



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

14-MAY-2009

Repository ☐

Reference No.
10268748

OWNER INFORMATION (Type or Print)

Name

Address

City

MILLBURN

State

NJ

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to report to the manufacturer of your vehicle?

In the absence of an authorized signature, provide your name or address to the vehicle manufacturer.

Signature of Owner

Date 5/26/09

☒ YES ☒ NO

VEHICLE INFORMATION

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

WDBEA32E4RC

Make

MERCEDES BENZ

Model

E CLASS

Model Year

1994

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Gas

Original Owner

Dealer's City

State

Zip Code

Transmission Type

Auto

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

12-APR-2009

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT

Failure Mileage

140000

Failure Speed

40

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 1994 MERCEDES BENZ E320. WHILE DRIVING APPROXIMATELY 40 MPH, THE CONTACT HEARD A LOUD NOISE AT THE FRONT END OF THE VEHICLE. THE VEHICLE PROCEEDED TO PULL TO THE RIGHT. HE TOOK THE VEHICLE TO A REPAIR SHOP AND THE MECHANIC STATED THAT THE FRONT COIL SPRINGS AND STRUTS WERE CORRODED. IN ADDITION, THE STABILIZER BAR WAS CRACKED. THE MANUFACTURER WAS AWARE OF THE FAILURES; HOWEVER, THE WARRANTY IS ONLY VALID IN CANADA AND NOT THE UNITED STATES. THEREFORE, THE MANUFACTURER WILL NOT ASSIST WITH THE REPAIR. THE VEHICLE HAS NOT BEEN REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE 140,000.

Spring housing Schrover corrosion. On 5/21/09 wheel disengaged while driving causing car to lose control. Car flatbedded to body shop to evaluate total right front end collapse and wheel disengagement.

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.

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

① Front end Spring housing Schroed corroded. On 5/21/09 the suspension collapsed. The wheel buckled the front fender. Car had to be flatbedded to body shop. This is a structural failure that is known and reported. Car was turning @ approx. 10-15 mph when right front wheel disengaged. I notified Mercedes Benz of America but they were disinterested since they did not have a recall on this problem.

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



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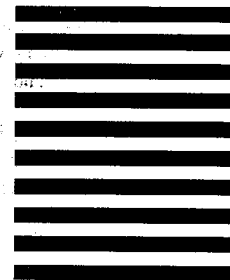
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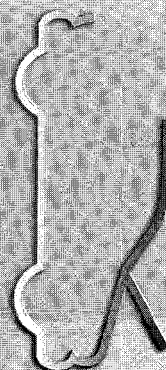
WASHINGTON, DC

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**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**



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOC)
U.S. Department of Transportation
National Highway Traffic Safety Administration

safercar.gov