



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

FOIA b(7)(C) b(7)(D) ONLY 100148

Date Received 24-NOV-2014	Repository ☐
	Reference No. 10660551

OWNER INFORMATION (Type or Print)

Name			
Address			
City	ALPHARETTA	State	GA
		Zip Code	

Daytime Telephone Number	E-mail Address
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 WDBKK65F61F		Make MERCEDES BENZ	Model SLK320	Model Year 2001
Date Purchased 13 SEP 2000	Dealer's Name and Telephone Number RBM of ATLANTA 770-390-0706		Engine: No: Cylinders 6	Fuel Type: GAS
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type AUTOMATIC	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 24-OCT-2014

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: LIGHTING (PWS)	Failure Mileage 45000	Failure Speed N/A
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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
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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 2001 MERCEDES BENZ SLK320. THE CONTACT STATED THAT THE TAIL LIGHT FAILED TO ILLUMINATE. THE CONTACT MENTIONED THAT THE VEHICLE HAD BEEN SERVICED 7 YEARS AGO UNDER RECALL NHTSA CAMPAIGN NUMBER: 05V505000 (EXTERIOR LIGHTING). THE VEHICLE WAS TAKEN TO THE DEALER. THE TECHNICIAN STATED THAT THE TAIL LIGHT ASSEMBLY WOULD NEED TO BE REPAIRED. THE VEHICLE WAS NOT REPAIRED. THE FAILURE MILEAGE WAS 45,000.

SEE ATTACHED

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.

[REDACTED]
Alpharetta, GA [REDACTED]
[REDACTED]
[REDACTED]

Reference No. **10660551**

PROBLEM: Failure of the brake lights, caused by thermal deformation of the base of the socket. This deformation caused movement in the socket-to-bulb connection, leading to a loosening of the electrical contacts in the socket, and failure of the bulb to illuminate. **This is a safety issue.**

NHTSA Campaign Number: **05V505000**

On 31 July 2004, dealer replaced the left and right tail lamp assemblies. Attached is copy of the repair order.

RECURRENCE OF THE PROBLEM: In October 2014, the passenger side brake light failed again. This was caused by the same thermal deformation of the base of the socket. The tail lamp assemblies that the dealer replaced in 2004 have the same defect as the original ones.

ACTIONS TAKEN BY OWNER: Contacted Mercedes-Benz and they refused to replace the defective tail light assembly. They stated that they had already replaced the taillight assemblies once, and that they would not do it again. Owner replaced the defective passenger side taillight assembly at a cost of \$299.52. Attached is a copy of the repair order that clearly states that the problem is the same as described in previous recall. The defective taillight assembly is available for inspection.

NOTE: It is anticipated that in the near future, the same problem will occur with the driver side brake light. It appears that many owners of this car are experiencing the same problem.

REMEDY REQUESTED: Mercedes-Benz should issue a recall campaign to correct this safety defect. They should reimburse owner for the \$299.52 cost of replacing the passenger side taillight assembly, **AND** they should also replace the driver side taillight assembly at no cost to the owner.



7640 Roswell Road
Atlanta, Georgia 30350
(770) 390-0600



Mercedes-Benz

INVOICE

PAGE 1

ALPHARETTA, GA

HOME: BUS:

SERVICE ADVISOR: 854 BENTZ BAGWELL

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
586	01	MERCEDES SLK320	WDBKK65F61F		30294/30296	T1547
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	PAYMENT	INV. DATE
13SEP2000		12SEP2004	WAIT 31JUL04		CASH	31JUL2004
R.O. OPENED		READY	OPTIONS: STK: DLR:17302 ENG:3.2 Liter			

13:59 31JUL04 14:43 31JUL04

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A Q.C.-DOCUMENTATION

D DONE

PARTS: 772 CC 0.00 0.00 0.00 0.00 0.00 0.00
LABOR: 0.00 0.00 0.00 0.00 0.00 0.00
TOTAL LINE A: 0.00

B THE LAMP OUT MONITOR IS ON AT THIS TIME

CAUSE: DEFECTIVE A DC

822310 TAIL LAMP LENS - LEFT & RIGHT SIDE, REPL.

815 WC 0.70

1 170-820-12-64 TAIL LAMP

1 170-820-11-64 TAIL LAMP

(N/C)

(N/C)

(N/C)

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

30296 FUNCTION TEST-LEFT AND RIGHT BRAKE LAMPS INOP// INSPECTION FOUND
TAIL LAMP ASSEMBLIES MELTED IN AREA OF BRAKE LAMPS//REPLACED LEFT AND
RIGHT TAIL LAMP ASSEMBLIES AND RECHECKED-ALL LAMPS FUNCTIONING AFTER
REPAIRS//

C EXPRESS CAR WASH NO-CHARGE

XW EXPRESS CAR WASH NO-CHARGE

8154 CD 0.20

0.00 0.00

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

30296 DONE

STATEMENT OF DISCLAIMER

LIMITED WARRANTY

The only warranties applying to the part(s) installed in accordance with this repair order are those that may be offered by the manufacturer. The Seller hereby expressly disclaims all warranties including any implied warranty of merchantability or fitness for a particular purpose. No employee of the seller is authorized to alter or modify in any way any provisions of this disclaimer.

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

CUSTOMER COPY



4328 Abbotts Bridge Rd
Duluth, GA 30097
Phone: 770-497-0585

Page 1
Order Date 11/25/14 11:12 am
Paid: 11/25/14 11:12 am

Ref: WAIT

Invoice No. [REDACTED]

ALPHARETTA GA [REDACTED]

Home Phone: [REDACTED]

01 MercedesBenz SLK320

Mileage in:96928 out:96928

Lic: [REDACTED] V6Cyl 3.2L Eng

Vin: WDBKK65F61F [REDACTED]

Eq:

Last in 7/10/2014

Brian Cawley is your service advisor today.

Job01 170 TAIL LIGHT ASSEMBLY

Labor: \$74.00

170 820 18 64 05 TAIL LAMP ASSM., RT-N 1.0 @ 194.00 =\$ 194.00 194.00

RIGHT REAR TAILLIGHTS ARE INTERMITTENT. FOUND BURNT BOARD AS DESCRIBED IN PREVIOUS RECALL NOTICE. RECALL HAS ALREADY BEEN DONE ONCE. DOES NOT QUALIFY. REPLACE RIGHT REAR TAILLIGHT ASSEMBLY.

Recommendations: LEFT BRAKE LIGHT WAS OUT WHEN CAR CAME IN. JIGGLED BULB AND IS ON NOW. WILL MONITOR.

Payments to Alex Automotive

Status: Paid Work Order

Payments: \$299.52

1 11/25/14 299.52 Discover

Cost Summary

Labor	74.00
Parts	194.00
Environmental	5.36
Shop Supplies	13.40
Tax	12.76
Total	\$299.52
Payments	299.52
Bal Due	0.00

Thank you for choosing Alex Automotive

I hereby authorize the above repair work to be done with the necessary material and hereby grant you and/or your employees permission to operate the car, truck or vehicle herein described on street, highways or elsewhere for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above car, truck or vehicle to secure the amount of repairs thereto. You will not be held responsible for loss or damage to vehicle or articles left in vehicle in case of fire, accident or any other cause beyond your control.

(Signature) _____