

 <p><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>          To Report Vehicle Safety Defects          1-888-DASH-2-DOT          (1-888-327-4236)          INTERNET: www.nhtsa.dot.gov/hotline</p>				FOR AGENCY USE ONLY 100148	
U.S. Department of Transportation National Highway Traffic Safety Administration				Date Received 01-APR-2014	Repository <input type="checkbox"/> Reference No. 10576421
OWNER INFORMATION (Type or Print)					
Name		Address		Daytime Telephone Number	E-mail Address
City COLUMBIA		State MD	Zip Code	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 WDBSK75F15F		Make MERCEDES BENZ	Model SL 500	Model Year 2005	
Date Purchased 10/26/2005	Dealer's Name and Telephone Number V. Rao Mandava 202 431 2144		Engine: No: Cylinders 8	Fuel Type: Gas	
Original Owner <input checked="" type="checkbox"/>	Dealer's City Silver Spring MD	State Maryland	Zip Code 20904		
Transmission Type	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain	Multiple Failure: See attached complaint	Incident Date(s) 22-DEC-2009	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 110000 ELECTRICAL SYSTEM				Failure Mileage 9000	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)	<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2005 MERCEDES SL 500. THE CONTACT STATED THAT THE IGNITION SWITCH WAS FAULTY AND CAUSED MULTIPLE MALFUNCTIONS IN THE VEHICLE. THE VEHICLE WAS TAKEN TO THE DEALER WHERE IT WAS DIAGNOSED THAT THE BATTERY NEEDED TO BE REPLACED. THE BATTERY WAS REPLACED HOWEVER, THE FAILURE PERSISTED. THE MANUFACTURER WAS CONTACTED ABOUT THE FAILURE. THE FAILURE MILEAGE WAS 9,000 AND THE CURRENT MILEAGE WAS 25,000.  Attached is the original complaint to Mercedes-Benz.					
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.					

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

- In rain The windshield wipers don't turn on.
- It gets to 100°F inside the car even when driving in cold weather.
- Fear of car failing all the time.
- Mercedes Benz not accepting responsibility for the malfunctions and doesn't address the danger presented.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

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

Official Business  
Penalty for Private Use \$300

COLUMBIA, MD



WASHINGTON  
MD 200  
22100  
70152

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**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](http://www.safercar.gov)**

**or call:**

**Vehicle Safety Hotline  
888-327-4236**



Vehicle Owner's Questionnaire (VOQ)  
U.S. Department of Transportation  
National Highway Traffic Safety Administration



**From:** "MBUSA Customer Support" <support@mbusa.com>  
**Date:** Wednesday, March 26, 2014 11:00 AM  
**To:** [REDACTED]  
**Subject:** I own SL500 (2005) model. I was never informed that ignition switch has... [Incident: 140326-000022]



**Mercedes-Benz**

Your question has been received. You should expect a response from us within a business day. Our Customer Care business hours are 8 AM to 10 PM EST Monday through Friday, except for

**Subject**

**I own SL500 (2005) model. I was never informed that ignition switch has...**

**Question Reference # 140326-000022**

Date Created: 03/26/2014 11:00 AM

Date Last Updated: 03/26/2014 11:00 AM

*Replied after long time saying there is "no recall"  
of and so nothing will be done.*

5/22/2014

**From:** "MBUSA Customer Support" <support@mbusa.com>  
**Date:** Friday, March 14, 2014 10:11 AM  
**To:** [REDACTED]  
**Subject:** I own SL500 (2005) model. I was never informed that ignition switch has... [Incident: 140313-000090]



**Subject**  
**I own SL500 (2005) model. I was never informed that ignition switch has...**

Response By Email (Nadia M.) (03/14/2014 10:11 AM)

Dear [REDACTED]

Thank you for your additional email.

Your concern has been forwarded to one of our Case Managers for follow-up.

You will receive a call on the number listed within the next business day.

Sincerely,

Nadia M.  
Mercedes-Benz USA  
(800) 367-6372

Download the Mercedes-Benz Roadside Assistance App free!

[iTunes](#)  
[Google Play](#)

Customer By CSS Email [REDACTED] (03/14/2014 09:30 AM)

Dear Nadia M:

Thank you very much for your prompt reply.

Mercedes-Benz of Silver Spring, 3301 Briggs Chaney Road, Silver Spring, MD 20904 with phone # 301 890 3030 has worked on it. Service representative is Chris Costlow. F

[REDACTED]

**From:** MBUSA Customer Support  
**Sent:** Friday, March 14, 2014 9:13 AM  
**To:** [REDACTED]  
**Subject:** I own SL500 (2005) model. I was never informed that ignition switch has... [Incident: 140313-000090]

Response By Email (Nadia M.) (03/14/2014 09:13 AM)

Dear [REDACTED]

Thank you for your email to Mercedes-Benz USA.

We regret to learn the circumstances that prompted you to contact this office. Mercedes-Benz is able to review assistance requests with the involvement of a best assist, please advise if the vehicle has been diagnosed an authorized Mercedes-Benz dealership.

We appreciate the opportunity to respond.

Sincerely,

Nadia M.  
Mercedes-Benz USA  
(800) 367-6372

Download the Mercedes-Benz Roadside Assistance App free!

[iTunes](#)  
[Google Play](#)

Customer By CSS Web ( [REDACTED] ) (03/13/2014 08:05 PM)

I own SL500 (2005) model. I was never informed that ignition switch has manufacturing technical problems and it malfunctions. When shown to the dealer, no help was extended except for changing the Battery. That action didn't resolve the problem and later replaced the Ignition switch which cured the problem. The symptoms of malfunction included- SLR and Roll bar sign appearing on the dash board, heating in the car turned on, air bag warning lights coming on, wind shield wipers not operating(I was in danger driving while it is raining), hood warning light turning on etc. I had to pay for that defective ignition switch to be replaced. May I know you are going to provide any assistance? My vehicle identification number is WDBSK75F [REDACTED]

Question Reference # 140313-000090

Date Created: 03/13/2014 08:05 PM

Date Last Updated: 03/14/2014 10:11 AM