

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

 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 JUN - 6 2013 26-APR-2013	Repository ☐ Reference No. 10509696
OWNER INFORMATION (Type or Print)			
Name [REDACTED]		Daytime Telephone Number [REDACTED]	
Address [REDACTED]		Evening Telephone Number [REDACTED]	
City FRESNO	State CA	Zip Code [REDACTED]	
<i>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).</i>			
VEHICLE INFORMATION			
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WDBNG75J84 [REDACTED]		Make MERCEDES BENZ	Model CLS500 S500
Model Year 2004		Engine: No: Cylinders 8	
Date Purchased	Dealer's Name and Telephone Number		Fuel Type: Gas
Original Owner ☐	Dealer's City	State	Zip Code
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure: 1	Incident Date(s) 20-APR-2013
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Code: ENGINE (PWS)		Failure Mileage 64530	Failure Speed 50
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 2004 MERCEDES BENZ S500. THE CONTACT STATED THAT WHILE DRIVING APPROXIMATELY 50 MPH THE VEHICLE STALLED. THE VEHICLE WAS TOWED TO THE DEALER FOR DIAGNOSIS. THE TECHNICIAN STATED THAT THE CRANK SHAFT POSITION SENSOR WOULD HAVE TO BE REPLACED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE VEHICLE WAS REPAIRED. THE APPROXIMATE FAILURE MILEAGE WAS 64,530. *TR			
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.			

From: <EVOQ@dot.gov>
To: [REDACTED]
Sent: Wednesday, June 05, 2013 5:53 AM
Attach: EVOQ EMAIL RESPONSE.doc; 10509696.pdf
Subject: FW: NHTSA: Follow up to ODI Complaint: 10509696

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 cannot respond to every complaint.

NHTSA/Office of Defects Investigation

6/5/13

Thank you -
see attached.

[REDACTED]

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6/5/2013

NHTSA

Date: June 5, 2013

DOT Auto Safety Hotline

RE: No. 10509696

Supplemental Information, Vehicle Owner's Questionnaire

OWNER Section:

Name: Correct name is [REDACTED]

VEHICLE INFORMATION Section:

Date Purchased: 12/17/2004

Purchased From: Mercedes-Benz of San Francisco, 950 Van Ness Ave, San Francisco, CA 94109

Odometer when Purchased: 12,296

Second Owner / Certified Preowned

Dealer Performing Repairs: Mercedes-Benz of Fresno, 7055 N Palm Ave, Fresno, CA 93650

NARRATIVE:

Following are copies of my 4/22/13 and 4/25/13 letters to Mercedes-Benz of Fresno Service Dept which provide more details on the incident. During that time, I also was in contact with Mercedes-Benz USA and was assigned a case manager. The manufacturer ultimately offered a 20% discount on the part only. A copy of the repair invoice also follows. The total repair cost was \$612.67, minus the manufacturer credit of \$122.54, or a net paid of \$504.99.

Fresno, CA

Direc

Fax

April 22, 2013

Mercedes Benz of Fresno
Attn: Roger D. Lockhart

Via Fax 559 438-7057 Only

RE: 2004 Mercedes S500; VIN WDBNG75J84A [REDACTED] Lic [REDACTED]
WO #419205

Dear Roger:

We received your fax referenced above and I left you a voicemail thereafter.

After further consideration, please note my husband and I are only interested in determining why this vehicle suddenly displayed a dash-full of warning lights, completely shut down (no engine, no power steering, no brakes, etc.) while we were traveling approximately 50 mph on Jensen Avenue in Fresno (a 4 lane expressway) and stopped just barely clear (approximately 1') of the traffic lane.

Can you tell us whether you have had a history of this kind of shut-down and what you think the problem is?

Obviously, if we had been traveling 65-70 MPH in the inside lane of a six-lane freeway, like the 405 or I-5 (as we frequently do traveling to vacation in southern California), this could have been fatal.

Since speaking with you this morning, we telephoned MBUSA and asked that a case manager be assigned to discuss this vehicle. We were told someone should contact us within 24 hours.

