



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 ☐

03-FEB-2009

Reference No.

10257324

OWNER INFORMATION (Type or Print)

Name

Address

City MADISON

State MS

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

WDBJF65J12

Make

MERCEDES BENZ

Model

320E

Model Year

2002

Date Purchased

1/2002

Dealer's Name and Telephone Number

Mercedes-Stead Motors (925) 937-1655

Engine:

No. Cylinders

Fuel Type:

Premium

Original Owner

☒

Dealer's City

Walnut Creek, CA

State

CA

Zip Code

6 or 8

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure:

Incident Date(s)

25-JAN-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 063000 ENGINE AND ENGINE COOLING: EXHAUST SYSTEM, 060000 ENGINE AND ENGINE COOLING

Failure Mileage

103000

Failure Speed

50

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 2002 MERCEDES BENZ 320E. WHILE DRIVING 50 MPH, THE CONTACT HEARD A KNOCKING SOUND UNDERNEATH THE VEHICLE. SHE DROVE THE VEHICLE TO HER RESIDENCE AND THE NOISE RECURRED THREE DAYS LATER AFTER THE VEHICLE HAD BEEN WARMED UP. THE VEHICLE WAS TOWED TO THE DEALER AND THEY STATED THAT THE CATALYTIC CONVERTER WAS DEFECTIVE AND NEEDED TO BE REPLACED. THE VEHICLE HAS NOT BEEN REPAIRED. THE MANUFACTURER WAS NOTIFIED AND STATED THAT THEY WERE NOT LIABLE FOR THE REPAIRS. THE CURRENT MILEAGE WAS 103,200 AND FAILURE MILEAGE WAS 103,000.

This was 2 to 3 days After I had the vehicle serviced. When I took the car for servi I had NO problem. I had the car towed back to where it was serviced. A converter with NO problem went out

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.

Is this possible?

completely in 2-3 days

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

When I reached my 10,000 Mile Service. I took my car to H Mercedes on I-55 Jackson, Ms. They changed the oil + the spark Plugs + Gas Filter etc. Two or Three days after I picked the car up a Loud Noise Was heard after going enough for the car to warm-up. When it was towed back to the dealership I was told the converter had suddenly gone out. There was a noise prior to the service.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382**



**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)
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National Highway Traffic Safety Administration

