



U.S. Department
of Transportation
National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
2-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

22-AUG-2008

Reference No.
10239277

OWNER INFORMATION (Type or Print)

Name

Address

City

STROUDSBOURG

State PA

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 use the name or address to the vehicle manufacturer.
Signature of Owner _____ Date 8/26/08

VEHICLE INFORMATION

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

WDBNG75J41

Make

MERCEDES BENZ

Model

S CLASS

Model Year

2001

Date Purchased

MAY 10 08

Dealer's Name and Telephone Number

Engine:

No: Cylinders

V8

Fuel Type:

GAS

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☒ Antilock Brakes

Powertrain

☒ Cruise Control

5.0 LITER

Vehicle Component Code

020000 SUSPENSION

Multiple Failure: AIRMATIC, STOP! CAR TOO LOW

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

08-AUG-2008

Failure Mileage

129000

Failure Speed

0

ABC - ACTIVE BODY CONTROL

"AIRMATIC, STOP! CAR TOO LOW."

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 2001 MERCEDES BENZ S 500. WHEN THE VEHICLE IS PARKED, THE AIRMATIC REMAINS LOWERED WHEN IT SHOULD NOT. THE CONTACT STATED THAT CORROSION OCCURRED IN THE INNER STEEL PORTIONS OF THE ACTIVE BODY CONTROL'S (ABC) HIGH PRESSURE DISTRIBUTION HOSE DUE TO EXTENSIVE EXPOSURE TO HUMIDITY, WHICH CAUSED DETERIORATION OF THE HOSE. THE MANUFACTURER STATED THAT HIS VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN ID NUMBER 07V263000 (SUSPENSION), ALTHOUGH THE FAILURES WERE IDENTICAL. THE FAILURE MILEAGE WAS 129,000 AND CURRENT MILEAGE WAS 129,500.

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.

7188932815

3 1 5 8 7 3

HELMS BROS., INC.

MERCEDES-BENZ

INVOICE

 DUPLICATE 1
 PAGE 1

SERVICE & PARTS

 40-01 168th STREET - FLUSHING, NEW YORK 11358
 (718) 631-8299 Service (718) 631-8042 Parts
 FAX (718) 359-6990
 NYS-MV R/S REG NO. R-7098267
 www.helmsbros.com

 STROUDSBURG, PA
 HOME:

BUS:

SERVICE ADVISOR: 1382 DONALD E BEILINSON

HOME: [REDACTED] [REDACTED] SERVICE ADVISOR: 1582 DONALD [REDACTED]

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG	
	01	MERCEDES S500V	WDBNG75J41Z		129826/129827		
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04MAY05 IS			WAIT 30AUG08		110.00	CASH	29AUG08
R.O. OPENED		READY		OPTIONS: ENG:5.0_Liter			

10:24 29AUG08	13:43 29AUG08	LIST	NET	TOTAL
LINE OPCODE TECH TYPE HOURS				

 A CLIENT REQUEST TO WAIT IN LOUNGE
 WAIT CLIENT REQUEST TO WAIT IN LOUNGE

1192	C	0.00						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00	0.00

129826

 B CLIENT WOULD LIKE A COPY OF ANY PRINTOUT--
 INFO FOR INFORMATION ONLY

1192	C	0.00						
PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00	0.00

129826

 C CLIENT STATES LEFT FRONT SUSPENSION DROPS-CHECK & REPORT
 320000 GROUP 32 - NO OPERATION NO. AND TIME GIVEN
 USE ACTUAL TIME (PUNCH CARD) WITH 32-0000/01
 AS OPERATION NO.

1192	C	0.00						
1059	C	2.50						
		2.50						
2 220-320-24-38 HYDROPNEUMAT								
PARTS:	1900.00	LABOR:	275.00	OTHER:	0.00	TOTAL LINE C:	2175.00	2175.00

 129827 PERFORM SHORT TEST FOUND CODES #C1517-002 CRITICAL AT FRONT AXLE
 . CHECK FRONT END FOUND L/FRONT STRUT BLOWN . LEAKING OIL . REMOVE
 FRONT WHEEL REMOVE AND REPLACE FRONT STRUT BOTH SIDES ERASE CODES
 PERFORM LEVEL CALIBRATION , ROAD TESTED OK LABOR 2.5 HR ' ==NOTE==
 VEHICLE NEED MORE WORK ..ON FRONT END

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. 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 SAID PRODUCTS.

