



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 <input type="checkbox"/>
10-SEP-2008	Reference No. 10241731

2008 OCT 10 PM 1-888-DASH-2-DOT

OWNER INFORMATION (Type or Print)			
Name	Daytime Telephone Number		E-mail Address
Address	Evening Telephone Number		
City MILTON	State DE	Zip Code	

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 10/1/08

VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WDBJF65J51E	Make MERCEDES BENZ	Model E CLASS	Model Year 2001
Date Purchased Aug. 2001	Dealer's Name and Telephone Number Contemporary Motor Cars	Engine: No: Cylinders 6	Fuel Type: Unleaded
Original Owner <input checked="" type="checkbox"/>	Dealer's City Little Silver	State NJ	Zip Code 07739
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Vehicle Component Code 198000 TIRES:TEMPORARY/EMERGENCY SPARE TIRE
Multiple Failure: SPARE changed wrong nuts used			

FAILED COMPONENT(S)/PART(S) INFORMATION			
Incident Date(s) 03-SEP-2008	Failure Mileage 99485	Failure Speed 0	see Attached Bills. BRAKES Engaged

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE			
Tire Make Michelin	Tire Model (Name or Number) All SEASON RADIAL MXV4	Tire Size (Example P215/65R15) P215/55R16	
DOT No. (Example: DOTM19ABC036)	<input checked="" type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair	Failure Location: Rt. 1 South, Dover, DE	9/3/08 @ 6:30PM
Tire Component Code	Tire Failure Type Side		

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				
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and Injury(ies).)</i>				
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 E-320. WHILE CHANGING THE TIRE TO THE SPARE, THE CONTACT DID NOT USE THE SPECIAL SPARE NUTS. WHEN SHE ATTEMPTED TO ENTER ONTO THE HIGHWAY, THE MOUNTS IN THE WHEEL LOCKED AND CAUSED THE BRAKES TO ENGAGE. THERE WAS NO PRECAUTIONARY WARNING LABEL ON THE SPARE TIRE TO PREVENT THIS FAILURE. THE VEHICLE WAS TOWED TO THE DEALER AND THEY REPLACED THE NUTS AND BOLTS, REAR HUBS AND AXLE, BRAKE ROTORS, SHOES, CALIPERS, DRIVESHAFT, SPRINGS, SHACKLES, AND TIRE. THE MANUFACTURER STATED THAT SHE SHOULD HAVE READ THE INFORMATION IN THE OWNER'S MANUAL PRIOR TO CHANGING THE TIRE. THEY REFUSED TO ASSUME ANY RESPONSIBILITY FOR THE REPAIR. THE VIN WAS UNKNOWN. THE FAILURE AND CURRENT MILEAGES WERE 99,485.

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.

[REDACTED]
[REDACTED]
[REDACTED]
Milton, DE [REDACTED]
[REDACTED]

October 1, 2008

National Highway Traffic Safety Administration
1200 New Jersey Avenue SE
Washington, DC 20590

RE: Mercedes-Benz Spare Tire Failure

Dear Mr. Borris,

Please allow me to give first a quick brief history, I have been a Mercedes-Benz vehicle owner since 1985 driving various makes and models, being a single female, I always utilized the free road side assistance program provided by Mercedes-Benz (i.e.: flat tire change, out of gas service, battery change). In February 2006 married now, whenever there was a problem I continued to utilize roadside assistance because I was always by myself when things failed. My husband I had been in New Jersey for 2 days attending a wake and funeral services for my uncle; while driving back home to Delaware on Wednesday, September 3, 2008 at approx. 6:15 PM the passenger back tire had blown a flat traveling approx. 55 mph, on a very busy traveled road we immediately pulled over. With that being said, since being married for the first time my husband was in the car with me when the vehicle had failure. My husband as being a man said, "I will the change the tire, we are on a very busy highway, during rush hour we need to get off this highway, we are so close to home."

After the tire had been changed we attempted to enter onto the highway, when the mounts in the wheels locked, we were unable to go forward or backwards. At that time we called for roadside assistance, and I swear to this statement for the first time in 23 years of calling for roadside assistance, the party on the other end stated, "if you change the tire yourself be sure to use the special lug nuts for the spare tire or you can do serious/major damage to the vehicle." At that moment I looked into the phone and said to myself; I think it is a little too late now for that warning sign. The roadside advisor called back and after explaining to him our situation, he said there is no sense for him to come out, have the car towed to the nearest Mercedes-Benz dealership. Luckily we also have AAA, who towed us approx. 10 miles down the road to the nearest dealer and our neighbor was on his way home from work who noticed us on the side of the road and offered to drive us back to home.

Five (5) days later the vehicle had been repaired with major damage in the amount of \$1130.71 plus the replacement of the tire purchased elsewhere in the amount of \$133.60 for a total of 1264.31 (see enclosed invoices).

