

 U.S. Department of Transportation National Highway Traffic Safety Administration		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 APR 25 2012 14-MAR-2012		Repository ☐ Reference No. 10451642	
OWNER INFORMATION (Type or Print)							
Name				Daytime Telephone Number		E-mail Address	
Address							
City		State		Zip Code		Evening Telephone Number	
WOODBIDGE		VA					
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 WDDDJ7CB3BA				Make MERCEDES BENZ		Model CLS550	
						Model Year 2011	
Date Purchased 10/2010		Dealer's Name and Telephone Number Mercedes Benz of Alexandria 703 341 2100				Engine: No: Cylinders 8	
Original Owner ☒		Dealer's City ALEXANDRIA, VA		State VA		Fuel Type: GAS	
Transmission Type Auto		☒ Antilock Brakes ☒ Cruise Control		Powertrain		Multiple Failure:	
						Incident Date(s) 15-APR-2011	
FAILED COMPONENT(S)/PART(S) INFORMATION							
Vehicle Component Code: 100000 POWER TRAIN						Failure Mileage 4000	
						Failure Speed 2	
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: DOTMALSABC036)		☐ 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 2011 MERCEDES BENZ CLS 550. THE CONTACT STATED THAT THE VEHICLE LUNGED FORWARD AFTER BEING SHIFTED INTO DRIVE AND DRIVEN OUT OF A DRIVEWAY. THE VEHICLE WAS TAKEN TO THE DEALER AND THE DEALER STATED THAT THE TRANSMISSION CODES NEEDED TO BE RESET. THE MANUFACTURER WAS NOTIFIED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 4,000 AND THE CURRENT MILEAGE WAS 18,000.							
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 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.							



Mercedes-Benz

Mercedes-Benz of Alexandria

200 South Pickett Street - Phone 703-341-2100
ALEXANDRIA, VA 22304

www.MercedesAlexandria.com

CLIENT SERVICE HOURS
MONDAY THRU FRIDAY
7:30 A.M. TO 7:00 P.M.

SERVICE DIRECT PHONE: 703-341-2140

CLIENT NO. 243405	ADVISOR HORST VONSCHILLING 800277	KEY TAG # 486	INVOICE DATE 03/02/11	INVOICE NO. ABCS82890
WOODBRIDGE, VA	LABOR RATE	LICENSE NO.	MILEAGE 4,399	COLOR INDIUM GREY
	YEAR / MAKE / MODEL 11/MERCEDES-BENZ/CLS550C/CLS550C			STOCK NO. BA170277
	VEHICLE I.D. NO. W D D D J 7 C B 3 B A			DELIVERY DATE 05/18/10
	F.T.E. NO.	P.D. NO.	SELLING DEALER NO. 80101	DELIVERY MILES 15
RESIDENCE PHONE			R.O. DATE 02/25/11	
COMMENTS C# 2193721A170277 E# 27396030377598 MO: 4399				

LABOR & PARTS
J# 1 27MBZ AUTOMATIC TRANS TECH(S):800246 INTERNAL
CUSTOMER STATES WHEN SHIFTING FROM REVERSE TO DRIVE THERE IS
A LONG DELAY TO ENGAGE
OWNER TO RETURN.
JOB # 1 TOTAL LABOR & PARTS 0.00

COMMENTS
WAIT

TOTALS

*****	TOTAL LABOR....	0.00
*	TOTAL PARTS....	0.00
* [] CASH [] CHECK CK # []	TOTAL SUBLET...	0.00
*	TOTAL G.O.G....	0.00
* [] VISA [] MASTERCARD [] DISCOVER	TOTAL MISC CHG.	0.00
*	TOTAL MISC DISC	0.00
* [] AMEX [] CHARGE [] OTHER	TOTAL TAX.....	0.00
*****	TOTAL INVOICE \$	0.00

The repairs and charges on this invoice have been explained
to me and I hereby authorize payment to Mercedes-Benz of
Alexandria.

WE APPRECIATE YOUR BUSINESS !!