We have completely lost confidence in this vehicle (note history of numerous repairs) and now are afraid to even drive it again, much less on a freeway.

We will wait until we receive a call from MBUSA to determine the next step.

Thanks and if you have questions or comments, I can be reached at 559 681-4964.

Very truly yours,

B:

[REDACTED]
Fresno, CA

Dire [REDACTED]

Fax [REDACTED]

April 25, 2013

Mercedes Benz of Fresno

Via Fax 559 438-7057 Only

Attn: Kevin Ryan and Roger D. Lockhart

RE: 2004 Mercedes S500; VIN WDBNG75J84A [REDACTED] Lic [REDACTED]
WO #419205

Gentlemen:

To confirm my conversation with Roger today, I asked that you replace the crankshaft position sensor only. The amount Roger previously quoted for the repair was \$632.47. "Randy" at MBUSA told me he spoke with Kevin; and the manufacturer was willing to give us a 20% discount on the position sensor repair only. [Note Roger quoted \$700 to replace the trunk latch, as it fails to pull-down/shut all the way.]

Though extremely disappointed, I cannot say we are surprised. The 20% offered is about the same as a MB Fresno coupon or special; and, thus, represents the almost non-existent level of concern the manufacturer has for the myriad problems we have had with this vehicle and our safety while riding in it.

That said, my research reveals this model had four recalls (see following NHTSA "recalls" print-out). I do not *recall* that any or all of them were done. Note that each time I brought the vehicle in for repairs, I've asked the service writer to check for and make these kinds of repairs.

Would you kindly let me know whether these were done? And if not, when you would be able to complete them.

Thank you for your assistance. If you have questions or comments, I can be reached at [REDACTED]

Very truly yours,

B [REDACTED]

CUSTOMER #: M13507

419205



Mercedes-Benz

of Fresno

7055 N. Palm - Fresno, CA 93650

Phone: (559) 438-0300

Please visit us at: www.mboffresno.com

INVOICE

DUPLICATE 1

PAGE 1

FRESNO, CA

HOME

BUS:

CONT: N/A

CELL

SERVICE ADVISOR: 60042 ROGER D LOCKHART

BUS: [REDACTED]		CEL: [REDACTED]		SERVICE ADVISOR: 05612 ACC: [REDACTED]			
COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BRILLANT-S	04	MERCEDES S500V	WDBNG75J84A [REDACTED]		64530/64534	T3411	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	RATE	PAYMENT	INV. DATE
13MAR04 IS							
13MAR04 DD	04NOV03	12MAR2011	18:00 22APR13		0.00	COUPP	26APR13
R.O. OPENED		READY		OPTIONS: DLR:05612 ENG:11396030545237 TRN:A			

09:38 22APR13 12:34 26APR13

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CHECK AND RECORD TIRES PRESURES AFTER NEEDED ADJUSTMENT INCONJUNCTION

WITH REPAIRS NOT REQUIRING LIFTING VEHICLE

TPCHECK2 CHECK AND RECORD TIRES PRESURES AFTER

NEEDED ADJUSTMENT INCONJUNCTION WITH REPAIRS

NOT REQUIRING LIFTING VEHICLE

60132 TTP

(N/C)

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

64534 TIRE PRESSURES SET FRONT TIRES TO 29PSI, REARS TO 32PSI.

B. CUSTOMER REQUESTS TEST FOR ENGINE DYING WHILE DRIVING, ALL DASH

WARNING LIGHTS CAME ON. WOULD NOT RESTART TURNED OVER SLOW.

