 <p align="center"><b>DOT Auto Safety Hotline</b>  <b>Vehicle Owner's Questionnaire</b>  <b>To Report Vehicle Safety Defects</b>  <b>1-888-DASH-2-DOT</b>  <b>(1-888-327-4236)</b>  <b>INTERNET:www.nhtsa.dot.gov/hotline</b></p>			FOR AGENCY USE ONLY 100148		
			Date Received 09-JUN-2015 AUG 07 2015		Repository <input type="checkbox"/> Reference No. 10724373
<b>OWNER INFORMATION (Type or Print)</b>					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		
Address [REDACTED]			E-mail Address		
City WEBSTER	State NY	Zip Code [REDACTED]			
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).					
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WDBSK75F24F [REDACTED]		Make MERCEDES BENZ	Model SL500	Model Year 2004	
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders 8	Fuel Type: GAS	
Original Owner <input type="checkbox"/>	Dealer's City	State NY	Zip Code		
Transmission Type <input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:		Incident Date(s) 01-MAY-2014	
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Vehicle Component Code: 020000 SUSPENSION			Failure Mileage 38000	Failure Speed	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
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:		
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:	Date Manufactured:	Model No./Name:			
Seat Type:	Installation System:				
Child Seat Component Code:	Failed Part:				
<b>APPLICABLE INCIDENT INFORMATION</b> <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
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	
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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 SL500. THE CONTACT STATED THAT THE SUSPENSION WAS LEANING LOWER ON THE DRIVER SIDE. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE DEALER AND MANUFACTURER WERE MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 38,000.					
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.					

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

Enclosed is a copy of the repair bill which really did not fix the problem. IT just fixed the ~~the~~ fluid leak problem - \$3550.47 They wanted \$9000 plus, to fix this known problem. I really think mercedes should fix at no charge as this is a problem with all SL500 models, and mine started at 38000 miles.

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

ROCHESTER NY 144 01 AUG '15 PM 11



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 Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration



# Repair Estimate

H: [REDACTED]  
2004 MERCEDES SL500R  
WDBSK75F24F [REDACTED]  
RO # [REDACTED]  
54,475 miles

Service Advisor  
Lynne Subjeck  
lsubjeck@westherr.com

**Mercedes-Benz of Rochester**

Quantity	Description	Price
	[Primary]: SUS - Customer States - Suspension System Concerns - Ride quality	114.99
	Diagnostic	114.99
	Active Body Control Tandem Pump: PLEASE QUOTE ABC PUMP AND 2 QUARTS OF FLUID AND BELT	3070.98
	[Other]: PLEASE QUOTE 10 QUARTS OF ABC FLUID PENTOSIN Q1 32 0001 AND 2 FILTERS	674.19
	Active Body Control Valve Block: PLEASE QUOTE FRONT VALVE BLOCK	2393.99
	Active Body Control Strut (ABC Strut): PLEASE QUOTE ABC RR STRUT	1755.70
	Brake Job - Rear (Replace Pads and Rotors): PLEASE QUOTE REAR PADS ROTORS AND SENSOR	685.67
	Brake Flush (CBS)	139.99
	[Other]	8.00

Printed on 06/15/2015 09:50 AM  
Quote expires on 07/15/2015

Subtotal	8958.50
Tax	716.68
<b>Total</b>	<b>9675.18</b>

# Repair Estimate

P. [REDACTED]

WDBSK/5E74E [REDACTED]  
[REDACTED]

Service Advisor

Lynne Subject  
lshieck@westharr.com

VEHICLE MAKE & MODEL

[REDACTED]

---

DISASSEMBLY 114.00

Active Body Control Tandem Pump: PLEASE QUOTE ABC PUMP AND 2 QUARTS OF FLUID AND BELT 3070.98

---

FILTERS  
Active Body Control Valve Block: PLEASE QUOTE FRONT VALVE BLOCK 2393.00

Active Body Control Strut (ABC Strut): PLEASE QUOTE ABC RR STRUT 1755.70

---

DRAKE FUSII (CDS) 100.00

---

Quote expires on 07/15/2015 Tax 710.00  
Total 0675.18

# Mercedes-Benz of Rochester

4296 West Henrietta Rd. · Rochester, NY 14623

Phone: (585) 424-4740

Fax: (585) 334-3457

www.westherr.com  
REPAIR SHOP REG. 7110898



CUSTOMER #: [REDACTED]

\*INVOICE\*

PAGE 1

WEBSTER, NY

HOME: [REDACTED]

CONT: [REDACTED]

BUS: [REDACTED]

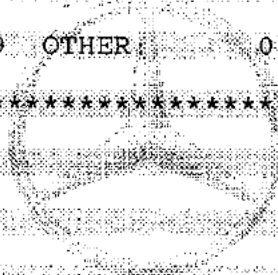
CELL: [REDACTED]

SERVICE ADVISOR: 5806 LYNNE SUBJECT

Mercedes-Benz

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN./OUT	TAG	
BL	04	MERCEDES SL500R	WDBSK75F24F [REDACTED]		54475/54475	[REDACTED]	
DEL. DATE	PRD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
29JUN04 DD			WAIT 15JUN15		0.00	CASH	15JUN15
R.O. OPENED	READY	OPTIONS:	DLR: [REDACTED]	ENG: 5.0 Liter			
08:26 15JUN15	10:08 15JUN15						