CLIENT SIGNATURE
***** DUPLICATE INVOICE *****

LIMITED WARRANTY
PARTS AND LABOR WARRANTY 12 MONTHS
OR 12000 MILES, WHICHEVER OCCURS
FIRST. THIS COPY MUST BE RETURNED FOR
ADJUSTMENTS. GENUINE MERCEDES-BENZ
SPARE PARTS ARE COVERED BY A LIMITED
WARRANTY OF 12 MONTHS. UNLIMITED
MILEAGE. BE SURE TO ASK US FOR DETAILS.

Thank You!

MERCEDES BENZ ROAD SIDE
ASSISTANCE PROGRAM 24 HOURS

1-800-222-0135



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SERVICE DIRECT PHONE: 703-341-2140

CLIENT NO. 243405	ADVISOR HORST VONSCHILLING 800277	KEY TAG # 1859	INVOICE DATE 04/26/11	INVOICE NO. ABCS86501
LABOR RATE [REDACTED]	LICENSE NO. [REDACTED]	MILEAGE 6,662	COLOR INDIUM GREY	STOCK NO. BA170277
YEAR / MAKE / MODEL 11/MERCEDES-BENZ/CLS550c/CLS550c			DELIVERY DATE	DELIVERY MILES 15
VEHICLE I.D. NO. W D D D J 7 C B 3 B A [REDACTED]			SELLING DEALER NO. 80101	PRODUCTION DATE 05/18/10
F.T.E. NO.			P.O. NO.	R.O. DATE 04/25/11
RESIDENCE PHONE [REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS C# 2193721A170277 E# 27396030377598 MO: 6668		

LABOR & PARTS**J# 1 27MBZ04****HARD SHIFTING**

TECH(S):800246

WARRANTY

CUST STATES THAT AUTOMATIC TRANSMISSION HAS A HARSH SHIFT
FROM REVERSE TO DRIVE
FOUND AT TIMES TRANS HAS HARSH SHIFTS FROM PARK TO DRIVE FOUR
NO NO CODES.
UPDATED TRANS CONTROL UNIT AND ADAPTED RDP GERARS PER BULLET
IN LI27.50-P-0459281 TEST FOUND OK

LIMITED WARRANTY
PARTS AND LABOR WARRANTY 12 MONTHS
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FIRST THIS COPY MUST BE RETURNED FOR
ADJUSTMENTS. GENUINE MERCEDES-BENZ
SPARE PARTS ARE COVERED BY A LIMITED
WARRANTY OF 12 MONTHS, UNLIMITED
MILEAGE. BE SURE TO ASK US FOR DETAILS.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

JOB # 1 TOTAL PARTS 0.00

JOB # 1 TOTAL LABOR & PARTS 0.00

J# 2 99MBZ0FLEXSER.A FLEXIBLE SERVICE "A"

TECH(S):800246

WARRANTY

PERFORM FLEXIBLE SERVICE SYSTEM "A" SERVICE
SEE SERVICE BOOKLET FOR MAINTENANCE CONTENT
SERVICE DUE BY TIME OR MILEAGE.
SERVICE COMPLETED PER MBUSA GUIDELINES.

PARTS-----QTY---FP-NUMBER-----DESCRIPTION-----UNIT PRICE-

JOB # 2	1	Q-1-09-0144	MOBIL 1 FORM	WARRANTY
JOB # 2	1	PKM272-WRNTY	272 WARRANTY SERVIC	WARRANTY
JOB # 2	1	001-986-80-71-17	WINDSHIELD W	WARRANTY
JOB # 2	1	007603-014106	SEAL RING,VL	WARRANTY
JOB # 2	1	000-180-26-09	TS FILTER IN	WARRANTY
JOB # 2	9	Q-1-09-0144	MOBIL 1 FORM	WARRANTY

JOB # 2 TOTAL PARTS 0.00

JOB # 2 TOTAL LABOR & PARTS 0.00

COMMENTS**RENTAL***Thank You!*

MERCEDES-BENZ ROAD SIDE
ASSISTANCE PROGRAM 24 HOURS
1-800-422-0100



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SERVICE DIRECT PHONE: 703-341-2140

