



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

FOR AGENCY USE ONLY 100148

Date Received

22-AUG-2016

OCT - 5 2016

Repository ☐

Reference No.
10897660

Daytime Telephone Number

E-mail Address

Evening Telephone Number

OWNER INFORMATION (Type or Print)

Name

Address

City

PAGE

State AZ

Zip Code

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

WDBNG70J31A

Make

MERCEDES BENZ

Model

S430

Model Year

2001

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

08-JUL-2016

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

68000

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)

☐ 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

Number of Deaths

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 2001 MERCEDES-BENZ S430. WHILE DRIVING VARIOUS SPEEDS, THE INSTRUMENT CLUSTER AND GAUGES STOPPED WORKING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE INSTRUMENT CLUSTER FAILED AND NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 68,000.

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.

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PAGE
44 6TH AVE
PAGE
AZ
860407500
0359080450
10/27/2015 (800)275-8777 3:26 PM

=====

Product Description Sale Qty Final Price

PM 2-Day (Domestic) 1 \$19.20

(RACINE, WI 53402)
(Weight: 4 Lb 1.20 Oz)
(Expected Delivery Day)
(Thursday 10/29/2015)
(USPS Tracking #)

([REDACTED])
Insurance 1 \$0.00
(Up to \$50.00 included)

Total \$19.20

Credit Card Remitd \$19.20
(Card Name: VISA)
(Account #: XXXXXXXXXXXX)
(Approval #: 983072)
(Transaction [REDACTED])

Mackey

For tracking or inquiries go to
USPS.com or call 1-800-222-1811.

Save this receipt as evidence of
insurance. For information on filing
an insurance claim go to
<https://www.usps.com/help/claims.htm>.

Order stamps at usps.com/shop or call
1-800-Stamp24. Go to
usps.com/clicknship to print shipping
labels with postage. For other
information call 1-800-ASK-USPS.

Ship to

M.A.S.

1st
Time

Tanin Auto Electronix - Repair Work Order

Mailing Address: 2225 Sunrise Road, Racine WI 53402

Phone: 262-456-4147 / Fax: 262-293-5448

1-3 days Repair
3-5 Shipping

Kathy

Melissa

Name: Liberty Auto, Inc

Date: 10/23/15

Return Address: PO Box 2006 / 59 7TH Avenue

Apt/Unit _____ City Page State AZ Zip 86040

Email Address: liberty auto incss@gmail.com

Phone Numbers: Day 928645 3848 Night _____

Vehicle Information: Year, Make, Model, Mileage

2001 Mercedes Benz S430 71425 miles

Describe the issues you are having:

Not lighting up / no gauges

\$279.99

Or check or "X" below:

☐ General Diagnosis of an unknown problem or issue. \$69.99

Payment – We will contact you for payment

☒ Check, Money Order, Cashier's Check

☐ Paypal Invoice Paypal Email Address: _____

☐ Credit Card

CREDIT CARD Billing Address (Where you receive your bill if you are paying with credit card)

Billing Address: _____

Apt/Unit _____ City _____ State _____ Zip _____

Name on Card (Print AND sign) _____



2005 BOGGS RD, DULUTH GA 30096
678-778-8890 MASREPAIR.COM

INVOICE



DATE: 10/2/2015
ITEMS: 1

SOLD TO:

Liberty Auto c/o Paul Ackerman
PO BOX 2006
PAGE AZ 86040-2006

SHIP TO:

Liberty Auto c/o Paul Ackerman
PO BOX 2006
PAGE AZ 86040-2006

DESCRIPTION

XMERCEDES INSTRUMENT CLUSTER REPAIR - Hardware Issues

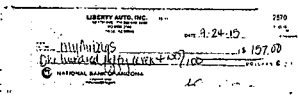
QTY	PRICE	AMOUNT
1	\$0.00	\$0.00

Shipping Method: GROUND

\$18.00

Payment: Check \$157.00

Payment: Refund -\$139.00



TOTAL \$18.00

DISCLAIMER: The buyer assumes all risks associated with removing, installing, and usage of a reset, remanufactured part(s). All repaired items have 120 day warranty. This warranty covers reset, repair or replacement of defective products. If you have a defective item which you wish to return or exchange, please contact us within 7 business days from the date you receive the shipment. Customer is responsible for shipping charges on all returned items. We will do reset, repair, replacement depending on our available stock. All returns must be intact. Products that are tampered or damaged due to improper or inadequate packaging when returned are not granted warranty coverage. Airbag Control Modules that have been sent in for reset, may be sent back for reset within 120 days.



CLOCKSPRING PLUGS for Chevy, Dodge, Ford, Toyota, Lexus, Scion, Nissan, Infiniti, Subaru, Hyundai, Kia... Stop replacing clocksprings. If your connectors are melted or damaged. Save time and money. We send you NEW plugs, just cut and throw away your old plugs. Easy to follow instructions. Only \$9.00 per set - can be ordered on our website www.myairbags.com



Climate Control, Message Display, Compass, OnStar Mirrors, Digital Clocks & other displays.

We fix inoperative climate controls, message centers, temperature and compass displays when they are dim, dark, or not working anymore.

**Instrument Cluster Not Working?**

Is the instrument cluster in your vehicle giving you problems? Display, Lighting Dim or Dead. If you are having problems with gauges (speedometer, Tachometer, Gas, Temp, Battery, Oil, Transmission Temp) in your vehicle where they are fluttering, sticking, reading incorrectly, or just refusing to work?

**ABS Module Repair, BOSCH, Delco Delphi, Kelsey Hayes**

Audi, BMW, Buick, Cadillac, Chevy, Ford, GMC, Jeep, Jaguar, Lincoln, Mercury, Oldsmobile, Pontiac, SAAB, Subaru, Volkswagen, Volvo

See our website for other Automotive Electronics Repairs!

www.myairbags.com 678-778-8890

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(Up to \$50.00 included)

Total \$19.20

Credit Card Remitd \$19.20
(Card Name: VISA)
(Account #: XXXXXXXXXXXX)
(Approval #: 983072)
(Transaction

MALLEN

For tracking or inquiries go to
USPS.com or call 1-800-222-1811.

Save this receipt as evidence of
insurance. For information on filing
an insurance claim go to
<https://www.usps.com/help/claims.htm>.

Order stamps at [usps.com/shop](https://www.usps.com/shop) or call
1-800-Stamp24. Go to
[usps.com/clicknship](https://www.usps.com/clicknship) to print shipping
labels with postage. For other
information call 1-800-ASK-USPS.

Ship to

M.A.S.

1ST
Time

LABOR #200
(2 times)

From: Melissa [taninauto.ops@gmail.com]
Sent: Tuesday, March 22, 2016 2:09 PM
To: [REDACTED]
Subject: Re: Months 2001 Mercedes via liberty Auto

Good Afternoon [REDACTED]

I am glad you emailed as we are having problems with our phone system today. We do have the speedometer cluster that was sent to us but are hesitant on sending it back for a few reasons. I spoke with my tech and this is where we are.

1. A chargeback was opened on the original purchase of the replacement cluster stating that you returned the cluster and never received a refund. This was opened prior to our receiving the cluster back from you. I am under the understanding that you are working on cancelling this with American Express and I did get an alternate credit card number from someone at your facility. This card has not had any charges made to it by us.
2. The issues that were explained to us are not related to the cluster in any way, we have not had a single customer with these issues in all of the clusters we have sold.
3. The mileage is not something we can get to be exact. The manufacturer has stops built into the programming so we can only go by increments when programming the mileage.
4. When you get the cluster back and have the same problems, we are quite certain you will open a second chargeback on us as you have in the past.

At this point, we do not have any of your money, and you do not have our cluster. How would you like to proceed?

Thank you!