[REDACTED]

On Wednesday, September 10, 2008 at 1300, I spoke to Ian at Mercedes-Benz to discuss my situation with regard to the above-mentioned complaint. I simply stated, "there should have been a simple warning sticker on the spare tire which would of made things a lot easier and a lot less expense, as well as safer for the lay person changing a tire, which most people in America usually do." He in turn stated, "He would forward my complaint to the corporate office." At approx. 1430 that same day Steven Q from Mercedes-Benz Corp office returned the call who basically continued our conversation with regard to the above mentioned complaint for approx. 24 minutes to belittle me and my husband for not taking out the quick tip owner's manual on the side of the highway prior to changing the tire and refused to take responsibility for the repair. Steven Q from Mercedes-Benz was very rude, condescending and arrogant. After several pleas Steven Q. trying to explain that a simple sticker could have avoided the situation, and the financial burden causing us a hardship for a few months in our household, there was no concern on behalf of Mercedes-Benz Corporation. Therefore I hung up the telephone and called the National Highway Traffic Safety Administration (NHTSA) for assistance because it is not right.

I also wanted to bring to the attention of NHTSA, I had purchased 4 brand new Michelin all season radial tires P215/55R16 MXV Energy 93H on June 5, 2007. April of 2008, 10-months later I had a tire blow out on another major highway, pulled over as quickly as I was able to however the entire tire came off the rim and flew into other oncoming traffic. The tire coming off the rim possibly could have been because I was unable to pull off quick enough, which caused the tire to react that way. When I reached the side of the road I was down to the rim; luckily there was no damage to the rim and myself thank god. However, now again another blow out on Wed. Sept. 3rd, my husband immediately pulled over, and ironically the sidewall again was damaged beyond repair. I think Michelin tires need to be investigated too. It is a shame I no longer have a sense of comfort driving my vehicle, I sit and wait for the next tire blow out with fear.

Your time and attention to this matter is greatly appreciated, thanking you in advance.

Sincerely,

[REDACTED]

[REDACTED]

i.g. Burton Imports

509 Bay Road
 Milford, Delaware 19963
 (302) 424-3042
 http://www.igburton.com

MILTON, DE

SERVICE ADVISOR **CHRISTY DOWD**

REPAIR ORDER WRITTEN	DATE READY	STOCK NO.	VEHICLE IDENTIFICATION	CUST. NO.	TAG NO.	P.O. NO.	INVOICE PRINTED	INVOICE NO.
04SEP08	08SEP08		WDBJF65J51				08SEP08	373598
TIME IN	TIME READY	YEAR	MAKE & MODEL	TELEPHONE NO.	CUST. PAY LABOR RATE	DELIVERY DATE	PREPARED BY	S/A
08:46	15:25	01	MERCEDES-BENZ E320		107.00	01JAN01	4381	4381
MILEAGE IN	MILEAGE OUT	LICENSE NO.						
99485	99486							

TECH.	TYPE	HOURS	LIST/UNIT	NET/UNIT	TOTAL
A CLIENT STATES CAR TOWED TO SHOP/LUG BOLTS STUCK ON R/R WHEEL/WONT MOVE					
9996 REAR HUB					
	4190 CPMB		695.50		695.50
1	202-980-01-16 REPAIR KIT		197.40	197.40	197.40
1	124-357-46-08 REAR AXLE PL		109.20	109.20	109.20
5	000-990-10-07 SREW		4.00	4.00	20.00
1	124-420-07-20 BRAKE SHOE		56.25	56.25	56.25
1	201-420-05-89 SUPPORT, EMER		18.00	18.00	18.00
1	108-427-00-74 PIN		3.96	3.96	3.96
1	1005 BRAKECLEANER		5.40	5.40	5.40
REMOVE JAMMED LUG BOLTS FROM WHEEL, REMOVE R/R BRAKE ROTOR AND CALIPER, REPAIR WHEEL HUB AND BEARING, REMOVE R/R DRIVESHAFT, REPLACE PARKING BRAKE SPRINGS AND SHACKLE, REPLACE CABLE////NOTE: NEEDS NEW TIRE -- SIDEWALL DAMAGED					
B COMPLEMENTARY MERCEDES-BENZ EXTERIOR CAR WASH (\$25.00 VALUE)					
MBCW COMPLEMENTARY MERCEDES-BENZ EXTERIOR					

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

Handwritten: Paid
 9-8-08

STATEMENT OF DISCLAIMER:
 The Seller hereby expressly disclaims all warranties, either expressed 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. Dealer guarantees the labor in this repair shop has been competently performed, and that any defect which occurs will be corrected without charge by this repair shop for a period of 90 days or 4000 miles from the date of the repair, whichever occurs first.

