

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 2009 AUG 27 PM 2: 3888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration		Date Received 27-JUL-2009	Repository ☐ Reference No. 10278425
		Daytime Telephone Number [Redacted]	E-mail Address [Redacted]
OWNER INFORMATION (Type or Print)			
Name [Redacted]		Evening Telephone Number Same	
Address [Redacted]		E-mail Address [Redacted]	
City NEW BEDFORD	State MA	Zip Code [Redacted]	
The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WDBLK70G72T [Redacted]		Make MERCEDES BENZ	Model CL CLASS
Date Purchased 12-27-06		Dealer's Name and Telephone Number Dartmouth Nissan - Volvo 508) 9963200	
Original Owner ☐	Dealer's City North Dartmouth MA	State MA	Zip Code 02747
Transmission Type auto	☒ Antilock Brakes ☒ Cruise Control	Engine: No: Cylinders 8	Fuel Type: Super Unleaded
Powertrain Multiple Failure: Yes		Incident Date(s) 09-FEB-2008	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: 161000 STRUCTURE: FRAME AND MEMBERS, 162900 STRUCTURE: BODY: ROOF AND PILLARS and electrics, seats failure, CO Failure		Failure Mileage 30000	Failure Speed 45 miles
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		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 CLK430. WHILE THE CONTACT WAS ATTEMPTING TO OPEN THE CONVERTIBLE ROOF, SHE NOTICED THAT THE ROLL BARS WERE STUCK IN PLACE. AS A RESULT, THE CONVERTIBLE TOP COULD NOT OPEN COMPLETELY. THE VEHICLE HAS NOT BEEN DIAGNOSED BY THE DEALER. THE CURRENT MILEAGE WAS 42,000 AND FAILURE MILEAGE WAS 30,000. While driving vehicle on highway, heard a strong noise and noticed head rests (back) popped up, after trying to bring them down and not being successful realized convertible would not come down. Went to Vito in Newport RI they said that the roll bar and mechanics were broken and it would cost us 6000.00 to repair.			
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)

unable to afford this, called Mercedes headQuarters, they said there's nothing they can do about it, we have been driving this car ~~on~~ with poor rear visibility since Feb of 2008. We can't even trade it in because the car has no value in this manner. We fear for our lives afraid of having an accident afraid of driving it ~~on~~ highway because the ~~the~~ back ~~the~~ headrest impairs our visibility. How can something like this happen to a vehicle that supposedly is of the best quality? Even worse (Mercedes does not care) ~~also~~ all the electronics ~~inside~~ the car do not work including CD)

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

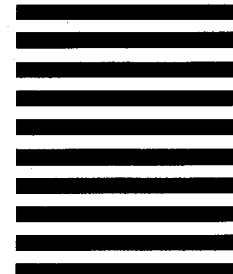
Official Business
Penalty for Private Use \$300

PROVIDENCE 01827

15 AUG 2008 11 11 T



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



BUSINESS REPLY MAIL

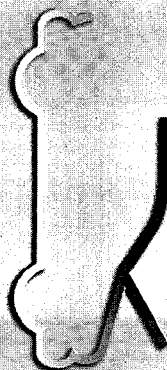
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

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





Mercedes-Benz
Viti Inc.

Authorized Mercedes-Benz Retailer
975 Fish Rd, PO Box 254
Tiverton, RI 02878
401-624-6181
800-544-5580
www.viti.com

Invoice #: **347159**Tag #: **T4707**Customer #: **16784**Service
Advisor: **202 TOM SANTOS**

NEW BEDFORD, MA

HOME: [REDACTED]

BUS: [REDACTED]

CELL: [REDACTED]

EMAIL: [REDACTED]

EMAIL:

Advisor: 202 TOM SANTOS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BLUE	02	MERCEDES CLK430	WDBLK70G72T		33552	33559			
DEL DATE	IN SERVICE DATE	WAFR EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
29APR02		29APR2006	18:00 22MAY08		113.90	CASH	21MAY08	20MAY08	21MAY08

OPTIONS: STK:SZ2997 DLR:71108 ENG:11394330379879 11103 272 2160 DAY OR 3.000 MILE WARRANTY AS OF 3-22-05 AT 13431 MILES 3/12 MTH CPO WARR (More...)

