name

Address

City JACKSONVILLE

State FL

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 authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner _____ Date 1/1/

VEHICLE INFORMATION

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

WDBRN40J03A

Make

MERCEDES BENZ

Model

C230

Model Year

2003

Date Purchased

July 2005

Dealer's Name and Telephone Number

BRUMOS MOTOR CARS, INC. 904-724-1080

Engine:

No: Cylinders 4

Fuel Type:

Gas

Original Owner

☐

Dealer's City

JACKSONVILLE

State

FL

Zip Code

32225

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

4 WHEEL DRIVE

Vehicle Component Code

072100 FUEL SYSTEM, GASOLINE:DELIVERY:FUEL PUMP

Multiple Failure: 7

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

20-FEB-2008

Failure Mileage

46646

Failure Speed

0

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: DOTM9ABC036)

☐ 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 2003 MERCEDES BENZ C230. THE VEHICLE WOULD ONLY START AFTER SEVERAL ATTEMPTS. SOMETIMES AFTER THE VEHICLE WAS STARTED, IT WOULD FAIL AND NOT RESTART. THE DEALER STATED THAT THERE WAS A CRACK IN THE PCV HOSE. THE COST FOR THE REPAIR WAS \$404.27. THE SAME DAY THE VEHICLE WAS REPAIRED, IT FAILED WHILE APPROACHING A RED LIGHT. THE FOLLOWING DAY, SHE RETURNED TO THE DEALER AND THEY STATED THAT THE FUEL PUMP NEEDED TO BE REPLACED. THE REPAIR COST WAS \$389.82. THE PURCHASE DATE WAS UNKNOWN. THE CURRENT MILEAGE WAS 47,022 AND FAILURE MILEAGE WAS 46,646.

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.

CUSTOMER #:

3 0 7 5 3 8

INVOICE

Brumos

Mercedes-Benz

MOTOR CARS, INC.

10231 Atlantic Boulevard * Jacksonville, Florida 32225

904-724-1080

MV-15197

PAGE 1

JACKSONVILLE, FL

HOME:

CONT:

BUS:

CELL:

SERVICE ADVISOR: 65 JOSEPH P RODGERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
	03	Mercedes-Benz C230	WDBRN40J03A		46646/46650	

DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUL02 DD		24JUL2006	WAIT 20FEB08		109.90	CASH	20FEB08

R.O. OPENED	READY	OPTIONS:	DLR:	ENG:
10:01 20FEB08	14:33 20FEB08	1) 203740-1A-395710		271943-30-011365

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A I HEREBY ACKNOWLEDGE THAT I HAVE REMOVED ANY FIRE ARMS AND/OR PERSONAL ITEMS FROM MY VEHICLE. I ALSO AGREE THAT THIS DEALERSHIP WILL NOT BE RESPONSIBLE FOR ANY ARTICLES LEFT IN MY VEHICLE WHILE AT THIS DEALERSHIP

78 ACKNOWLEDGEMENT OF PERSONAL ITEMS

9999 CP 0.00

0.00 0.00

B CUSTOMER STATES THE ENGINE STALLS AFTER STARTED COLD INTERMITTENTLY, ALSO AFTER THE CAR IS DRIVEN, SHUT WITHOUT USE FOR A FEW HOURS, THE SAME CONDITION, RUNS ROUGH & HESITATES WHEN ACCELERATED. /

023777 PART LOAD VENT HOSE - CRANKCASE TO

CONNECTION FITTING, REPL. (DTB P-B-01.20/12)

5000 CP 3.20

1 271 018-12-82 HOSE

351.68 351.68

12.08 12.08

46650 CRACKED PVC HOSE PEFOMRED QUICK TEST CODES FOR SELF ADAPATION
FOUND CRAKCED PVC HOSE R/R INTAKE HOUSING REPLACED PVC INTAKE HOSE
LABOR 3.2HRS

CUSTOMER PAY WASTE DISPOSAL FEES FOR REPAIR ORDER

14.07

LIMITED WARRANTY: The only warranties applying to the part(s) installed in accordance with this estimate are those that may be offered by the manufacturer. The seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of products or services sold under the terms of this estimate. Seller does not guarantee that the work performed in accordance with this estimate will correct any problem specified on the description of the complaint. Parts and labor are guaranteed for 1 year unlimited mileage, excluding tune-ups, front end alignments and tire balances.