CLIENT NO. 243405	ADVISOR HORST VONSCHILLING 800277	KEY TAG # 1579	INVOICE DATE 02/01/12	INVOICE NO. ABCS102096
	LABOR RATE	LICENSE NO.	MILEAGE 16,384	COLOR INDIUM GREY
	YEAR / MAKE / MODEL 11/MERCEDES-BENZ/CLS550C/CLS550C		DELIVERY DATE	STOCK NO. BA170277
WOODBRIDGE, VA	VEHICLE I.D. NO. W D D D J 7 C B 3 B A		DELIVERY MILES 15	
	P.T.E. NO.	P.O. NO.	SELLING DEALER NO. 80101	PRODUCTION DATE 05/18/10
			R.O. DATE 01/05/12	REPRINT# 2
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS C# 2193721A170277 E# 27396030377598 MO: 16739		

LABOR & PARTS

J# 1 99MBZ0FLEXSER.B FLEXIBLE SERVICE "B" TECH(S):800282 WARRANTY
 PERFORM FLEXIBLE SERVICE SYSTEM "B" SERVICE
 SEE SERVICE BOOKLET FOR MAINTENANCE CONTENT
 BATTERY TEST CODE:7E3L-C96HU.
 PERFORMED FLEXIBLE "B" SERVICE. PERFORMED BRAKE FLUSH.
 REPLACED CABIN FILTER.

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 1	1	PKM272-WRNTY	272 WARRANTY SVC	WARRANTY
JOB # 1	1	001-986-80-71-17	WINDSHIELD W	WARRANTY
JOB # 1	1	007603-014105	SEAL RING, VL	WARRANTY
JOB # 1	1	000-180-26-09	TS FILTER IN	WARRANTY
JOB # 1	9	Q-1-09-0144	MOBIL 1 FORM	WARRANTY
JOB # 1	1	000-989-08-07-01	BRAKE FLUID	WARRANTY
JOB # 1	1	211-830-00-18	COMBINATION	WARRANTY
JOB # 1 TOTAL PARTS				0.00
JOB # 1 TOTAL LABOR & PARTS				0.00

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 MILEAGE. BE SURE TO ASK US FOR DETAILS.

J# 2 03MBZ11 HESITATION TECH(S):800247 800282 WARRANTY
 HESITATION FROM REVERSE TO DRIVE CHECK AND REPORT
 VERIFIED COMPLAINT FOUND A 1-1.3 SECOND DELAY WHEN SHIFTING
 FROM REVERSE TO DRIVE BEFORE THE DRIVE RANGE ENGAGES IF
 THROTTLE IS APPLIED DURING THIS DELAY THEN THE VEHICLE WILL
 SHUDDER AND ACCELERATE ABRUPTLY
 READAPTED THE BR. 1-2,2-3,3-2, AND 2-1 ACCELERATION DOWNSH-
 IFTS SHUDDER IS ALLMOST COMPLETELY GONE, TEST DROVE OTHER
 2011 CHASSIS (204,212) DELAY IS THE SAME BUT THESE DID NOT
 SHUDDER AS BAD AS THIS CLS DID PRIOR TO RE-ADAPTATION,
 RELEASING VEHICLE TO CUSTOMER SINCE DELAY SEEMS TO BE A
 NORMAL FUNCTION OF NEW VEHICLES AND NO FURTHER REPAIRS ARE
 AVAILABLE

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 2 TOTAL PARTS				0.00
JOB # 2 TOTAL LABOR & PARTS				0.00

J# 3 05MBZ0 INSPECT W/W SYSTEM TECH(S):800282 WARRANTY
 C/S LEFT SIDE WINDSHIELD WASHER ISN'T SPRAYING FLUID CHECK
 AND REPORT
 FOUND BOTH WINDSHIELD WASHER SPRAY NOZZLES NOT SPRAYING
 PROPERLY. INTERNALLY CLOGGED.
 REPLACED BOTH WINDSHIELD SPRAY NOZZLES. ADJUSTED TO CORRECT
 SETTING. RECHECKED OPERATION. OK

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE
JOB # 3	2	211-860-13-47	NOZZLE	WARRANTY
JOB # 3 TOTAL PARTS				0.00
JOB # 3 TOTAL LABOR & PARTS				0.00

J# 4 88MBZEDH DOOR HANDLE/EXTERIOR TECH(S):800282 WARRANTY
 C/S LEFT REAR DOOR HANDLE STICKS. CHECK AND REPORT.