

 U.S. Department of Transportation National Highway Traffic Safety Administration		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		EQR AGENCY USE ONLY 100148 Date Received 02-JUL-2015		Repository ☐ Reference No. 10731740				
OWNER INFORMATION (Type or Print)						Daytime Telephone Number		E-mail Address		
Name										
Address										
City		State		Zip Code		Evening Telephone Number				
PEARLAND		TX								
<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					Make		Model		Model Year	
WDDDJ7CB5BA					MERCEDES BENZ		CLS550		2011	
Date Purchased		Dealer's Name and Telephone Number					Engine:		Fuel Type:	
3/15/2014		Greenway Mercedes 7134892111					No: Cylinders		prem unl	
Original Owner		Dealer's City			State		Zip Code			
☐		Houston			TX		77027			
Transmission Type		☒ Antilock Brakes		Powertrain		Multiple Failure:		Incident Date(s)		
automatic		☒ Cruise Control						01-JUL-2015		
FAILED COMPONENT(S)/PART(S) INFORMATION										
Vehicle Component Code: 220000 SEATS							Failure Mileage		Failure Speed	
							47840		0	
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: DOTMAL9ABC036)			☐ 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		Fire		Number of Persons Injured		Number of Deaths		Reported to Police		
☐ Yes ☒ No		☐ Yes ☒ No		0		0		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).										
SITTING @ RED LIGHT NOT MOVING AND BOTH HEAD RESTS DEPLOYED. HADN'T HIT ANY POT HOLES NOR WAS MY VEHICLE JARRED IN ANY WAY. HAD TO PAY \$165 FOR DEALER TO RESET THEM AS IT WAS NOT UNDER WARRANTY. THE HEADREST MECHANISM MUST BE DEFECTIVE TO DEPLOY WHILE THE VEHICLE IS SITTING PERFECTLY STILL.										
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.										



INVOICE

Invoice #:

Mercedes-Benz of Clear Lake

500 Gulf Freeway
League City, TX 77573
(281) 554-9100

PEARLAND, TX

Home:

Bus:

Customer #:

Cell:

Email:

Service Advisor: 422981 SONYA GORDON

FOR SERVICE APPOINTMENT CALL (281) 554-9100

COLOR	YEAR	MAKE/MODEL			VIN		LICENSE	MILEAGE IN	MILEAGE OUT
	11	MERCEDES BENZ CLS550			WDDDJ7CB5BA			45704	45704
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
04DEC10		14DEC2014	WAIT 02JUL15			CASH	02JUL15	09:30 02JUL15	12:03 02JUL15
OPTIONS: ENG:5.5 Liter									

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
A	CUST STATES WHILE AT A RED LIGHT BOTH HEADRESTS DEPLOYED. PLEASE CHECK AND ADVISE						
	00	MAINTENANCE					
	422209	CPMB				141.95	141.95
45704	1.00	RESET HEAD REST AND RAN SHORT TEST TO CHECK FOR CODES					

B	LIMITED COURTESY VEHICLE INSPECTION \$139.95 - NO CHARGE						
	CVI LIMITED COURTESY VEHICLE INSPECTION \$139.95 - NO CHARGE						
	422209	CPMB				0.00	0.00
45704	PERFORMED						

C	Complete Complementary Wash and Vacuum of Client Vehicle						
	WASH Complete Complementary Wash and Vacuum of Client Vehicle						
	99	CPMB				0.00	0.00

CUSTOMER PAY SHOP CHARGE FOR REPAIR ORDER							19.73

Mercedes-Benz

Limited warranty on repairs 12 Months or 12,000 miles, whichever comes first.

FOR A PERIOD OF 12 MONTHS OR 12,000 MILES, WHICHEVER OCCURS FIRST, AT OUR DISCRETION WE WILL REPAIR OR REPLACE ANY PARTS WHICH WE DETERMINE ARE DEFECTIVE, AT NO COST TO OUR CUSTOMER. IN LIEU OF OR IN ADDITION TO THE FOREGOING, WE WILL REPERFORM ANY LABOR, WHICH WE DETERMINE WAS PERFORMED INCORRECTLY, AT NO COST TO OUR CUSTOMER. ALL REPAIRS MUST BE PERFORMED IN OUR SERVICE DEPARTMENT. THIS LIMITED WARRANTY DOES NOT COVER DAMAGE DUE TO ACCIDENTS, MISUSE, ALTERATIONS, MODIFICATIONS, DAMAGE CAUSED BY THE ENVIRONMENT, OR DAMAGE CAUSED BY IMPROPER MAINTENANCE. THIS LIMITED WARRANTY DOES NOT COVER INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXAMPLES OF WHICH INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING: LOSS OF USE OF THE VEHICLE, LOSS OF TIME, INCONVENIENCE, EXPENSE FOR CAR RENTAL, GASOLINE, TELEPHONE, TRAVEL, LODGING, LOSS OR DAMAGE TO PERSONAL PROPERTY, COMMERCIAL LOSS, AND LOSS OF REVENUE OR PROFITS. THERE ARE NO OTHER WARRANTIES EXPRESSED OR IMPLIED, OTHER THAN THOSE WARRANTIES INCLUDED IN THE MANUFACTURER'S WARRANTY.

Mercedes Benz of Clear Lake and any other owner or servicer of this account may use any contact information you give us, including but not limited to email addresses, cell phone numbers, and landline numbers, to contact you, including but not limited to, using automated dialing equipment, automated messages and prerecorded messages for informational purposes related to this account, including servicing. In addition, by signing below, you agree that Mercedes Benz of Clear Lake and any other owner or servicer of this account may deliver or cause to be delivered advertisements and/or telemarketing calls and text messages using an automatic telephone dialing system or a prerecorded or artificial voice message to the phone number that is attached to your account. You also understand that you are not required to provide this authorization as a condition of obtaining credit or any other product or service.

CUSTOMER SIGNATURE

X

(Date) Signature of Person Responsible or Agent for Person Responsible

STATEMENT OF DISCLAIMER: The factory warranty constitutes all of the warranties with respect to the sale of this item. The Seller hereby expressly disclaims all warranties, either express or implied, including any implied warranty of merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item.

Notice Pursuant to §70.001, Texas Property Code

I am the person or agent acting on behalf of the person, who is obligated to pay for repair of the motor vehicle subject to the repair contract. I understand that this vehicle is subject to repossession in accordance with §9.609, Texas Business and Commerce Code. If a written order for payment for repair on the vehicle is stopped, dishonored because of insufficient funds, no funds, or because the drawer or maker of the order has no account or the account on which it is drawn has been closed.

(Date) Signature of Person Responsible or Agent for Person Responsible

LABOR AMOUNT	141.95
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
SHOP CHARGES	19.73
TOTAL CHARGES	161.68
LESS INSURANCE	0.00
SALES TAX	1.63
PLEASE PAY THIS AMOUNT	163.31

CUSTOMER COPY

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THANK YOU!