

DEC 01 2014

 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 08-OCT-2014	Repository ☐ Reference No. 10643349
OWNER INFORMATION (Type or Print)			
Name		Daytime Telephone Number	E-mail Address
Address			NOEMAIL@UNK.GOV
City	State	Zip Code	Evening Telephone Number
MOUNTAIN RANCH	CA		
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 WDBNG75J74A		Make MERCEDES BENZ	Model Year 2004
Date Purchased	Dealer's Name and Telephone Number		Fuel Type:
Original Owner ☐	Dealer's City	State	Incident Date(s) 15-SEP-2014
Transmission Type ☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Vehicle Component Codes: LIGHTING (PWS), 117000 DIGITAL INSTRUMENT PANEL		Failure Mileage 158000	Failure Speed 65
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. WHILE DRIVING APPROXIMATELY 65 MPH, THE INSTRUMENT PANEL FAILED. THE DEALER STATED THAT THE INSTRUMENT CLUSTER NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT STATED THAT THE VIN WAS NOT INCLUDED IN NHTSA CAMPAIGN NUMBER: 06V028000 (INTERIOR LIGHTING). THE MANUFACTURER WAS NOTIFIED. THE APPROXIMATE FAILURE MILEAGE WAS 158,000.			
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)

Please see attached declaration, recall Bulletin,
and repair invoice.

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



**NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES**



BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

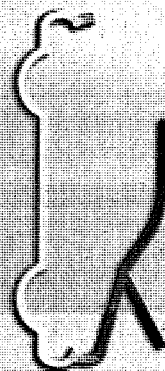
WASHINGTON, DC

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**

**or call:
Vehicle Safety Hotline
888-327-4236**



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

Incident Information:

Reference # 151 43349

[REDACTED] - Instrument Cluster Failure

While traveling from our residence in the Sierra Nevada to the VA Hospital in Palo Alto, California, and encountering extremely heavy traffic, suddenly and without any warning, all the lights in the instrument panel went black.

This means that there was absolutely no visual of the speedometer, tachometer, fuel gauge, gear status, engine temperature, and, the clock.

We were both startled and alarmed and forced to pull off to the side of the freeway to check if the headlights and brake lights had been affected. They had not. Had I been behind the wheel, instead of my husband, I surely would have panicked.

We were forced to spend the night in Palo Alto, as the above mentioned Mercedes could not safely

Pg. 2

be driven after dark.

Upon our return home, I could not drive the car, except to have a fuse check performed. The fuse test was negative. After researching the panel light failure, I discovered that my Mercedes was part of a nationwide recall for instrument cluster malfunction, a copy of which is attached.

I then contacted Mercedes Benz and was advised to take the car to the nearest dealership to diagnose the problem. Modesto European then re-contacted Mercedes Benz for post-warranty assistance, which they had indicated to me that I would receive.

However, after repeated calls from the dealership to Mercedes, the service manager was told I would not receive any assistance in this matter.

Since the Mercedes in question was impossible to drive without the panel lights, I had no choice but to have the vehicle repaired.

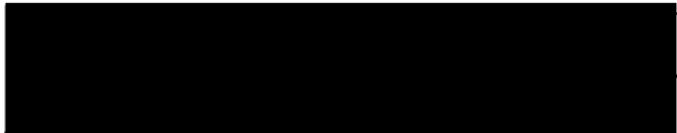
Pg. 3

Also attached is a copy of the invoice from Mercedes Benz of Modesto, which indicates the cost of replacement of the Instrument cluster in the amount of \$1,753.⁷⁷.

In closing, I believe Mercedes-Benz should be held liable for the cost of replacing the faulty instrument cluster, as this malfunction should be part of the recall.

I appreciate any assistance you can provide in this matter. It has placed a heavy financial burden, as I am retired on a fixed income. Mercedes should be held accountable.

I declare the above is true and correct.


Dated: November 17, 2014

INTERIOR LIGHTING

NHTSA RECALL BULLETIN

Reference Number(s): 06V028000
Related Ref Number(s): 06V028000

ARTICLE BEGINNING

VEHICLE DESCRIPTION

Model(s): 2000 MERCEDES BENZ CL CLASS

2000 MERCEDES BENZ S CLASS

2001 MERCEDES BENZ CL CLASS

2001 MERCEDES BENZ S CLASS

2002 MERCEDES BENZ CL CLASS

2002 MERCEDES BENZ S CLASS

2004 MERCEDES BENZ CL CLASS

2004 MERCEDES BENZ S CLASS

2005 MERCEDES BENZ CL CLASS

2005 MERCEDES BENZ S CLASS

Campaign No: 06V028000

Number of Affected Vehicles: 36911

Beginning Date of Manufacture: 2000 JUN

Ending Date of Manufacture: 2004 SEP

SYSTEM

INTERIOR LIGHTING

DESCRIPTION OF DEFECT

ON CERTAIN VEHICLES, THE INSTRUMENT CLUSTER IS EXPERIENCING ELECTRICAL MALFUNCTIONS. THE INSTRUMENT CLUSTER CONTAINS GAUGES AND INDICATORS