Melissa
Tanin Auto Electronix
Phone: 262-456-4147
Fax: 262-293-5448

On 3/22/2016 3:12 PM [REDACTED] & [REDACTED] wrote:

Dear Melissa Schultz and Jason Tanin,

Would you be so kind and explain what, where, and when I will have our Speed Cluster we sent you for repair months ago? Or were is our replacement that you advertise your service so proudly advertises about. How about some customer satisfaction in this matter that we have been more than patient about with all your company excuses. It's my assumption one of your Techs probably fried ours while trying to program the replacement and Tanin don't want to make it right but maybe I'm just dreaming that scenario as just ten days ago you stated that it was never mailed because the person responsible forgot to mail it and you would send it right out.

I will respectfully expect a call from you regarding the TRUE Status on this matter because it's not going to just die on my part I assure you. When we visit our roots and family this summer in Elm Grove rest assured we can discuss this business matter better in person if that is what you think will help us in resolving circumstances not being shared with us for this repair.

Sincerely

I certify that I am aware that Tanin Auto Electronix has done all of the work possible on this 2001 Mercedes Benz S430 Cluster and that when I install it there may still be problems with the gas gauge reading empty, the speedometer not reading correctly and some warning messages appearing along with the mileage being as close to we requested as they were able to get. Tanin Auto Electronix has permission to charge our Visa ending in 5142 for \$289.98 for the replacement cluster plus \$25 for the Chargeback fee incurred previously and \$9.99 for shipping this cluster back to us.

Paul J. Allen

Service Manager of
Liberty Auto, Inc
928 645-3848

Tanin Auto Electronix - Repair Work Order

Mailing Address: 7012 HWY 31, STE 100, Racine WI 53402

Phone: 262-456-4147 / Fax: 262-293-5448

Name: Liberty Auto, Inc
Date: 01/28/16
Return Address: PO BOX 2006 or 59 7th Avenue
Apt/Unit _____ City Page State AZ Zip 86040
Email Address: libertyautoincss @ gmail.com
Phone Numbers: Day 928 645 3848 Night _____

Vehicle Information: Year, Make, Model, Mileage

2001 Mercedes Benz S430

\$289.98

Describe the issues you are having:

Odometer reads incorrect mileage
Gas Gauge reads empty
Speedometer off by 15 mph

Warning Message
+ 1 Tele Aid / SoS
Defective
2 Drive to worksho

Or check or "X" below if you are not sure:

___ General Diagnosis of an unknown problem or issue. \$69.99

★ HAD Unit Repaired NOV 2015 // TALK TO MELISSA!

Payment - We will contact you for payment

___ Check, Money Order, Cashier's Check

___ Paypal Invoice Paypal Email Address: _____

___ Credit Card

Exchange

Charge Back

CREDIT CARD Billing Address (Where you receive your bill if you are paying with credit card)

Billing Address: _____

Apt/Unit _____ City _____ State _____ Zip _____

Name on Card (Print AND sign) _____

Tanin Auto LLC

2225 Sunrise Road
Racine, WI 53402

Invoice

Date	Invoice #
3/28/2016	

Bill To Liberty Auto Inc 59 7th ave #2006 Page Az 86040
--

Ship To Liberty Auto Inc 59 7th ave #2006 Page, AZ 86040

Rep	Shin
	3/28/2016

F.O.B.

Quantity	Item Code	Description	Price Each	Amount
1	Cluster	2001 Mercedes S430 Refurbished, replacement Instrument Cluster	289.98	289.98T
1	Core Charge / Depo...	Chargeback fee from initial purchase	25.00	25.00T
1	Postage / Shipping	FedEx Ground	9.99	9.99T
		Out-of-state sale, exempt from sales tax	0.00%	0.00
RETURN POLICY We accept physical item returns within 14 days with a 10% restocking fee. This applies to unopened, unused products in the same condition that we initially shipped them to you. Electronic items such as display screens, LCD, TFT, etc are generally NOT returnable. We test every electronic item before it leaves. They leave our facility in 100% working condition. If you ship them back to us and are not working anymore we cannot issue a refund. Refurbished replacement gauge clusters are NOT returnable if they are damaged physically or electronically, modified, or otherwise in a condition that you did not receive it in. Repair service labor charges are NOT refundable. Special cases may be granted with authorization from management at Tanin Auto Electronix. Warranty claims must be discussed and authorized prior to shipping your item back to us. Tanin Auto is not responsible for any additional labor related to uninstalling or reinstalling customer's part.				
			Total	\$324.97



