



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 2010 MAR 30 AM 8:22
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

Reference No.
10313066

OWNER INFORMATION (Type or Print)

Name

Address

City ARCADIA

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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

WDBRF64J91F

Make

MERCEDES BENZ

Model

C320

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

RUSNAK

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

ARCADIA

State

CA

Zip Code

91007

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Yes

Incident Date(s)

22-FEB-2010

12/10/07

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 061000 ENGINE AND ENGINE COOLING: ENGINE X2

Failure Mileage

31151

35492

Failure Speed

68

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

None

Number of Deaths

None

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 C320. WHILE DRIVING 68 MPH WITHOUT WARNING THE VEHICLE STALLED, LOST POWER AND WAS UNABLE TO CONTROL THE STEERING WHEEL. HE WAS ABLE TO DROVE ONTO THE EMERGENCY LANE USING A LOT OF FORCE. THE VEHICLE WAS THEN TOWED TO A MERCEDES DEALER WHERE THEY DIAGNOSIS INDICATED THAT THERE WAS A FAULTY SENSOR AND THE COMPUTER SHUT DOWN THE VEHICLE. THE FAULTY SENSOR WAS REPLACED AT THE OWNERS EXPENSE. THE FAILURE MILEAGE WAS 31,151 AND THE CURRENT MILEAGE WAS 35,488.

All enclosed

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 for Faulty Sensors that make Engine and Steering Fail while Driving.

The contact owns a 2001 Mercedes C320. In December 2007, while driving the freeway at 68 MPH, without warning the vehicle stalled, lost all power and driver was unable to control the steering wheel. After many attempts the engine turned over and we were able to drive home (35 miles). The following day, we took the car into Rusnak and were told that we have a faulty sensor (Air Mass Sensor) which caused the computer to turn off the engine...I have included service ticket #XBCS435802...

This February 23, 2010 again my engine stalled and steering impeded...no warning light or check engine...I was driving 25 miles on surface streets and was not able to revive the engine but barely was able to pull over to another street to park legally. My car was flat bed towed to Rusnak...they determined that the Crank Position Sensor was faulty and the computer again read this as a turn off the engine....see service report XBCS491267...

Please note, I have had Rusnak service my car since I purchased it from them in 2003...My concern is that there are a total of 12 sensors in my car and don't know how many of those will choose to turn off my engine and put me in a dangerous situation. I have contacted and complained to my service people...contacted MZB 800 service number and asked for a retro-fit that would resolve the sensor issue...but so far I haven't been able to have a resolution....They laughingly say "Sell the Car" ...but I don't want to put anyone else in this kind of danger...



XBCS491267

XBCS491267

55 West Huntington Drive • Arcadia • CA 91007
626-447-1117 Service Direct 626-447-7776 Fax 626-447-3337

CUSTOMER NO. 91590	ADVISOR JACKSON HWANG	TAG NO. 3216 R028	INVOICE DATE 02/23/10	INVOICE NO. XBCS491267
ARCADIA, CA	LICENSE NO. [REDACTED]	MILEAGE 35,488	COLOR BLACK/GRAY	STOCK NO.
	YEAR / MAKE / MODEL 01/MERCEDES-BENZ/C320/4 DOOR SEDAN	DELIVERY DATE 01/03/01	DELIVERY MILES 7,155	
	VEHICLE I.D. NO. WDBRF64J91F	SELLING DEALER NO. 05646	PRODUCTION DATE 11/10/00	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/22/10	R.O. TIME
BUSINESS PHONE	COMMENTS C# 72261802537396 E# 111294630895181	MILEAGE OUT MO: 35492		

ESTIMATE-----
APPROVED REVISED ESTIMATE (# 1) OF \$550.00 (+TAX) ON 02/22/10 AT 04:11pm
BY TOWING COMMENTS

CELL: [REDACTED]

TOTALS-----

THANK YOU FOR ALLOWING US TO SERVICE YOUR MERCEDES BENZ.

