



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects

2009 FEB -5 PM 12:53 DASH-2-DOT
(1-888-327-4236)

INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

31-DEC-2008

Repository ☐

Reference No.
10253394

OWNER INFORMATION (Type or Print)

Name

Address

City

IONE

State

CA

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 ____/____/____

VEHICLE INFORMATION

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

WDBRF64J21

Make

MERCEDES BENZ

Model

C320

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

20-JUN-2001

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 061000 ENGINE AND ENGINE COOLING: ENGINE, 980000 UNKNOWN OR OTHER

Failure Mileage

Failure Speed

1079

2001

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 C320. WHILE DRIVING APPROXIMATELY 20 MPH ON NORMAL ROAD CONDITIONS, THE ENGINE STALLED WITHOUT WARNING. THE ENGINE WARNING INDICATOR REMAINED ILLUMINATED ON THE INSTRUMENT PANEL UNTIL THE ENGINE WAS TURNED OFF. THE VEHICLE RESTARTED AFTER SEVERAL ATTEMPTS AND WAS TAKEN TO THE AUTHORIZED DEALER FOR DIAGNOSTIC TESTING. THE TECHNICIAN STATED THAT THE FAILURE WAS RELATED TO THE ENGINE CONTROL MODULE (ECM). THE VEHICLE WAS REPAIRED ACCORDING TO THE SERVICE WARRANTY. IN ADDITION, WHEN THE OUTSIDE TEMPERATURES EXCEEDED 100 DEGREES, THE VEHICLE WOULD SHUTTER. WHEN THE VEHICLE HAS BEEN PARKED FOR A COUPLE OF DAYS, THE ELECTRICAL SYSTEM RAPIDLY DRAINS THE BATTERY. ON THREE SEPARATE OCCASIONS, THE VEHICLE WAS TAKEN TO AN AUTHORIZED DEALER FOR IDENTICAL FAILURES WITHOUT RESOLUTIONS. THE VEHICLE HAS NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 1,079 AND CURRENT MILEAGE WAS 85,000.

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.

To Whoms It may Concern,

Since we bought Said car , we feel it has experienced more then its share of computer and electrical failures. Car from day one has been problemactic and in cases have left us stranded.

We have experienced everything from remote key , alarm, air mass flow sensors, stalling, insturment screen failures, to computers (which I hear we have many in this car) that "talk" to themselves and not turn off or go to sleep when they are suppose too.

We have had numerous " check engine " lights and see " workshop" lights and warnings. Sometimes they stay on, and other times the ignition will recycle and turn off said warnings.

The core of the problems are that when theses things happen, the dealer wants me to drive it there at that moment to have the car checked out. If I turn off the car, the car will recycle the computer to say nothing is wrong.

We live 35-45 minutes away ,that is impactical to do. To me, either the car is failing and needs to be fix, or do they know how to fix themselves? I hear this car does not have a WIRE that is connected to the throttle, but that the throttle is controlled by a computer. Well I'm not having to much faith in computers on this car. I believe that I have more problems with the car when the outside temperature goes up.

All said problems are documented and frankly I cannot justify spending thousands of dollars on a computer which I need now on a car that is only worth \$10 K..... this was a \$50 thousand dollar when I purchased new.

Any help will greatly appreciated,
thank you,

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