 <p>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</p>				FOR AGENCY USE ONLY 100148	
				Date Received 13-OCT-2017 <i>DEC -7 2017</i>	Repository <input type="checkbox"/>
OWNER INFORMATION (Type or Print)				Daytime Telephone Number	
Name				E-mail Address	
Address				Evening Telephone Number	
City	State	Zip Code			
REDWOOD CITY	CA				
<p><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></p>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WMEEJ3BA9DK		Make SMART	Model FORTWO	Model Year 2013	
Date Purchased 2	Dealer's Name and Telephone Number <i>Magnussen Toyota of Palo Alto (650) 494-2200</i>		Engine: No: Cylinders 3	Fuel Type: <i>Gasoline</i>	
Original Owner <input type="checkbox"/>	Dealer's City <i>Palo Alto</i>	State <i>Ca.</i>	Zip Code <i>94306</i>		
Transmission Type <i>5-Speed Automatic</i>	<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control	Powertrain <i>4yr/50,000 mi.</i>	Multiple Failure:	Incident Date(s) 23-AUG-2017	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Codes: 100000 POWER TRAIN, 060000 ENGINE (PWS)				Failure Mileage 33000	Failure Speed 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: DOTM19ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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 checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured 0	Number of Deaths 0	Reported to Police N	
<p>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).</p>					
<p>TL* THE CONTACT OWNS A 2013 SMART FORTWO. THE CONTACT STATED THAT THE VEHICLE EXPERIENCED A COMPLETE LOSS OF POWER. IN ADDITION, THE CONTACT NOTICED WHITE SMOKE. THE FAILURE OCCURRED WITHOUT WARNING. THE VEHICLE WAS TOWED TO AN INDEPENDENT MECHANIC, BUT WAS NOT DIAGNOSED. THE VEHICLE WAS ALSO TOWED TO MERCEDES-BENZ OF SAN FRANCISCO DEALER LOCATED AT 500 8TH ST, SAN FRANCISCO, CA WHERE IT WAS DIAGNOSED THAT THE COOLANT DAMAGED THE ENGINE COMPARTMENT AND THE ENGINE ASSEMBLY NEEDED TO BE REPLACED. THE DEALER REFUSED TO DO THE REPAIR DUE TO NEGLIGENCE. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE AND OFFERED A TEN PERCENT DISCOUNT. THE FAILURE MILEAGE WAS APPROXIMATELY 33,000.</p>					
<p>Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY</p>					
<p>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.</p>					

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

-1-

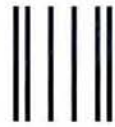
The events leading up to the failure began when I drove my car to the managers office where I live at Sequoia Trailer Park in Redwood City and having worked on cars before she said she heard a knocking and thought it may be the oil or water (coolant). So she checked the oil and the oil was fine at a level between 2 and 3. Then did not know how to open the hood and another resident came whose friend owned a smart car and he checked the coolant and it was a little low. So I went to O'Reilly's in Redwood City and purchased Pentafrost NF Engine antifreeze coolant the proper coolant for my car according to the customer service parts department advisor. And out of the kindness of his heart (cont on page 2-)

ATTACH ADDITIONAL SHEETS IF NECESSARY

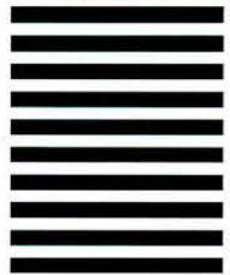
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U.S. Department of Transportation
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, Washington, D.C. 20077-9382
Official Business
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SAN FRANCISCO
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Think 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

- Additional Sheets -

he then offered to top my coolant off for me and I was glad because I was not well-versed in doing it and I was on my walker due to a workplace injury I sustained. I felt blessed by this young man's genuine concern. I did not know what was about to take place and the course of events changed my life forever. A mere 13 days later 8/23/2017 I was driving on the freeway on 101 going south to my home in Redwood City and we all know how busy the freeways are I could have been killed or killed someone else I am grateful God was watching over me. The failure occurred when my Smart fortwo loss power completely and cut off at the Good Nite Inn entry way right on the sidewalk. She then began to have white smoke coming from underneath the hood and on the panel inside a red warning light and a tannish or golden light came on. I proceeded to get out of the car I did not know if she would blow up or what. Then five angels came to push her into a parking spot at the Good Nite Inn. The consequences are that I am now without my car in the middle of a worker's compensation case having to suffer and endure acute and debilitating pain trying to get to my many

appointments. And to this day nothing has been done to correct the failure except being told I was negligent and that the diagnostic computer showed I had driven the vehicle for 25 miles after the warning light came on. I am appalled I am not that kind of a person my cat had cancer and I spent 22K dollars to prolong her life. I also did not think right away about a freebie I took my car to my mechanic and he told me I should have a powertrain warranty to take it to the dealer. So much that did for me Mercedes Benz of San Francisco has made me feel that Mercedes no longer stands for excellence they not only questioned my character, but the character of the young man's at O'Reilly's by suggesting he did not tighten the cap and that's what was the cause for my problem. If you would please do whatever you can to help to resolve this matter I would be very appreciative. Thank you and have a blessed day.

Peace 

#1. Consequence - power shutting off on freeway and killing someone.

#2. P.S. Inhaling white smoke is believed to be toxic that is another consequence seeing as that I am a cancer survivor it won't take much to start up the cancer cells that are lying dormant in my body waiting to attack it.