Mercedes-Benz of Modesto

3900 McHenry Ave., Modesto, CA 95356-1511
(209) 522-8100 (800) 266-8100
www.mbofmodesto.com
service@mbofmodesto.com

BAR # AC057829
EPA # CAL921643330

CUSTOMER NO.	ADVISOR JOSE SILVA	TAG NO.	INVOICE DATE 10/09/14	INVOICE NO.
	22996			
	LABOR RATE	LICENSE NO.	MILEAGE 158,004	COLOR 04/
	YEAR / MAKE / MODEL 04/MERCEDES-BENZ/S-CLASS/4DR SDN		DELIVERY DATE	DELIVERY MILES
MOUNTAIN RANCH, CA	VEHICLE I.D. NO. WDBNG75J74A		SELLING DEALER NO. 05101	PRODUCTION DATE 04/07/04
	F.T.E. NO.	P.O. NO.	R.O. DATE 09/30/14	
RESIDENCE PHONE	BUSINESS PHONE	COMMENTS	MO:	

JOB# 1 CHARGES

LABOR
J# 1 01MBZ COURTESY INSPECTION TECH(S):330 INTERNAL
CLIENT ACCEPTED: COURTESY INSPECTION
TIRE PRESSURE CHECK
VISUAL INSPECTION PER MERCEDES-BENZ CHECK SHEET
PERFORM COURTESY ALIGNMENT QUICK CHECK
THIS IS NOT AN ALIGNMENT THIS IS A QUICK CHECK
PERFORM COURTESY INSPECTION
TIRE PRESSURES: FRONT 34 PSI, REAR 38 PSI.

JOB# 1 TOTALS

JOB# 1 JOURNAL PREFIX MBCS JOB# 1 TOTAL 0.00

JOB# 2 CHARGES

LABOR
J# 2 01MBZ WASH CAR WASH TECH(S):330 INTERNAL
CLIENT ACCEPTED: COURTESY WASH -WASH AND DRY EXTERIOR, AND
SPOT VACUUM INTERIOR OF VEHICLE AT NO CHARGE TO CLIENT.
PERFORMED COURTESY WASH AS PER CLIENT REQUEST

JOB# 2 TOTALS

JOB# 2 JOURNAL PREFIX MBCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
J# 3 03MBZ ELECTRICAL DIAG TECH(S):330 549 492.31
CUSTOMER STATES INSTRUMENT CLUSTER IS BLACKED OUT..CHECK AND
ADVISE
VERIFIED COMPLAINT. PERFORMED SHORT TEST. CAN NOT
COMMUNICATE WITH INSTRUMENT CLUSTER. CHECKED POWER AND
GROUNDS TO INSTRUMENT CLUSTER. FAULTY INSTRUMENT CLUSTER.
INSTALL NEW INSTR CLUSTER AND MANUALLY VERSION CODE
CHECKED OK NOW

PARTS	QTY	FP-NUMBER	DESCRIPTION	UNIT PRICE	
	1	220-540-79-47-88	INSTRUMENT CLU	1536.69	1536.69
	-1	220-540-79-47-88	CORE RETURN	226.00	-226.00
TOTAL - PARTS					1310.69

MISC	CODE	DESCRIPTION	CONTROL NO	
	MCDL	MB 10% LABOR COUPON DISCOUNT		-49.23
TOTAL - MISC				-49.23

JOB# 3 TOTALS

LABOR	492.31
PARTS	1310.69
MISC	-49.23
JOB# 3 JOURNAL PREFIX MBCS JOB# 3 TOTAL	1753.77

Service Dept. Hours:

Monday - Friday
7:30 A.M. - 5:30 P.M.
Saturday
9:00 A.M. - 4:30 P.M.

Parts Dept. Hours:

Monday - Friday
8:00 A.M. - 5:30 P.M.
Saturday
9:00 A.M. - 4:30 P.M.

CREDIT CARDS

ACCEPTED:

MASTERCARD

VISA

AMERICAN EXPRESS

DISCOVER

Incident Information:

Reference # 15643349



- Instrument Cluster Failure

While traveling from our residence in the Sierra Nevada to the VA Hospital in Palo Alto, California, and encountering extremely heavy traffic, suddenly and without any warning, all the lights in the instrument panel went black.

This means that there was absolutely no visual of the speedometer, tachometer, fuel gauge, gear status, engine temperature, and, the clock.

We were both startled and alarmed and forced to pull off to the side of the freeway to check if the headlights and brake lights had been affected. They had not. Had I been behind the wheel, instead of my husband, I surely would have panicked.

We were forced to spend the night in Palo Alto, as the above mentioned Mercedes could not safely

Pg. 2

be driven after dark.

Upon our return home, I could not drive the car, except to have a fuse check performed. The fuse test was negative. After researching the panel light failure, I discovered that my Mercedes was part of a nationwide recall for instrument cluster malfunctions, a copy of which is attached.

I then contacted Mercedes Benz and was advised to take the car to the nearest dealership to diagnose the problem. Modesto European then re-contacted Mercedes Benz for post-warranty assistance, which they had indicated to me that I would receive.

However, after repeated calls from the dealership to Mercedes, the service manager was told I would not receive any assistance in this matter.

Since the Mercedes in question was impossible to drive without the panel lights, I had no choice but to have the vehicle repaired.

Pg. 3

Also attached is a copy of the invoice from Mercedes Benz of Modesto, which indicates the cost of replacement of the Instrument cluster in the amount of \$1,753.⁷⁷.

In closing, I believe Mercedes-Benz should be held liable for the cost of replacing the faulty instrument cluster, as this malfunction should be part of the recall.

I appreciate any assistance you can provide in this matter. It has placed a heavy financial burden, as I am retired on a fixed income. Mercedes should be held accountable.

I declare the above is true and correct.

[REDACTED]
Dated: November 17, 2014