



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
AUG 29 2011
25-JUL-2011

Repository ☐

Reference No.
10415048

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City UNIONTOWN State PA Zip Code [REDACTED]

Daytime Telephone Number [REDACTED]
Evening Telephone Number [REDACTED]
E-mail Address

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
WDBJF65H7XA [REDACTED] Make MERCEDES BENZ Model E320 Model Year 1999
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)
☐ Cruise Control 21-JUL-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 020000 SUSPENSION Failure Mileage 117000 Failure Speed 5

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 Failure Location:
☐ Prior Repair
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

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 1999 MERCEDES BENZ E320. WHILE DRIVING 5 MPH, THE BODY OF THE VEHICLE COLLAPSED ON THE TIRE WHEN THE SPRING PERCH THAT'S CONNECTED TO THE SPRING ASSEMBLY FAILED. THE VEHICLE WAS TOWED TO A MECHANIC WHO STATED HE WAS NOT SURE IF HE COULD REPAIR THE VEHICLE AND HE HAD TO ORDER THE REPAIR PARTS. THE DEALER AND MANUFACTURER WERE NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS 117,000.

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

AS A FOLLOWUP I DID CONTACT MERCEDES-BENZ OF USA
I SPOKE TO A CUSTOMER SERVICE REP ABOUT THIS
PROBLEM. I ALSO TOLD THEM THERE SHOULD HAVE
BEEN A LETTER OR RECALL DONE BECAUSE OF THE NUMEROUS
COMPLAINTS LISTED ON THEIR ONLINE SITE. THIS WILL
BE A PROBLEM FOR OTHERS. FORTUNATELY FOR US WE WEREN'T
ON THE OPEN HIGHWAY. THANK YOU

ATTACH ADDITIONAL SHEETS IF NECESSARY

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National Highway
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1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382

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Penalty for Private Use \$300

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**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**



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