

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

Repository ☐

14-JUN-2018

Reference No.  
11101877

AUG 08 2018

**OWNER INFORMATION (Type or Print)**

Name [REDACTED]  
Address [REDACTED]  
City LOS ANGELES State CA Zip Code [REDACTED]

Daytime Telephone Number

E-mail Address

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: WD3PE8CD2HF [REDACTED] Make: MERCEDES BENZ Model: SPRINTER 2500 Model Year: 2017  
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 ☐ Cruise Control Powertrain: Multiple Failure: Incident Date(s): 27-SEP-2017

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Codes: 162000 STRUCTURE: BODY, 162000 STRUCTURE: BODY Failure Mileage: 80 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 2017 MERCEDES-BENZ SPRINTER 2500. WHILE DRIVING VARIOUS SPEEDS, A RATTLING NOISE WAS HEARD INSIDE THE CARGO AREA. ALSO, DURING EXTREME HEAT, THE PASSENGER SIDE WOULD WARP. THE VEHICLE WAS TAKEN TO MERCEDES-BENZ OF TEMECULA (40910 TEMECULA CENTER DR., TEMECULA, CA 92591, (951) 216-7800) WHERE NO FAILURE WAS FOUND AND THE CONTACT WAS INFORMED THAT THE VEHICLE WAS DESIGNED IN THAT MANNER. THE VEHICLE WAS THEN TAKEN TO MERCEDES-BENZ OF LONG BEACH (2300 E SPRING ST, SIGNAL HILL, CA 90755, (562) 372-2707) WHERE THE CONTACT WAS INFORMED THAT THE VEHICLE NEEDED TO BE INSULATED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE SEVERAL TIMES AND A CASE WAS OPENED. THE MANUFACTURER REFERRED THE CONTACT BACK TO THE DEALER. THE CONTACT ALSO FILED A COMPLAINT WITH THE FEDERAL TRADE COMMISSION AND WAS INFORMED OF A PENDING RECALL IN REGARDS TO THE VEHICLE STRUCTURE. THE APPROXIMATE FAILURE MILEAGE WAS 80.

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 this Agency by the Privacy Act of 1974 (Public Law 93-579) and is not to be released to the public without the approval of the Privacy Officer of the Department of Transportation.

There's RATTling on the walls.

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

My name is [REDACTED]

I purchased a New 2017 Vin# WD3PE8CD2HP  
Mr. B. 2500 CARGO 170E

The Bumper was DAMAGED And Replace  
when The truck was Delivered in The DARK  
The cargo @ Floor was Defective. 2 Floors  
were orderd.

The Passenger Side wall works when  
Both Rear walls RATTING. In Sun.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

1200 New Jersey Avenue SE,  
Washington, D.C. 20077-8382

Official Business  
Penalty for Private Use \$300

CA 500

JUN 10 2018

PM 8 L



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS MAIL

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WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation**

**National Highway Traffic Safety Administration**

**Office of Defects Investigation, NEF-100**

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