CHECK ENINE LIGHT KNOW REMAINS ON

15 ENGINE ELECTRICAL

60132 C

432.00 432.00

1 003-153-28-28 POSITION SEN

180.67 180.67

PARTS: 180.67 LABOR: 432.00 OTHER: 0.00 TOTAL LINE B: 612.67

64534 CRANK SENSOR CUSTOMER STATES ENGINE DIES WHILE DRIVING.

PERFORMED SHORT TEST FOUND CODEP0335 CRANK SENSOR FAULT. REMOVED OLD

CRANKSHAFT SENSOR. INSTALLED NEW CRANKSHAFT SENSOR. CLEARED TROUBLE

CODE. PERFORMED FINAL TEST. TEST DROVE VEHICLE 4 MILES. OK AT THIS

TIME. 3.2 HRS

C CUSTOMER REQUESTS TEST FOR WINDSHIELD WASHER FOR POSSIBLE FLUID LEAK

50 BODY

60132 IPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

64534 WINDSHIELD WASHER LEAK CUSTOMER REQUEST TEST FOR WINDSHIELD

WASHER LEAK. FILLED WASHER RES., TESTED SYSTEM, FOUND NO LEAKS AT RES

OR LINES AT THIS TIME. FOUND FILLER CAP ON RES CRACKED AND MISSING

PIECES. RECOMEND REPLACING CAP AT THIS TIME. 50HRS

WE ACCEPT:

VEHICLES CANNOT BE RELEASED
AFTER SERVICE DEPT. HOURS.SERVICE DEPARTMENT HOURS:
MONDAY-FRIDAY 7:30 AM - 5:30 PMI ACKNOWLEDGE NOTICE
AND ORAL APPROVAL OF
ANY ADDITIONAL WORK
PERFORMED AND/OR
INCREASE IN THE ORIGINAL
ESTIMATED PRICE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
MISC. DISCOUNTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

Notice to Consumer: Please read important information on back.

BAR #ARD00264815

EPA #CAR000130757

CUSTOMER #: M13507

419205



Mercedes-Benz

of Fresno

7055 N. Palm • Fresno, CA 93650

Phone: (559) 438-0300

Please visit us at: www.mboffresno.com

INVOICE

DUPLICATE 1

PAGE 2

FRESNO, CA

HOME

CONT: N/A

BUS:

CELL:

SERVICE ADVISOR: 60042 ROGER D LOCKHART

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
BRILLANT-S	04	MERCEDES S500V	WDBNG75J84A		64530/64534	T3411	
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R.O. OPENED:		READY	OPTIONS: DLR:05612 ENG:11396030545237 TRN:A				

09:38 22APR13 12:34 26APR13

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

D CUSTOMER REQUESTS INSPECT TRUNK FOR NO CLOSING ASSIST WHEN CLOSING AT

TRUNK

60 BODY

60132 IPS

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00

64534 TRUNK LID NOT CLOSING CUSTOMER REQUEST TEST FOR TRUNK LID NOT CLOSING,, FOUND TRUNK LID NOT FULLY CLOSED,, PERFORMED SHORT TEST, FOUND CODES, B1442-018,, B1442-012,, B1442-015, B1442-016, B1442-017 SAFETY TIME OF THE POWER CLOSING HAS BEEN EXCEEDED FOR THE PNEUMATIC BRANCH. INSPECTED TRUNK LID LATCH AND FOUND CRACKS IN VACUUM SEAL OF LATCH. 0.9HRS

EST: 472.50 22APR13 09:38 SA: 60042

MERCEDES BENZ OF FRESNO

7055 N PALM AVE

FRESNO CA 93650

559-438-0300

04/26/2013 14:11:10

Merchant ID: XXXXXXXXXX7582

Device ID: 1111

Terminal ID: PD01

CREDIT CARD

VISA SALE

CARD # XXXXXXXX

TRANS # 015

Batch #: 7

Approval Code: 04575C

ACI Code: E

TRANS ID: 00311674898:71-

Entry Method: Swiped

Mode: Online

SALE AMOUNT \$504.99

RELEASED
HOURS.T HOURS:
M - 5:30 PM

I ACKNOWLEDGE NOTICE
AND ORAL APPROVAL OF
ANY ADDITIONAL WORK
PERFORMED AND/OR
INCREASE IN THE ORIGINAL
ESTIMATED PRICE.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	432.00
PARTS AMOUNT	180.67
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	612.67
MISC. DISCOUNTS	122.54
SALES TAX	14.86
PLEASE PAY THIS AMOUNT	504.99

CUSTOMER COPY

important information on back.

BAR #ARD00264815

EPA #CAR000130757

CUSTOMER COPY