Mercedes-Benz

of St. George

1792 S Blackridge Dr.
St. George, UT 84770
(435) 634-7500
stgeorge.com

SERVICE DEPARTMENT HOURS
7:30 a.m. to 6:00 p.m.
Monday - Friday
7:30 a.m. to 5:00 p.m. Saturday

R/O Open Date	R/O Number
7/29/16	
R/O Close Date	Status
7/29/16	Pre-Invoice
Mileage In	Mileage Out
1	1
Service Advisor / Tag #	
Jason Doyle/3837*W*	
Vehicle Identification Number	
WDBNG70J31A	
Delivery Date	In-Service Date
Color	License Number
SILVER 744	

PAGE, AZ

2001 MERCEDES-BENZ S430

4DR SDN 4.3L

SILVER 744

DESCRIPTION OF SERVICE AND PARTS

AMOUNT

Cell: Email:

#1 - Customer Reports:
CUSTOMER REQUEST TO PROGRAM INSTRUMENT CLUSTER.
CUSTOMER HAD THE CLUSTER REPLACED DUE TO IT GOING
OUT PREVIOUSLY.
Work performed by Nick Wagner (005)
* RECOMMEND NEW INSTRUMENT CLUSTER * CODED
CLUSTER AS BEST AS POSSIBLE BUT UNABLE TO CODE
MILEAGE DUE TO DRIVE AUTHORIZATION. CLUSTER IS
USED AND HAS COME FROM ANOTHER VEHICLE. MILEAGE
WILL DISPLAY DASHES. RECOMMEND NEW CLUSTER.
RECOMMEND CHECK ENGINE LIGHT DIAGNOSIS.
Sub Total: 150.00

150.0

#2 - MPI: MULTI POINT INSPECTION
Sub Total: .00

Please Note: MILEAGE NOT PRESENT, UNABLE TO CODE MILEAGE PER
MERCEDES BENZ. NEED FACTORY INSTRUMENT CLUSTER
NOTE MULTIPLE WARNING LIGHTS ON INSTRUMENT
SOS, CHECK ENGINE LIGHT, DOOR ADJAR LIGHTS ARE ALL
PRESENT

TERMS: STRICTLY CASH UNLESS ARRANGEMENTS ARE MADE. I hereby authorize the repair work hereafter to be done along with the necessary material and agree that you are not responsible for loss or damage to vehicle or articles left in the vehicle in case of fire, theft, or any other cause beyond your control or for any delays caused by unavailability of parts or delays in parts shipments by the supplier or transporter. I hereby grant you or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere for the purpose of testing and/or inspection. An express mechanic's lien is hereby acknowledged on above vehicle to secure the amount of repairs thereto.

DISCLAIMER OF WARRANTIES. Any warranties on the products sold hereby are those made by the manufacturer. The seller hereby expressly disclaims all warranties either express or implied, including any implied warranty of merchantability or fitness for a particular purpose, and the seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of said products. Any limitation contained herein does not apply where prohibited by law.

LABOR	150.0
PARTS	.0
DEDUCTIBLE	.0
SUBLET	.0
SHOP SUPPLIES	.0
HAZARDOUS MATERIALS	.0
SALES TAX OR TAX I.D.	9.5
SPECIAL ORDER DEPOSIT	.0
DISCOUNTS	.0
TOTAL DUE	159.5

NO RETURN ON ELECTRICAL OR SAFETY ITEMS OR SPECIAL ORDERS