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	ABC VISIT WORKSHOP						
A ADVISE							
				5597	CP	0.00	0.00
PARTS:				0.00	LABOR:	0.00	0.00
				0.00	OTHER:	0.00	0.00
TOTAL LINE A:							0.00
*****							
B	DIAGNOSTIC (186427318)						
				5597	CP	114.99	114.99
PARTS:				0.00	LABOR:	114.99	114.99
					OTHER:	0.00	0.00
TOTAL LINE B:							114.99
54475 444:DIAG ABC LEAK							
*****							



# Mercedes-Benz

*Thank You  
for your business!*

DESCRIPTION	TOTALS
LABOR AMOUNT	114.99
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	114.99
DISCOUNT	
SALES TAX	
PLEASE PAY THIS AMOUNT	

*[Handwritten signature]*

<b>UNIVERSAL IMPORTS of ROCHESTER INC</b> DBA: UNIVERSAL LEASING of ROCHESTER 834 LINDEN AVE. ROCHESTER , NY 14625 PH: 585-381-8677      universalimports.com	REPAIR ORDER # [REDACTED] DATE IN: 06/15/15 DATE OUT: 06/19/15 PAGE: 1 MIIN 54511    MIOU 54511 New York State Registered Repair Shop No. 7030176
---	--

CUSTOMER: [REDACTED] ADDRESS: [REDACTED] CITY: WEBSTER NY [REDACTED] Cell Phone: [REDACTED] ? :	VEHICLE: <b>04 MERCEDES-BEN SL500</b> LICENSE: [REDACTED] VIN: WDBSK75F24F [REDACTED] ENGINE: Cyl V8 Disp 5.0 MILEAGE: 54511    COLOR: BLACK
---	--

REPAIR INSTRUCTIONS: 1. ADVISE LEFT FRONT IS SITTING LOW-WILL NOT PUMP UP - DONE

SERVICE ADVISOR: MIKE C.      TIME REQUIRED: \_\_\_\_\_

LABOR			PARTS			
OP	DESCRIPTION	CHARGE	QUAN	DESCRIPTION	PRICE EA	PRICE EX
01	NONE1    CCCRENEW RENEW CAR CARE CLUB WITH SPECIAL DISCOUNTS & PRIVILEGES ***SPECIAL PRICE. NO DISCOUNT***	39.00	2.0	FILTER SUSPENSION	57.50	115.00
02	STEVE    SUSPENSION SCANNED CAR FOR ABC FAULT CODES - FOUND C153102-RIGHT FRONT STRUT MOVES, VALVE IS CLOSED. C152547-CRITICAL VEHICLE LEVEL, PRESSURE LOW. C152610-MALFUNCTION IN PRESSURE SUPPLY AND C112901-B22/6-RIGHT REAR PLUNGER LEVEL SENSOR. COULD NOT RUN TEST-SYSTEM PRESSURE IS TOO LOW @ 59 BAR (NEEDS TO BE 100 BAR TO RUN TEST). FOUND SUSPENSION PUMP LEAKING CAUSING LOW FLUID LEVEL AND SYSTEM FAULTS. REPLACED SUSPENSION PUMP, SET FLUID LEVEL AND PERFORM RODEO PROCEDURE 2 TIMES, REPLACING FLUID FILTER EACH TIME TO TRAP METAL PARTICLES DURING RODEO. SYSTEM IS PERFORMING AS DESIGNED AT THIS TIME. IT IS POSSIBLE THE METAL PARTICLES MAY GET INTO EITHER OF THE VALVE BLOCKS AND PREVENT THE SYSTEM FROM OPERATING CORRECTLY. IF THIS HAPPENS THAT VALVE BLOCK WILL NEED TO BE REPLACED.	880.00	1.0	PUMP SUSPENSION	2,265.00	2,265.00
			1.0	SHOP SUPPLIES	20.00	20.00
			3.0	SPRAY PARTS CLEANER	5.95	17.85
			2.0	FLUID P/S HYDRA 1 LT.	29.95	59.90

\*SYNTHETIC OIL CHANGE\* \*ROTATE&BALANCE TIRES\* \*ALIGNMENT\*

SRCHRG:

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 vehicle herein described for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto. In addition I acknowledge the additional terms and conditions listed on the back side of this repair order. UNIVERSAL IMPORTS OF ROCHESTER IS NOT RESPONSIBLE FOR LOSS OR DAMAGE TO CARS OR ARTICLES LEFT IN CARS IN CASE OF FIRE, THEFT OR ANY OTHER CAUSE BEYOND OUR CONTROL.

(Signature) \_\_\_\_\_

CUSTOMER ACKNOWLEDGEMENT

NON-TAXABLE:	\$ 0.00
SRCHRG TOTAL:	\$ 0.00
FREIGHT:	\$ 0.00
LABOR:	\$ 919.00
PARTS:	\$ 2,477.75
SUBLET:	\$ 0.00
SUPPLIES:	\$ 0.00
DISCOUNT:	\$ 109.27
SUBTOTAL:	\$ 3,287.48
TAX:	\$ 262.99
TOTAL:	<b>\$ 3550.47</b>
PAYMENTS:	\$ 3550.47
DUE:	\$ .00

QUOTES:

PAID