

INFORMATION Redacted PURSUANT TO THE FREEDOM OF
INFORMATION ACT (FOIA), 5 U.S.C . 552(B)(6)

From: [Wells, T. Cynthia CTR \(NHTSA\)](#)
To: [Fogle, Brenda CTR \(NHTSA\)](#)
Subject: FW: FW: Follow up to ODI Complaint: ----11020659-----
Date: Monday, September 25, 2017 9:28:53 AM
Attachments: [Revised NHTSA - Answers - 2003 Mercedes-Benz C230 Kompressor.pdf](#)

Sent: Friday, September 22, 2017 4:36 PM

Subject: FW: FW: Follow up to ODI Complaint: ----11020659-----

Questionnaire.

From: [REDACTED]
Sent: Friday, September 22, 2017 10:57 AM
To: [REDACTED]; EVOQ (NHTSA) <EVOQ@dot.gov>; DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Re: FW: Follow up to ODI Complaint: ----11020659-----

Hello,

I've added more information on the NHTSA Form.. Annotated in (Red)

Kind Regards,

[REDACTED]
On Friday, September 22, 2017, 9:46:22 AM EDT, EVOQ (NHTSA) <EVOQ@dot.gov> wrote:

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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

FOR AGENCY USE ONLY 100148

Date Received

30-AUG-2017

Repository ☐

Reference No.
11020659

OWNER INFORMATION (Type or Print)

Name **[REDACTED]**

Address **[REDACTED]**

City TOBYHANNA

State PA

Zip Code **[REDACTED]**

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

WDBRN47J82A **[REDACTED]**

Make

MERCEDES BENZ

Model

C230

Model Year

2002

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner

☐

Dealer's City

State

Zip Code

4

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

15-AUG-2017

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 010000 STEERING

Steering Column Lock Failed

Failure Mileage
163000

Failure Speed
5

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 2002 MERCEDES-BENZ C230. WHILE REVERSING AT 5 MPH, THE STEERING COLUMN LOCK FAILED TO ENGAGE. THE VEHICLE WAS NOT TAKEN TO A DEALER OR MECHANIC. THE MANUFACTURER AND DEALER WERE NOT CONTACTED. THE APPROXIMATE FAILURE MILEAGE WAS 163,000.

The steering column adjustment mechanism failed causing the steering wheel to move freely up, down, inward, and outward while driving, reversing or breaking. The lock is a flat plastic lever which is supposed to be pushed inward to lock the steering wheel in place and is located under the steering wheel column. While attempting to engage the lock, the lever no longer engages causing the steering wheel to move freely while parked, or driving as described above.

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.