

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

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

09-SEP-2010

Repository ☐

Reference No.
10354704

OWNER INFORMATION (Type or Print)

Name XXXXXXXXXX

Address XXXXXXXXXX

City HOUSTON

State TX

Zip Code XXXXXX

Daytime Telephone Number

XXXXXXXXXX

E-mail Address

XXXXXXXXXX

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

WDBKK65F32F XXXXXX

Make

MERCEDES BENZ

Model

SLK

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

30-AUG-2010

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 025000 ELECTRONIC STABILITY CONTROL, 026000 TRACTION CONTROL SYSTEM

Failure Mileage

52000

Failure Speed

60

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

Number of Deaths

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, SLK 320. THE CONTACT STATED WHILE DRIVING AT 60 MPH , THE BRAKES LOCKED UP AND THE BAS/ESP (TRACTION CONTROL LIGHT) CAME ON CAUSING THE VEHICLE TO SLOW DOWN TO 10 MPH ALMOST CAUSING A CRASH WHILE ON THE FREEWAY. SUDDENLY THE BRAKES UNLOCKED AND THE CONTACT WAS ABLE TO DRIVE THE VEHICLE HOME. THE CONTACT TOOK THE VEHICLE TO A LOCAL MECHANIC WHO PERFORMED A DIAGNOSTIC TEST. THE TEST SHOWED A GLITCH IN THE COMPUTER SYSTEM. THE LOCAL MECHANIC IS CURRENTLY REPLACING THE COMPUTER WHICH CAUSED THE BRAKES TO LOCK UP. PREVIOUSLY THE CONTACT CALLED THE MANUFACTURER REGARDING THE BAS/ESP LIGHT BUT THE MANUFACTURER INFORMED THE CONTACT THAT THE DEALER WOULD NOT DO A DIAGNOSTIC TEST AT NO COST. THE CONTACT STATED THE MANUFACTURER SHOULD HAVE DONE A FREE DIAGNOSTIC TEST. THE FAILURE MILEAGE WAS 52,000.

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.

Complaint: 10354704

Date: Monday, January 24, 2011 12:22:48 PM

Attachments: [EVOQ EMAIL RESPONSE.DOC](#)
[10354704.pdf](#)

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)

Sent: Monday, January 24, 2011 10:40 AM)

Subject: FW: NHTSA: Follow up to ODI Complaint: 10354704

From: [REDACTED]

Sent: Saturday, January 22, 2011 5:43 PM

To: DataQuality, DataQuality (NHTSA)

Subject: FW: NHTSA: Follow up to ODI Complaint: 10354704

The information on the attached is correct. Once the small computer was replaced, I have not the same issue occur. I still believe that the computer glitch was a manufacturers problem, and Mercedes should have wanted to fix it free of charge.

Today, I had a response from a man online that said he is now having the same problem. This could definitely be a recall issue.

[REDACTED]
[REDACTED]