PLEASE CALL IN ADVANCE
TO SET YOUR NEXT
APPOINTMENT
(626)447-7776

TOTAL LABOR....	303.60
TOTAL PARTS....	155.76
TOTAL SUBLET...	59.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	15.19

TOTAL INVOICE \$ 533.55

"WE GUARANTEE OUR MERCEDES BENZ PARTS & LABOR FOR 12 MONTHS / UNLIMITED MILES. FAILED PARTS DUE TO MISUSE, NEGLIGENCE OR NORMAL WEAR NOT COVERED. GUARANTEE VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT UNLESS, IT IS NOT REASONABLE TO DO SO, IN WHICH CASE YOU MUST CALL FOR AUTHORIZATION PRIOR TO REPAIRS BEING MADE."

CLIENT SIGNATURE

RUSNAK MERCEDES-BENZ			
Visa	M/C	Amex	DR
Debit	Cash	Check #	
FEB 23 2010			
PAID			

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
CUSTOMER COPY [END OF INVOICE] 08:49am

EPA# CAD 044413003



XBCS491267

XBCS491267

55 West Huntington Drive • Arcadia • CA 91007
626-447-1117 Service Direct 626-447-7776 Fax 626-447-3337

CELL: [REDACTED]

CUSTOMER NO. 91590	ADVISOR JACKSON HWANG	TAG NO. 3216 R028	INVOICE DATE 02/23/10	INVOICE NO. XBCS491267
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 35,488	COLOR BLACK/GRAY	STOCK NO.
ARCADIA, CA [REDACTED]	YEAR / MAKE / MODEL 01/MERCEDES-BENZ/C320/4 DOOR SEDAN	DELIVERY DATE 01/03/01	DELIVERY MILES 7,155	
	VEHICLE I.D. NO. WDBRF64J91E [REDACTED]	SELLING DEALER NO. 05646	PRODUCTION DATE 11/10/00	
	F.T.E. NO.	P.O. NO.	R.O. DATE 02/22/10	R.O. TIME
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE	COMMENTS C# 72261802537396 E# 111294630895181	MILEAGE OUT MO: 35492	

LABOR & PARTS-----
J# 1 12MBZ ENGINE TECH(S):1034 303.60
CLIENT STATES CHECK ENGINE LIGHT ON AND VEHICLE STALLED
BY ITSELF, UNABLE TO RESTART, PLS CHK AND ADV
VERIFIED FAULT IN CRANK POSITION SENSOR WHEN ENGINE AT
OPERATING TEMP.
VEHICLE STARTED AND DROVE INTO WORK AREA/THEN DIED WHEN
REACHED OPERATING TEMP.
TESTED WITH SDS:CODE P0234-008 IN ME SFI 2.8
TESTED ACTUAL VALUE WITH SDS:SHOWS NO SIGNAL(OPEN)
REPLACED CRANK POSITION SENSOR AND CLEARED FAULT CODE
ROAD TESTED TO VERIFY CLIENT CONCERN CORRECTED:OK

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 1 1 003-153-28-28 POSITION SEN		155.76
JOB # 1 TOTAL PARTS		155.76
JOB # 1 TOTAL LABOR & PARTS		459.36

J# 2 03MBZ-27POINT 27 POINT INSPECTION TECH(S):1034 INTERNAL
PERFORM 27 POINT VEHICLE INSPECTION
27 POINT INSPECTION COMPLETED
NEXT SERVICE DUE:8800mi
BRAKE PADS:F-90%,R-40% REMAINING

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 2 TOTAL PARTS		0.00
JOB # 2 TOTAL LABOR & PARTS		0.00

J# 3 61MBZ-TOWING TOWING TECH(S):1034 0.00
VEHICLE TOWED IN 02/22/10 INVOICE # 33979. CUSTOMER PAYS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 3 TOTAL PARTS		0.00
JOB # 3 TOTAL LABOR & PARTS		0.00

J# 4 03MBZZTIREY YELLOW / MOD. WEAR. TECH(S):1034 INTERNAL
INSPECT TIRES, FOUND MODERATE WEAR.
TREAD WEAR:F-8mm,R-8mm REMAINING

