



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	Repository ☐
16-JAN-2018	Reference No. 11063069

OWNER INFORMATION (Type or Print)

Name				Daytime Telephone Number	E-mail Address
Address					
City	AIKEN	State	SC	Zip Code	
				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 WDBFA63E05		Make MERCEDES BENZ	Model SL320	Model Year 1995
Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type: GAS
Original Owner ☐	Dealer's City	State	Zip Code	
Transmission Type	☐ Antilock Brakes	Powertrain	Multiple Failure:	Incident Date(s) 15-MAY-2017
	☐ Cruise Control			

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 110000 ELECTRICAL SYSTEM	Failure Mileage 140000	Failure Speed
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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
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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 1995 MERCEDES-BENZ SL320R. THE CONTACT STATED THAT THE CHECK ENGINE INDICATOR ILLUMINATED. UPON INSPECTION, THE CONTACT NOTICED THAT THE PLASTIC ON THE WIRING HARNESS WAS PEELING. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE IT WAS DIAGNOSED THAT THE WIRING HARNESS NEEDED TO BE REPLACED. THE VEHICLE WAS NOT REPAIRED. THE CONTACT CALLED MERCEDES-BENZ OF AUGUSTA AT (706) 860-1111 (LOCATED AT 3061 WASHINGTON RD, AUGUSTA, GA 30907) WHERE IT WAS CONFIRMED THAT THE WIRING HARNESS NEEDED TO BE REPLACED. THE DEALER CONFIRMED THAT NO RECALLS WERE ASSOCIATED WITH THE VIN AND THERE WOULD BE A FEE. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE APPROXIMATE FAILURE MILEAGE WAS 140,000.

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.

NAME [REDACTED]
ADDRESS [REDACTED]
CITY, STATE, ZIP Aiken SC [REDACTED]
2ND AUTHORIZED NAME [REDACTED]
PHONE [REDACTED]

QTY.	PART NO.	NAME OF PART	PRICE	WARRANTY Y/N
1		Engine Warning HARNESSE	810 00	
		LABOR	420 00	
		TAX	82 70	
TOTAL PARTS			2,051 30	
MECHANICS RECOMMENDATIONS				

☐ I REQUEST A WRITTEN ESTIMATE. THE FINAL BILL MAY NOT EXCEED THIS ESTIMATE WITHOUT MY WRITTEN APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE, AS LONG AS THE REPAIR COSTS DO NOT EXCEED \$_____. THE SHOP MAY NOT EXCEED THIS AMOUNT WITHOUT MY WRITTEN OR ORAL APPROVAL.
☐ I DO NOT REQUEST A WRITTEN ESTIMATE.

CUSTOMER'S INFORMATION			
RECEIVED (DATE & TIME) 6/12/2017		A.M. P.M.	
YEAR • MAKE • MODEL 95 Merc		CUSTOMER'S ORDER NO.	
LICENSE NO.		ODOMETER	
PROMISED (DATE & TIME)		A.M. P.M.	
SERIAL #/VIN		MOTOR #	
WRITTEN BY			
☐ LUBE	☐ OIL CHANGE	☐ FLUSH TRANS.	☐ FLUSH DIFF.
☐ WASH	☐ POLISH		
CHARGE FOR HAZARDOUS OR OTHER WASTE REMOVAL*			
METHOD OF PAYMENT:			
☐ CHECK ☐ CHARGE ☒ CASH			
LABOR			
☐ FLAT RATE ☒ HOURLY ☐ BOTH			
☐ RETAIN PARTS ☐ DESTROY PARTS			
AUTHORIZED BY			
Daily Storage fee after repair work has been completed and customer has been notified. No charges shall accrue or be due and payable for a period of 3 working days from date of notification.			
LABOR ONLY			
PARTS			
ACCESSORIES			
GAS, OIL & GREASE			
MISC. MERCHANDISE			
SUBLET REPAIRS			
STORAGE FEE			
TAX			
TOTAL ▶			

Estimate good for 30 days. Not responsible for damage caused by theft, fire, or acts of nature. I authorize the above repairs, along with any necessary materials. I authorize you and your employees to operate my vehicle for the purpose of testing, inspection, and delivery at my risk. An express mechanic's lien is hereby acknowledged on the above vehicle to secure the amount of the repairs thereto. If I cannot repairs prior to their completion, I understand that you will have the right to sell the vehicle and the proceeds will be applied to the repairs.

