

FEB 14 2018

CL-11061484-2427

Encino, CA [REDACTED]

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation (NVS-210)
1200 New Jersey Avenue, SE - West Building
Washington, DC 20590

RE: Complaint Number 11061484

When I filed the above-referenced vehicle complaint via email on 1/9/2018, I was unable to attach the repair bills. I am enclosing copies of the bills (3 pages) with this letter now. The name on the bills is that of my husband, [REDACTED] who dealt with the mechanic.

Please note that, although it was the front right suspension that failed and caused the mishap, the mechanic found the left suspension control arm to be weak (at 28,520 mileage!) and replaced that as a safety precaution. In addition to the destroyed right tire, he also needed to replace the left tire, which had sustained damage in the mishap. We have not as yet had the right front fender, which was damaged by the right tire, repaired.

As to the damage to my hearing caused by the noise of the airbag deployment, it has not improved. I am going to need hearing aids.

Please add the repair bills and these further comments to my complaint report.

Thank you,

[REDACTED]
Phone: [REDACTED]

Email: [REDACTED]

NM
2-22-18
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SMOG
CHECK**VINCE'S AUTOMOTIVE**

18401 VANOWEN ST.

RESEDA, CA 91335

Phone 818-705-5739 - Fax 818-345-6230

QUALITY SERVICE SINCE 1981



12/22/2017

**** R.O. [REDACTED] OF ESTIMATE [REDACTED] ****

Page 1 of 2

Customer: [REDACTED]

Address: [REDACTED]

Encino, CA [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Cellular Phone: [REDACTED]

Email: [REDACTED]

Service Writer: [REDACTED]

State License: ARD # [REDACTED] State I.D.: EPA CAD [REDACTED]

Vehicle: 2001 Mercedes-Benz C240 -

License: [REDACTED]

Current Mileage: 28520 - In: 0

V.I.N.: WDBRF61J01F [REDACTED]

Engine: 2.6L V6

Prod. Date: [REDACTED]

Color: TAN

Next Service: 3/19/2018, Mileage: 33520

LABOR COMPLETED

TITLE	HOURS BILLED	TECH.	TOTAL \$
DIAGNOSE FRONT SUSPENSION	1.00		0.00
FRONT RIGHT LOWER BALL JOINT FAILED- PER CUSTOMER DISCUSSION.- ALSO CUSTOMER STATES HE DOES NOT WANT AIR BAG SYSTEM REPAIRED., OR BODY WORK.			
AAA TOW IN	0.00		0.00
RT LOWER CONTROL ARM LEAD /TAIL (REPLACED)	3.30		427.35
Remove old arm, check for wear or damage, install new arm and check adjustment.			
STRUT ASSEMBLY FRONT (RT REPLACE)	2.20		284.90
Remove and replace front McPherson strut assemblies. Check for condition of springs and surrounding components.			
RT FT INNER FINDER LINING REPLACED	0.70		90.65
REMOVE DAMAGED LINER TO REPLACE WITH NEW.			
TIRE BALANCE AND MOUNT (TWO TIRES)	1.00		30.00
WITH NEW VALVE STEM			
ALL WHEEL ALIGNMENT	1.00		120.00
ADJUST TOE, CASTER AND CAMBER TO FACTORY SPECS			

*** Continued on Next Page ***

Revised Estimate: \$3,452.55 Original Estimate: \$75.00 Added Cost: \$460.00 Date: 12/22/2017

Contact: [REDACTED] Cellular Phone: [REDACTED] Contacted By: 3V Time: 10:18 AM

Reason: 2ND TIRE, RADIUS ARM, BEARINGS

Revised Estimate: \$2,992.55 Original Estimate: \$75.00 Added Cost: \$420.00 Date: 12/21/2017

Contact: [REDACTED] Cellular Phone: [REDACTED] Contacted By: 3V Time: 3:11 PM

Reason: TWO TIRES, AND TRAIL ARMS LEFT SIDE

Revised Estimate: \$2,572.55 Original Estimate: \$75.00 Added Cost: \$2,497.55 Date: 12/20/2017

Contact: [REDACTED] Cellular Phone: [REDACTED] Contacted By: 3V Time: 12:05 PM

Reason: SUSPENSION REPAIR

I ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X

ORIGINAL ESTIMATE \$: 75.00

Payment Type: Cash	TOTAL Labor	1314.65
Amount \$: 3377.21	TOTAL Parts	1883.62
Date: 12/22/2017	SUBTOTAL	3198.27
Employee:	TAX	178.94
	** TOTAL **	3377.21



