



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

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

17-DEC-2010

Repository ☐

Reference No.
10371062

OWNER INFORMATION (Type or Print)

Name
Address
City CHICAGO State IL 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
WDBNG70J11A

Make MERCEDES BENZ Model S430 Model Year 2001

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 ☐ Cruise Control Powertrain Multiple Failure: Incident Date(s) 17-DEC-2010

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 021000 SUSPENSION: FRONT Failure Mileage 100000 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 2001 MERCEDES BENZ S430. WHILE DRIVING APPROXIMATELY 60 MPH, THE FRONT END OF THE VEHICLE DROPPED DOWN ONTO THE TIRES. THE CONTACT PULLED OVER AND SHUT THE VEHICLE OFF. THE VEHICLE HAD NOT BEEN INSPECTED OR REPAIRED. THE CURRENT AND FAILURE MILEAGES WERE APPROXIMATELY 100,000.

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.

Subject: FW: All forms
Date: Friday, January 21, 2011 2:08:06 PM
Attachments: [EVOQ EMAIL RESPONSE.doc](#)
[10371062.pdf](#)

From: Mattson, Ryan CTR (NHTSA) **On Behalf Of** DataQuality, DataQuality (NHTSA)
Sent: Friday, January 21, 2011 12:27 PM

Subject: FW: All forms

From: [REDACTED]
Sent: Friday, January 21, 2011 12:16 PM
To: DataQuality, DataQuality (NHTSA)
Subject: All forms

All the forms are correct.

[REDACTED]
Moving Consultant
Manchester Moving & Storage

[REDACTED] toll free

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----- Original Message -----

Subject: FW: NHTSA: Follow up to ODI Complaint: 10371062
From: <EVOQ@dot.gov>
Date: Fri, January 21, 2011 11:07 am
To: <[REDACTED]>

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we can not respond to every complaint.

NHTSA/Office of Defects Investigation