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY

NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL. A DAILY STORAGE FEE WILL BE CHARGED THREE (3) WORKING DAYS AFTER YOU HAVE BEEN NOTIFIED WORK ON YOUR VEHICLE HAS BEEN COMPLETED. THE DAILY STORAGE FEE IS \$25.00.

DESCRIPTION	TOTALS
LABOR AMOUNT	351.68
PARTS AMOUNT	12.08
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.07
TOTAL CHARGES	377.83
LESS INSURANCE	0.00
SALES TAX	26.44
PLEASE PAY THIS AMOUNT	

VISA- 200.00
EC- 204.77

CUSTOMER #:

307595

INVOICE

Brumos

MOTOR CARS, INC.

DUPLICATE 1
PAGE 110231 Atlantic Boulevard * Jacksonville, Florida 32225
904-724-1080
MV-15197

JACKSONVILLE, FL

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 65 JOSEPH P RODGERS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	03	Mercedes-Benz C230	WDBRN40J03A		46684/46686		
DEL DATE	PROD DATE	WARR EXP	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
25JUL02 DD		24JUL2006	17:00 21FEB08		109.90	CASH	21FEB08
R.O. OPENED		READY	OPTIONS: DLR: ENG:271943-30-011365				
			1) 203740-1A-395710				

08:43 21FEB08 17:06 21FEB08

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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PERSONAL ITEMS FROM MY VEHICLE. I ALSO AGREE THAT THIS
DEALERSHIP WILL NOT BE RESPONSIBLE FOR ANY ARTICLES LEFT IN MY
VEHICLE WHILE AT THIS DEALERSHIP

78 ACKNOWLEDGEMENT OF PERSONAL ITEMS

9999 CP 0.00

0.00 0.00

B CUSTOMER STATES AFTER THE CAR IS DRIVEN FOR A WHILE, THE ENGINE WILL
BERGIN TO RUN ROUGH, SPUTTER, HAVE POOR OR HESITATION WHEN
ACCELERATED, THEN IT WILL STALL. #234 IS HANDLING. //

075730 FUEL PUMP, REPLACE

5000 CE 1.60

144.00 144.00

1 203-471-03-79 SEAL RING

16.28 10.54 10.54

1 203-470-23-94 AUXILIARY PU

270.00 204.00 204.00

46686 FOUND THAT INTERMITTITLY FULE PUMP IS NOT PRODUCING PRESSOR.
REPALCED PUMP 1.60HRS

C QUALITY CONTROL CHECKED

86 QUALITY CONTROL CHECKED

9999 CP 0.00

0.00 0.00

D COMPLIMENTARY QUICK WASH

85 COMPLIMENTARY QUICK WASH

9999 CP 0.00

0.00 0.00

46686 WASHED 2/21/2008 FRIDNOT PAULINIS

CUSTOMER PAY WASTE DISPOSAL FEES FOR REPAIR ORDER

5.76

LIMITED WARRANTY: The only warranties applying to the part(s)
installed in accordance with this estimate are those that may be
offered by the manufacturer. The seller hereby expressly disclaims
all warranties, either express or implied, including any implied
warranty of merchantability or fitness for a particular purpose, and
neither assumes nor authorizes any other person to assume for it
any liability in connection with the sale of products or service sold
under the terms of this estimate. Seller does not guarantee that the
work performed in accordance with this estimate will correct any
problem specified on the description of the complaint. Parts and
labor are guaranteed for 1 year unlimited mileage, excluding
tune-ups, front end alignments and tire balances.

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OR DAMAGE TO CARS OR
ARTICLES LEFT IN CARS IN
CASE OF FIRE, THEFT OR ANY
OTHER CAUSE BEYOND OUR
CONTROL. A DAILY STORAGE
FEE WILL BE CHARGED THREE
(3) WORKING DAYS AFTER
YOU HAVE BEEN NOTIFIED
WORK ON YOUR VEHICLE HAS
BEEN COMPLETED. THE DAILY
STORAGE FEE IS \$25.00.

DESCRIPTION	TOTALS
LABOR AMOUNT	144.00
PARTS AMOUNT	214.54
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	5.76
TOTAL CHARGES	364.30
LESS INSURANCE	0.00
SALES TAX	25.51
PLEASE PAY THIS AMOUNT	389.81

CUSTOMER ACKNOWLEDGES RECEIPT OF COPY