SIGNATURE ACKNOWLEDGES RECEIPT OF VEHICLE: X

VINNIEAUTO@AOL.COM - WWW.VINCESAUTORESEDA.COM



SMOG
CHECK

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12/22/2017

**** R.O. [REDACTED] OF ESTIMATE [REDACTED] ****

Page 2 of 2

Customer: [REDACTED]

Address: [REDACTED]

Encino, CA [REDACTED]

Home Phone: [REDACTED]

Work Phone: [REDACTED]

Cellular Phone: [REDACTED]

Email: [REDACTED]

Service Writer: [REDACTED]

State License: ARD [REDACTED] State I.D.: EPA CAD [REDACTED]

Vehicle:

2001 Mercedes-Benz C240 -

License:

Current Mileage:

28520 - In: 0

V.I.N.:

WDBRF61J01F [REDACTED]

Engine:

2.6L V6

Prod. Date:

Color:

TAN

Next Service:

3/19/2018, Mileage: 33520

PRESS STRUT TO COIL SPRING	0.50	64.75
RT FRONT MARKER LIGHT ASSY REPLACED BROKEN	1.00	20.00
TIRE DISPOSAL FEE (4.00 PER TIRE)	1.00	8.00
RT WHEEL BEARINGS & SEAL REPLACED DAMAGED IN RIGHT FRONT ACCIDENT - PACK NEW BEARINGS	2.00	319.00
SHOW YOUR CARD & SAVE 10% UP TO \$50.00.	Fixed	-50.00

PARTS ISSUED

QTY.	PART #	DESCRIPTION	TECH. EACH \$	TOTAL \$
1	2043304411WP	RT LOWER LEAD CONTROL ARM	182.95	182.95
1	2043302011 WP	RT LOWER TRAIL CONTROL ARM	250.65	250.65
1	22141705WP	RT FRONT STRUT	266.19	266.19
1	2033200273WP	RT UPPER STRUT MOUNT / SUPPORT	89.95	89.95
1	2038841222KEMER	RT FRONT INNER FINDER LINING	94.35	94.35
1	1220CANHB	16" RIM (ALUMINUM MAG) USED	295.00	295.00
2	205/55R16 DEL 12/21	BF GOODRICH	155.00	310.00
1	203820082164KMER	RT CORNER MARKER LIGHT ASSY	24.22	24.22
1	2043301911WP	LT LOWER TRAIL CONTROL ARM	250.65	250.65
1	B/A051-4273	WHEEL BEARING KIT	119.66	119.66





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1/5/2018

**** R.O. [REDACTED] OF ESTIMATE [REDACTED] ****

Page 1 of 1

Customer: [REDACTED]
Address: [REDACTED]
Encino, CA [REDACTED]

Home Phone: [REDACTED]
Work Phone: [REDACTED]
Cellular Phone: [REDACTED]
Email: [REDACTED]
Service Writer: [REDACTED]
State License: ARD # [REDACTED] State I.D.: EPA CAD [REDACTED]

Vehicle: 2001 Mercedes-Benz C240 -
License: [REDACTED]
Current Mileage: 28620 - In: 28520
V.I.N.: WDBRF61J01F [REDACTED]
Engine: 2.6L V6
Prod. Date: [REDACTED]
Color: TAN
Next Service: 4/5/2018, Mileage: 33620

LABOR COMPLETED

TITLE	HOURS BILLED	TECH.	TOTAL \$
PROGRAM BOTH KEY FOBS	2.20		284.90
BY PASS SMART ALARM HORN TO ALLOW PROGRAM, NEEDS SMART ALARM - DECLINED REPLACEMENT			
SHOW YOUR CARD & SAVE	Fixed		-25.00
10% UP TO \$50.00.			

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ACKNOWLEDGE NOTICE AND ORAL APPROVAL OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE. X

ORIGINAL ESTIMATE \$: 0.00

Payment Type: Cash	TOTAL Labor	259.90
Amount \$: 259.90	SUBTOTAL	259.90
Date: 1/5/2018	TAX	0.00
Employee:	** TOTAL **	\$259.90



SIGNATURE ACKNOWLEDGES RECEIPT OF VEHICLE: X

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