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-		
JOB # 4 TOTAL PARTS		0.00
JOB # 4 TOTAL LABOR & PARTS		0.00

SUBLET---PO#-----VEND INV#-INV.DATE-DESCRIPTION-----		
JOB # 3 535100 33979 02/22/10 TOW INV.33979		59.00
TOTAL - SUBLET		59.00

ESTIMATE-----
CLIENT HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$138.00 (+TAX)

ALL PARTS ARE NEW UNLESS SPECIFIED OTHERWISE
NOTICE TO CONSUMER: PLEASE READ IMPORTANT INFORMATION ON BACK.
CUSTOMER COPY [CONTINUED ON NEXT PAGE] 08:49am

Reynolds and Reynolds, ERANTS14E CC558887 Q (07/06)

RUSNAK

XBCS435082

XBCS435082

55 West Huntington Drive • Arcadia • CA 91007
626-447-1117 Service Direct 626-447-7776 Fax 626-447-3337

CELL: [REDACTED]

CUSTOMER NO 91590	ADVISOR CARLOS ALATORRE	TAG NO. 2001 W748	INVOICE DATE 12/10/07	INVOICE NO. XBCS435082
[REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 31,151	COLOR BLACK/GRAY	STOCK NO.
ARCADIA, CA	YEAR / MAKE / MODEL 01/MERCEDES-BENZ/C320/4 DOOR SEDAN	DELIVERY DATE 01/03/01	DELIVERY MILES 7,155	
	VEHICLE I.D. NO. WDBRF64191F	SELLING DEALER NO. 05646	PRODUCTION DATE 11/10/00	
	F.T.E. NO.	P.O. NO.	R.O. DATE 12/10/07	R.O. TIME
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# 72261802537396 E# 111294630895181	MILEAGE OUT MO: 31155	

LABOR & PARTS

J# 1 16MBZ FUEL INJECTION SYS TECH(S):1034 286.00
CUST STATES ENGINE REVED THEN STALLED ON FREEWAY, ADVISE
FOUND ELECTRICAL FAULT IN MASS AIRFLOW SENSOR
TESTED AND REPLACED MASS AIRFLOW SENSOR AS PER EST.

PARTS	QTY	FP NUMBER	DESCRIPTION	UNIT	PRICE
JOB # 1	1	112-094-00-48	AIR MASS SEN		414.72
JOB # 1 TOTAL PARTS					414.72
JOB # 1 TOTAL LABOR & PARTS					700.72

ESTIMATE

CLIENT HEREBY ACKNOWLEDGES RECEIVING
ORIGINAL ESTIMATE OF \$0.00 (+TAX)
APPROVED REVISED ESTIMATE (# 1) OF \$734.00 (+TAX) ON 12/10/07 AT 11:20am
BY MR TYLER COMMENTS AIR MASS SENSOR REPL
TOTALS

THANK YOU FOR ALLOWING US TO SERVICE YOUR MERCEDES BENZ.

PLEASE CALL IN ADVANCE
TO SET YOUR NEXT
APPOINTMENT
(626)447-7776

TOTAL LABOR....	286.00
TOTAL PARTS....	414.72
TOTAL SUBLET...	0.00
TOTAL G.O.G....	0.00
TOTAL MISC CHG.	0.00
TOTAL MISC DISC	0.00
TOTAL TAX.....	34.21

TOTAL INVOICE \$ 734.93

"WE GUARANTEE OUR MERCEDES BENZ PARTS & LABOR FOR 12 MONTHS / UNLIMITED MILES. FAILED PARTS DUE TO MISUSE, NEGLECT OR NORMAL WEAR NOT COVERED. GUARANTEE VALID ONLY IF VEHICLE IS RETURNED TO OUR SERVICE DEPARTMENT UNLESS, IT IS NOT REASONABLE TO DO SO, IN WHICH CASE YOU MUST CALL FOR AUTHORIZATION PRIOR TO REPAIRS BEING MADE."

CLIENT SIGNATURE

U/O ☐ S of A ☐ M/C ☐

By

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EPA#