CUSTOMER SIGNATURE
X

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. WARRANTY SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

(SIGNED) _____ DEALER, GENERAL MANAGER OR AUTHORIZED PERSON _____ DATE _____

CARL KING TIRE CO.

96 TULIP DRIVE, HWY ONE-FIVE POINTS
LEWES, DE 19958
(302) 644-4070



INVOICE
083770

09/10/08 09/11/08
04:53 PM 03:52 PM
TERR: 7363
NONSIG: 197238

PAGE: 01

BILL TO: [REDACTED]
MILTON, DE [REDACTED]

PHONE 1..... [REDACTED]
PHONE 2..... [REDACTED]
DATE REQUESTED 09/10/08
TIME REQUESTED
RETURN PARTS.. NO
SALESMAN..... 003 / 090
P O NUMBER.... 1202

VEH YEAR/MAKE. 03 MERCEDES BENZ
VEHICLE MODEL. E320
VEHICLE COLOR. GOLD
LICENSE/STATE.
ODOMETR IN/OUT 099559 / 99559
PRIOR INVOICE. NEW CUSTOMER

ACCOUNT # COB TC CUST# TYPE/STATE PAYMENT METHOD
736300001 2 01 13039 0 DE CHECK

SLSM	TECH	PRODUCT CODE	BC	QTY	DESCRIPTION	PARTS	LBR/EXCISE	LINE TOTAL
003		265-024-258-0 QTY. 1 NO.	R	1	215/55R16 93V S1 DIREZZA DZ101 BSWTL V4UD4MTRI908	104.82	.00	104.82
003	043	041-263	R	1	NEW VALVE STEM	2.00	.00	2.00
003	043	044-263	R	1	WHEEL BALANCE - COMPUTER SPIN	1.50	6.00	7.50
003		071	R	1	SCRAP TIRE DISPOSAL AUTO	2.50	.00	2.50
003	043	040-579	R	1	COM PASSENGER MOUNT & DISMOUNT-MOUNTED	.00	7.00	7.00
003	043	044-263	R	1	WHEEL BALANCE - COMPUTER SPIN	1.50	6.00	7.50

***** RE-CHECK WHEEL TORQUE WITHIN 150 MILES*****
WE ARE NOT RESPONSIBLE FOR ANY LOST WHEEL COVERS OR DAMAGE TO WHEELS

** WE USE KENDALL MOTOR OIL **
OR VEHICLE AFTER LEAVING P-LOT

PARTS TOTAL.....	112.32
LABOR TOTAL.....	19.00
MISC SHOP SUPPLIES.	.28
SUB TOTAL.....	131.60
SALES TAX.....	.00

CHECK AMOUNT.....	133.60
STATE TIRE FEE	2.00
TAXABLE AMOUNT	.00

INVOICE TOTAL \$133.60

X-----
CUSTOMER AUTHORIZATION FOR TOTAL

SUBCONTRACTOR(S)

SEE REVERSE SIDE FOR IMPORTANT SAFETY WARNING AND WARRANTY INFORMATION

HAVE A QUESTION OR PROBLEM?
Please tell our store manager. We value your opinion as much as your business. Should you need additional assistance, call our
CUSTOMER ASSISTANCE LINE 1-800-321-2136



GOODYEAR

KENNY'S GARAGE

Michelin & Bridgestone Tires, Auto Repairs,
Oil Changes, Batteries, Parts & Accessories
26348 Broadhill Rd.
Milton, DE 19968
(302) 684-0148



Hunter mill AST.
114 Cicero Pi.

6/5/07
 CUSTOMER'S ORDER NO. ~~0001~~ 001
 PHONE [REDACTED] DATE 6/5/07
 NAME [REDACTED]
 ADDRESS [REDACTED]
 CITY [REDACTED] STATE [REDACTED]
 SOLD BY [REDACTED] CASH [REDACTED] C.O.D. [REDACTED] CHARGE [REDACTED] ON ACCT. [REDACTED] MDSE. RET'D [REDACTED] PAID OUT [REDACTED]
 QTY. DESCRIPTION PRICE AMOUNT
 Qt's Motor Oil
 Oil Filter
 Grease Job
 Serviced Complete
 4 - P215/55R16 m+s mxv4
 mich allseason Radial TIRES
 ENERGY 93H 173.00 EA.
 MOUNTED/BALANCED/NEW VALVE 692.00
 STEMS/WHEELWEIGHTS AND TRASHING
 old ones.
 [REDACTED]
 RECEIVED [REDACTED]
 \$10.00 Office fee over 30 days TOTAL 692.00

Thank You

ALL CLAIMS AND RETURNED
GOODS MUST BE ACCOMPANIED BY THIS BILL