



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

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

FOR AGENCY USE ONLY 100148

Date Received: 12-JUN-2009
Repository:
Reference No.: 10273612

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: ROANOKE RABBIT Rapids State: NC Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] 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: [REDACTED] Date: 6/19/09

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WDBRF61J43A [REDACTED]
Make: MERCEDES BENZ Model: 240 Model Year: 2003

Date Purchased: 7/17/03 Dealer's Name and Telephone Number: LEITH INC, 5601 CAPITAL BOULEVARD
Original Owner: Dealer's City: RALEIGH, NC State: N.C. Zip Code: 27616
Engine: No: Cylinders: Fuel Type:

Transmission Type: Antilock Brakes Powertrain: Multiple Failure: Incident Date(s): 02-MAY-2008
 Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 060000 ENGINE AND ENGINE COOLING Failure Mileage: 37011 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: DOTMAL9ABC036) 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 2003 MERCEDES BENZ 240. THE CONTACT HEARD A LOUD CLANKING NOISE COMING FROM UNDERNEATH THE REAR OF THE VEHICLE. WHILE DRIVING 40 MPH OR TURNING, THE NOISE WORSENERD. SHE TOOK THE VEHICLE TO THE DEALER AND THEY REPLACED THE RADIATOR AND CONVERTER; HOWEVER, THE NOISE CONTINUED. LATER, THE VEHICLE FAILED TO START. THE VEHICLE WAS TOWED TO THE DEALER AND THEY REPLACED THE WATER PUMP. SHE BELIEVES THAT A RECALL SHOULD BE ISSUED FOR THESE FAILURES. THE FAILURE MILEAGE WAS 37,011 AND CURRENT MILEAGE WAS 48,673.

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.

6/12/9

I have a C 240, 2003 Mercedes Benz.
 I pick it up July 17, 2003 new. Everything start
 May, 2008. It start to have a Fluid leak under
 the back side of the driver side. They said they
 fix it. See all of this come from Fluid leak.
 And the car starting to slow pick up and jerking. I
 taken it back the mos of July, 08 still the Slow
 pick-up and jerk. Sept, 08 the car wouldn't start.
 I had it towed in to Leith Mercedes Benz.
 They said water pump left one. They fix it gave me the
 part. The next week it stop again. Had it towed.
 They said the Right water pump. They fix it.
 I have the one. At the begin it wear 38,011 miles.
 In Dec 6, 2008 I went to NJ to my Daughters. I start
 to hear some noise in the Rear back. I taken it in
 to Cherry Hill Mercedes Benz. Dec 24, 08 They test drive it
 and they couldn't find out what was going on. There all day
 I come back to N.C. On 2/4/9 I taken it back to
 Leith Mercedes Benz. And the mechanical and I test
 drove it and he said the Radiator is bad. I need a
 new Radiator, and Flush. on 4/16/9 I went to
 David Mercedes Benz in Richmond, VA They said
 I need a new Radiator. All this they said Fluid
 is leaking into Radiator mixing with Antifreeze
 what cost the noise. May 26, 09 they put in new
 Radiator as they said, and a new Torque Converter.
 And they said the parts are going to Good well.
 I can not get them back (why), As I see not the
 noise and jerk are still there. This car is defect.
 Lemon. It not fix to my satisfaction. They ever said
 next wheel Borel's Transmission. I No this is a lemon.

6/19/9