

 INFORMATION ACT (FOIA) 5 U.S.C. 552(B)(6) U.S. Department of Transportation National Highway Traffic Safety Administration		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 NOV 29 2011 08-NOV-2011		Repository ☐ Reference No. 10434885					
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address			
Name [REDACTED]						[REDACTED]		[REDACTED]			
Address [REDACTED]						Evening Telephone Number		[REDACTED]			
City WASHINGTON			State DC		Zip Code [REDACTED]						
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 WDBJF65J02E [REDACTED]					Make MERCEDES BENZ		Model E320		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) 14-JUN-2011			
		☐ Cruise Control									
FAILED COMPONENT(S)/PART(S) INFORMATION											
Vehicle Component Codes: 010000 STEERING, 100000 POWER TRAIN								Failure Mileage 73828		Failure Speed	
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 ☐ 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 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 2002 MERCEDES E320. THE CONTACT STATED THAT THE POWER STEERING SEIZED. THE VEHICLE WAS TAKEN TO THE DEALER AND THE CONTACT WAS INFORMED THAT THE STEERING LOCK FAILED AND NEEDED TO BE REPLACED. THE FAILURE MILEAGE WAS 73,828 AND THE CURRENT MILEAGE WAS 75,000.											
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.											

November 21, 2011

[REDACTED]
Washington, DC [REDACTED]

National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, DC 20077-9382

To whom it may concern

I am the owner of the E320 Mercedes Benz 2002, 4-Door Sudan, with 73,828 miles at the time of vehicle Break d own. On June 1, 2011 after completing errands I returned to my vehicle inserted the key, key would not turn. The indicator indicated to Remove Key, I then made several attempts to start the car each time removing the key as directed after such frustrating period I called Roadside Assistance of Mercedes Benz.

The Tow Truck driver informed me of a Malfunctioning in the Steering Lock. I know the problem was no fault of mine. And the charge to repair or adjust the operation of the vehicle I feel was over the top. My safety was jeopardized I was alone and weren't prepared to be out from 8:00pm until 2:00am the next morning trying to get home after such an ordeal all night. I am sending a copy of the cost invoice of \$1,146.10

"Thank you for your time and effort.....

Best Regards

[REDACTED]

CUSTOMER #:

753646

EuroMotorcars
 www.euromotorcars.com

INVOICE



Mercedes-Benz

SPRINTER

4932 Bethesda Avenue

5334 Marinelli Road

Bethesda, MD 20814-5204

Rockville, MD 20852-2502

Tel. (301) 907-8700

Tel. (301) 984-2550

WASHINGTON, DC

PAGE 1

HOME: [REDACTED] CONT:N/A

BUS: [REDACTED] CELL:

SERVICE ADVISOR: 14 BILL GROSS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG
BLK/GRY	02	MERCEDES-BENZ E320	WDBJF65J02B [REDACTED]	[REDACTED]	73828/73830	TD818
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
24MAY06 DD			17:00 10JUN11		AE	10JUN11
R.O. OPENED		READY	MON CO. REG. STK: W3198 DLR: 0000 00804A			

12:33 03JUN11 09:30 10JUN11

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A CAR TOWED IN. OWNER STATES NEITHER KEY WILL TURN IN THE IGNITION.

ROADSIDE CAME OUT AND TESTED BATTERY--OK. CK & ADV

540000 TEST SDS, REPL EIS, REPL ESL

224 KARL HEINRICH LIC#: "\"

C10%

1 208-462-04-30 STEERING LOC

PARTS:	459.27	LABOR:	644.43	OTHER:	0.00	TOTAL LINE A:	1103.70
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73830 5.50 TEST EIS & ESL, REPLACE DEAD ESL & CODE

B** RENTAL CAR PAID FOR BY EURO MOTORCARS

LOANER LOANER CAR FOR 5 DAYS, OWNER NOTIFIED

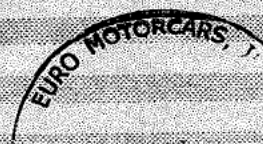
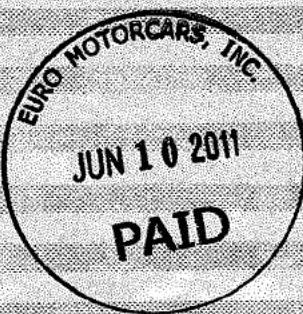
6-10-11 AT 9:10AM. LOANER CAR VALUE \$235.00

500 CPR

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
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CUSTOMER PAY SHOP SUPPLIES AND HAZARDOUS WASTE FOR REPAIR ORDER

14.00



Maryland House Bill 1067

THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Manufacturer Special Policy Adjustment Programs
Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (NHTSA) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or NHTSA. In addition, certain consumer publications or organizations publish this information, which may be available for a fee or for free.

NOTICE TO CUSTOMERS

1. Acknowledgement that all repairs were necessary and performed as stated.
2. Flat rate used except when otherwise specified.
3. Remanufactured parts are specified by a part # suffix of 87 or 88.
4. All parts are new unless otherwise specified.

CUSTOMER SIGNATURE

X

DESCRIPTION	TOTALS
LABOR AMOUNT	644.43
PARTS AMOUNT	459.27
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	14.00
TOTAL CHARGES	1117.70
LESS	0.00
SALES TAX	28.40
PLEASE PAY THIS AMOUNT	1146.10

CUSTOMER COPY

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SUS: 202 557 8888 CELL: 111

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0.00 0.00

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

CUSTOMER PAY SHOP SUPPLIES AND HAZARDOUS WASTE FOR REPAIR ORDER 14.00

EURO MOTORCARS - SER

TERMINAL I.D.:

MERCHANT #:

44080022432003

AMEX
XXXXXX

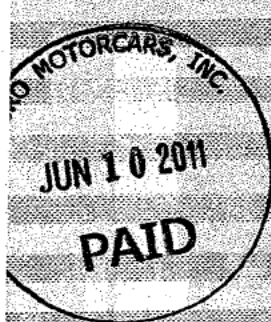
BATCH:

00096

DATE: JUN 10, 11

TIME: 15:35:14

AUTH NO: 549490

TOTAL
GENERAL MERCHANDISE 00 \$1146.10I AGREE TO PAY ABOVE TOTAL AMOUNT
ACCORDING TO CARD ISSUER AGREEMENT
(MERCHANT AGREEMENT IF CREDIT VOUCHER)

Maryland House Bill 1057

THAT WHILE THE CUSTOMER'S MOTOR VEHICLE IS ON THE PREMISES OF THE AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO THE CUSTOMER'S MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES, AND THAT THE CUSTOMER SHOULD ASK A REPRESENTATIVE OF THE AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

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CUSTOMER COPY