SIGNED _____
DATE 6-12-2012

GT3870
09-11

AUTO TECH, INC.,
460 SILVER BLUFF RD
Aiken SC 29803
803 643 9266

2/15/2018 10:02 AM

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Invoice [REDACTED]

Day Phone [REDACTED]
Cell Number [REDACTED]

AIKEN SC [REDACTED]

Vehicle : 1995 Mercedes-Benz SL320 3.2 L 3199 CC L6

VIN : WDBFA63E0SF [REDACTED]

Created : 2/18/2016 11:51:06 AM

Odometer In : 140399

Complete : 3/7/2016 3:46:01 PM

Odometer Out : 140399

Invoiced : 3/7/2016 3:46:01 PM

Labor/Notes

Qty	Code/Tech*	Description	Unit Price	Price
0.75	ML*	DIAGNOSTICS	\$90.00	\$67.50
		THE OTHER MOTOR HARNESS IS BAD AS WELL		
4	ML*	R&R WIRING HARNESS	\$90.00	\$360.00

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1	ML*	ENGINE WIRING HARNESS		\$870.00	\$870.00
		Labor			\$427.50
		Parts			\$870.00
		Sublet/Misc.			\$0.00
		Shop Supplies			\$25.00
		Charges			\$0.00
		Sales Tax			\$71.60
				Tax @ \$895.00 * 8.0000%	
				DIS \$1,394.10	
				Paid	\$1,394.10

Tech ML Certification #

I hereby authorize the repair work herein set forth 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 vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$15.00 PER DAY STORAGE FEE. Any returned check will incur a \$25.00 fee. WE CAN NOT WARRANTY PARTS AND LABOR IF THE ODOMETER DOES NOT WORK. WARRANTY IS ISSUED BASED ON TIME AND MILEAGE. CUSTOMER PROVIDED PARTS WARRANTY IS AS IS. WARRANTY IS NOT TRANSFERABLE TO NEW OWNER(S) OF VEHICLE.

Customer Signature _____

PAYMENT METHOD: ☐ CASH ☐ CHECK ☐ CREDIT CARD ☐ OTHER

AUTO TECH, INC.,
460 SILVER BLUFF RD
Aiken SC 29803
803 643 9265

2/15/2018 10:02 AM

page 1

Invoice # [REDACTED]

Day Phone : [REDACTED]
Cell Number : [REDACTED]

AIKEN SC [REDACTED]

Vehicle : 1995 Mercedes-Benz SL320 3.2 L 3199 CC L6

VIN : WDBFA63E0SF [REDACTED]

Created : 4/22/2016 8:13:27 AM

Odometer In : 141187

Complete : 5/6/2016 2:53:26 PM

Odometer Out : 141187

Invoiced : 5/6/2016 2:53:26 PM

Labor/Notes

Qty	Code/Tech*	Description	Unit Price	Price
1.5	ML*	CK NO START CK GAUGE	\$90.00	\$135.00
		NEEDS MAIN WIRING HARNESS TO MASS AIR SENSOR TO COMPUTER CUST. DECLINED REPAIR.		
		NEEDS PARK SWITCH.		
		NEEDS SMALL WIRING HARNESS TO OIL GAUGE.		
1	ML*	NEUTRAL SAFETY SWITCH Remove & Replace	\$90.00	\$90.00
0	ML*	MASS AIR FLOW SENSOR Remove & Replace	\$90.00	\$0.00

Parts

Qty	Code/Tech*	Description	Condition	Unit Price	Price
1	ML*	NEUTRAL SAFETY SWITCH		\$79.00	\$79.00
1	ML*	AIR MASS SENSOR		\$387.00	\$387.00

Note: M - Labor Database, Copyright, Mitchell International, All Rights Reserved

Labor	\$225.00
Parts	\$466.00
Sublet/Misc.	\$0.00
Shop Supplies	\$25.00
Charges	\$0.00
Sales Tax	\$39.28
Tax @ \$491.00 * 8.0000%	
DIS \$755.28	
Paid	\$755.28

Tech _____
ML _____

I hereby authorize the repair work herein set forth 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 vehicle in case of fire, theft or any other cause beyond your control. I hereby grant you and/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 garagekeeper's lien is hereby acknowledged on above vehicle to secure the amount or repairs thereto. All Vehicles left over 48 hrs. after repairs are completed WILL INCUR A \$15.00 PER DAY STORAGE FEE. Any returned check will incur a \$25.00 fee. WE CAN NOT WARRANTY PARTS AND LABOR IF THE ODOMETER DOES NOT WORK. WARRANTY IS ISSUED BASED ON TIME AND MILEAGE. CUSTOMER PROVIDED PARTS WARRANTY IS AS IS. WARRANTY IS NOT TRANSFERABLE TO NEW OWNER(S) OF VEHICLE.

Customer Signature _____

PAYMENT METHOD: ☐ CASH ☐ CHECK ☐ CREDIT CARD ☐ OTHER