IMPORTANT NOTICE TO CUSTOMER

UNLESS ADVISED (IN WRITING) TO THE CONTRARY, WITHIN 10 DAYS OF THE DATE OF THIS ORDER, WE SHALL CONSIDER REPAIRS COMPLETED AS SATISFACTORY. ANY QUESTIONS CONCERNING THIS REPAIR ORDER MUST BE ACCOMPANIED BY THIS COPY. ANY DISPUTE, LEGAL PROCEEDING, OR COURT CLAIM WITH RESPECT TO THIS AGREEMENT SHALL BE ADJUDICATED IN AN APPROPRIATE COURT IN QUEENS OR NASSAU COUNTIES ONLY. STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED OR UNTIL AUTHORIZATION IS GIVEN (\$25.00 PER DAY).

THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR MERCEDES-BENZ, SAAB AND VOLKSWAGEN CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST.

CUSTOMER RECEIPT OF COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
LESS INSURANCE	
SALES TAX	
PLEASE PAY THIS AMOUNT	

 Thank you for your patronage!
 CUSTOMER COPY

7188932815

3 1 5 8 7 3

HELMS BROS., INC.

MERCEDES-BENZ

INVOICE

SERVICE & PARTS
 40-01 168th STREET - FLUSHING, NEW YORK 11358
 (718) 631-8299 Service (718) 631-8042 Parts
 FAX (718) 359-6990
 NYS-MV R/S REG NO. R-7098267
 www.helmsbros.com

 DUPLICATE 1
 PAGE 2

 STROUDSBURG, PA
 HOME:

BUS:

SERVICE ADVISOR: 1382 DONALD E BEILINSON

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAC
	01	MERCEDES S500V	WDBNG75J41		129826/129827	
DEL DATE	PROD. DATE	WARR EXP.	PROMISED	PO NO.	RATE	PAYMENT
04MAY05 IS			WAIT 30AUG08		110.00	CASH
R.O. OPENED	READY	OPTIONS: ENG:5.0 Liter				
10:24 29AUG08	13:43 29AUG08					
LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET
EST: 110.00	29AUG08	10:24	SA: 138			

THANK YOU FOR CHOOSING HELMS BROS. MERCEDES
 BENZ SERVICE CENTER. WE HOPE THAT YOUR VISIT
 WITH US HAS BEEN A PLEASANT ONE.
 QUESTIONS, COMMENTS, SUGGESTIONS?
 PLEASE CALL OUR SERVICE MANAGER, RICH GREIN
 AT 718-631-8299 OR RGREIN@HELMSBROS.COM

PAID

AUG 29 2008

ANY WARRANTIES ON THE PRODUCTS SOLD HEREBY ARE THOSE MADE BY THE MANUFACTURERS. 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 SAID PRODUCTS.

IMPORTANT NOTICE TO CUSTOMER

UNLESS ADVISED (IN WRITING) TO THE CONTRARY, WITHIN 10 DAYS OF THE DATE OF THIS ORDER, WE SHALL CONSIDER REPAIRS COMPLETED AS SATISFACTORY. ANY QUESTIONS CONCERNING THIS REPAIR ORDER MUST BE ACCOMPANIED BY THIS COPY. ANY DISPUTE, LEGAL PROCEEDING, OR COURT CLAIM WITH RESPECT TO THIS AGREEMENT SHALL BE ADJUDICATED IN AN APPROPRIATE COURT IN QUEENS OR NASSAU COUNTIES ONLY.
 STORAGE WILL BE CHARGED 48 HOURS AFTER REPAIRS ARE COMPLETED OR UNTIL AUTHORIZATION IS GIVEN (\$25.00 PER DAY).
 THESE REPAIRS ARE COVERED BY A LIMITED WARRANTY, LABOR AND PARTS FOR 12 MONTHS OR 12,000 MILES WHICHEVER COMES FIRST FOR MERCEDES-BENZ, SAAB AND VOLKSWAGEN CARS ONLY. ALL OTHER VEHICLES ARE 90 DAYS OR 4,000 MILES WHICHEVER COMES FIRST.

CUSTOMER RECEIPT OF COPY

Thank you for your patronage!

CUSTOMER COPY

DESCRIPTION	TOTALS
LABOR AMOUNT	275.00
PARTS AMOUNT	1900.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	2175.00
LESS INSURANCE	0.00
SALES TAX	182.16
PLEASE PAY THIS AMOUNT	2357.16