OPTIONS: STK:SZ2997 DLR:71108 ENG:11394330379879 1/103 272 2/60 DAY OR 3,000 MILE WARRANTY AS OF 3-22-05 AT 13431 MILES 3/12 MTH CPD WARR (More...)

F **QUALITY CONTROL INSPECTION OF ALL WORK PERFORMED**
QC QUALITY CONTROL INSPECTION OF ALL WORK PERFORMED

398 CDEF hrs.

....33559 QC INSPECTION, NO REPAIRS DONE, FLUIDS CHECKED QC INSPECTION

....COMPLETE

0.00

"Excellence Is Standard"

I had to pay Viti 626.45 for them to tell me that there is
\$6000.00 or over in damage.

Customer Copy

STATEMENT OF DISCLAIMER

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

TERMS: CASH, CREDIT CARD OR CHECK

All original Mercedes Benz replacement parts are warranted for 12 Months regardless of mileage

MERCEDES BENZ
24-HOUR ROADSIDE ASSISTANCE
(800)-FOR-MERCEDES
(800)-367-6372

LABOR AMOUNT	626.45
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	626.45
ADJUSTMENTS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	626.45

Invoice #: **347159**Tag #: **T4707**Customer #: **16784**Service
Advisor: **202 TOM SANTOS**Page 1 of 2
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NEW BEDFORD, MA

HOME:

BUS:

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A PICK UP WITH LOANER

PL PICK UP WITH LOANER

388 CDEF hrs.

0.00

B

CUSTOMER STATES DRIVERS SIDE FRONT WHEEL IS LOOSE, HAS PLAY SIDE TO SIDE WHEN ON LIFT, CHECK AND ADVISE, WHEEL LOCK ON FRONT SEAT

NR NO REPAIRS AT THIS TIME

388 CDEF hrs.

0.00

....33552 FRONT WHEEL BEARINGS NEED TO BE REPACED & ADJUSTED

C

CUSTOMER STATES CONVERTABLE TOP NOT WORKING, CHECK AND ADVISE

774230 VALVE BLOCKS FOR POWER SOFT TOP, R & R/REPL.

388 C1J hrs.

626.45

....33552 SDS TEST CODE FOR ROLL BAR DEPLOYMENT REMOVED ROLL BAR AND

....FOUND VALVE BAD ALSO FOUND POSSIBLE ASSMEBLY, INFORMED CUSTOMER

....REMOVED VALE BLOCK & REASSEMBLED PER CUSTOMER

D

CUSTOMER STATES POWER SEAT NOT WORKING PROPERLY, CHECK AND ADVISE

OK ALL FUNCTIONS ARE NORMAL THIS DATE

388 C1J hrs.

0.00

....33552 COULD NOT VERIFY CONCERN AT THIS TIME, POSS CONTROL UNIT

....PROBLEM

E

10 POINT INSPECTION///CK FOR VALID INSPECTION STICKER/ ALL FLUIDS,TIRES,BRAKES,HOSES,AND BELTS

10 10 POINT INSPECTION///CK FOR VALID INSPECTION STICKER/ ALL

FLUIDS,TIRES,BRAKES,HOSES,AND BELTS

388 CDEF hrs.

0.00

MERCEDES BENZ
24-HOUR ROADSIDE ASSISTANCE
(800)-FOR-MERCEDES
(800)-367-6372**STATEMENT OF DISCLAIMER**

The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

TERMS: CASH,CREDIT CARD OR CHECK

All original Mercedes Benz replacement parts are warranted for 12 Months regardless of mileage

CUSTOMER SIGNATURE: **X**

LABOR AMOUNT

PARTS AMOUNT

GAS, OIL, LUBE

SUBLET AMOUNT

MISC. CHARGES

TOTAL CHARGES

ADJUSTMENTS

SALES TAX

PLEASE PAY
THIS AMOUNT

TOTALS