

Temporary Complaint Number (TCN): KAN6-1963

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and the content is protectedRequired Information in **Bold** EQ-10368837-8274

NOV 16 2010

Form Approved: O.M.B. No. 2127-0008

Vehicle Information

Vehicle Identification Number (VIN) (See Instructions on the next page to locate the VIN.)

W	D	A	P	F	4	C	A	9	A	9						
1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17

Select/Enter Make

MERCEDES BENZ

Enter Model

WINNEBAGO VIA MOTOR HOME

Select/Enter Year

2011

Incident Information

Approximate Incident Date

11/03/2010

For multiple incident dates enter
the first date of occurrence.

(mm/dd/yyyy)

Was there a Crash? ☐ Yes ☒ NoWas there a Fire? ☐ Yes ☒ No

Failure Mileage

1,400

miles

For multiple incidents
enter the first failure mileage.

Number of Persons Injured, if any 0

Speed (at time of incident) 65 mph

Number of Deaths, if any 0

Description (up to 1900 characters)

156 characters remaining

WARNING: This description, exactly as you enter it, may appear in a public NHTSA database.**Do not include any personal information** (name, street/email address, phone number, social security/driver license number, Vehicle Identification Number (VIN), etc...).

I purchased a new Winnebago VIA Motor Home (Built on a MERCEDES BENZ Sprinter chassis) in August 2010. On short trips (10 to 20 miles) the check engine light would turn on. About a week after this started the Check Engine light came on and did not turn off. I contacted a dealer for repair advice and was asked to bring the vehicle in for service. The dealer is about 60 miles away, requiring I95 interstate use to drive there. The vehicle drove correctly almost all the way to the dealer until I slowed in preparation to exiting freeway by changing lanes. The vehicle lost all power and went into "LIMP MODE" (as I was told by the dealer service writer). It had no power, slowed to about 25 mph and would not accelerate. To suddenly slow in a lane of traffic going 65+ mph and trying to change lanes is a bit scary and I think dangerous. I was able to get across town (about 10 miles) in traffic by having my emergency flashers on and trying not to hold up traffic.

The dealer had to keep the vehicle overnight and loaned me a vehicle to go home until the VIA Motor Home was repaired. Repair took a day and a half - including waiting for parts. The repair was "Remove/install control valve for exhaust-gas recirculation". I was informed that there was water entering to top of the engine area that caused the valve to fail. The repair also included "Repair of windshield to body sealing". This was all performed under Warranty without cost to me.

The Service Manager at the Mercedes-Benz Sprinter dealership also informed me that this was the fourth unit (Winnebago VIA) that they had repaired for this problem.

It appears that this failure could be a real safety hazard - losing speed when driving on Interstate highways at 65mph or greater

If your component is not listed below, please describe the component in the above description field.

Failed Component 1

Engine

Failed Component 2

Select the Component

Failed Component 3

Select the Component

Personal Information

First Name

Last Name

Email (provided earlier and locked for your security)

Daytime Phone **Evening Phone**

Address 1

Address 2

City

State **Zip Code**



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A verification will be sent to the email address on file for this form. This only serves to inform you that we received your complaint. Another email will be sent when your complaint has been successfully processed and entered into our system.

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1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA 1.888.327.4236 TTY 1.800.424.9153



11/8/2010

I attempted to report and submit this safety concern via the SAFECAR>GUV Web site but it refused to recognize the report generated was a PHF File.

I called and submitted the report via telephone but I have little confidence the operator was able to capture the correct information *CONF # 10364400*

The draft ⁴copy of the report is attached – Please ensure it will be accepted, entered and acted upon

Thanks,

Wake Forest, NC

CUSTOMER #: 5343649

152501

Valley Motors, Inc d/b/a
MERCEDES-BENZ OF FAYETTEVILLE
PORSCHE OF FAYETTEVILLE3203 BRAGG BLVD. - P.O. BOX 35105
FAYETTEVILLE, NC 28303
Telephone (910) 487-0000

INVOICE

DUPLICATE 1
PAGE 1

WAKE FOREST, NC

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 124 MARK C VANLARE

COLOR		YEAR	MAKE/MODEL		VIN	LICENSE	MILEAGE IN / OUT		TAG
COPPER		10	SPRINTER 3500 CAB CH		WDAPF4CA9A9		1455/1458		T560
DEL. DATE		PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT		INV. DATE
13OCT10		IS12MAY10		WAIT 05NOV10		96.00	CASH		05NOV10
R.O. OPENED			READY		OPTIONS:				
11:10 03NOV10			11:26 05NOV10						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A CLIENT STATES CHECK ENGINE LIGHT IS ON. HAS BEEN GOING INTO LIMP MODE.							

CAUSE: ELEC FAULT

541011 SHORT TEST PERFORM

80 WCV 0.30

(N/C)

147686 ELECTRIC CIRCUIT-CONTROL VALVE FOR

EXHAUST-GAS RECIRCULATION REMOVE/INSTALL

AND, IF NECESSARY, REPLACE VEH. WITH

80 WCV 0.60

(N/C)

600000 NON .80 FOR WINNABAGO ACCESSIBILITY

80 WCV 0.80

(N/C)

1 642-140-14-60 RECIRCULATIO

(N/C)

1 642-142-23-80 GASKET

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

B** ADDITIONAL TIME FOR REPAIR OF WINDSHEILD TO BODY SEALING

CAUSE: SEALING

600000 NON 3.60 FOR ADD TIME FOR REPAIR OF

WINDSHEIL TO BODY SEALING

80 WCV 3.60

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

THANK YOU FOR YOUR PATRONAGE.

DISCLAIMER OF WARRANTIES

*Any warranties on the product sold hereby are those made by the manufacturer. The Seller, MERCEDES-BENZ OF FAYETTEVILLE / PORSCHE OF FAYETTEVILLE, hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and MERCEDES-BENZ OF FAYETTEVILLE / PORSCHE OF FAYETTEVILLE neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of these parts.

I hereby authorize any
add-on repairs.

CLIENT'S SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
DISCOUNT/DEDUCTIBLE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

Wake Forest, NC



DOT
NHTSA
OFFICE OF DEFECTS INVESTIGATION/CRD
NVS - 216
1200 NEW JERSEY AVE SE
WASHINGTON DC

20548