



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 ☐

19-JUL-2018

Reference No.

SEP 05 2018

11112422

OWNER INFORMATION (Type or Print)

Name

Address

City TAMPA

State FL

Zip Code

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

WDDGF4HB7EA

Make

MERCEDES BENZ

Model

C250

Model Year

2014

Date Purchased

4-2014

Dealer's Name and Telephone Number

Mercedes Benz of Ft. Myers 1-800-351-7403

Engine:

No. Cylinders

Fuel Type:

Original Owner

☒

Dealer's City

Ft Myers

State

FL

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Multiple Failure:

Incident Date(s)

01-JAN-2018

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 140000 AIR BAGS

Failure Mileage

Failure Speed

34200

31,286

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 2014 MERCEDES-BENZ C250. THE CONTACT STATED THAT THE SUPPLEMENTAL RESTRAINT SYSTEM (SRS) WARNING INDICATOR ILLUMINATED, WHICH WAS A SAFETY CONCERN. THE VEHICLE WAS TAKEN TO AN INDEPENDENT MECHANIC WHERE THE SRS WARNING INDICATOR WAS RESET. THE VEHICLE WAS TOWED TO THE LOCAL DEALER (MERCEDES-BENZ OF TAMPA, 4400 NORTH DALE MABRY HIGHWAY, TAMPA, FL 33614, (813) 579-2138) WHERE IT WAS DIAGNOSED THAT THE SRS WARNING INDICATOR NEEDED TO BE RESET. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOTIFIED AND DID NOT ASSIST. THE FAILURE MILEAGE WAS 34,200.

Called Mercedes Benz Hotline & talked to Dion Customer Service twice. 1st time they told me if SRS light was on, to stop driving car immediately & have it towed to the dealer - which I did on Dec 13 12-13-17

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 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.

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

SRS light was reset by dealer after having car for 5 days
On 1-2-18 light (SRS) came on again & I had
car towed to dealer again. At this time dealer
told me there was nothing more they could do
for me.

I then called (on 1-11-18) Mercedes Customer Service
& talked to Dion. He said there is nothing they can
do until parts arrive & if I got killed by the airbag
then it would be their fault.

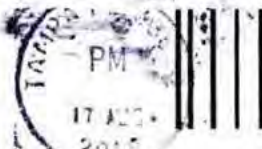
ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

1200 New Jersey Avenue SE
Washington, D.C. 20077-9382

Official Business
Penalty for Private Use \$300



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue SE.
Washington, D.C. 20077-9382



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



① →

Westshore Automotive
5001 S. Westshore Blvd Tampa FL 33611
Phone # (813) 839-0358
Hours 8.30am-5.30pm M-F
WestshoreAutomotive@gmail.com
FL Registration: [REDACTED]

Year	2014	EngineInfo	Page 1	
Make	Mercedes	TransInfo		
Model	C250	Job Type	INVOICE	Date Started 11/27/17
License #	[REDACTED]	Odometer In	31286	Date Completed 11/27/17
Vin #	WDDGF4HB7EA [REDACTED]	Odometer Out	0	Invoice #: 18299

Part Number	Qty	Description	Price	Extension
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LABOR

1.00 -Reset airbag light- reset adaptation.
If light returns- recommend replacing
clockspring.
LABOR 95.00 95.00 HMI

SHOP SUPPLIES H

Shop Supplies 1.00 -Shop Supplies misc. @ EPA 3.33 3.33
SHOP SUPPLIES H 3.33

WESTSHORE AUTOMOTIVE
5001 S. WESTSHORE BLVD
TAMPA FL 33611
813 839 0358
Merchant ID: 2944
Term #: 0101
Store #: 4327
Ref #: 0002

Sale

XXXXXXXXXX [REDACTED]
VISA Entry Method: Chip

Total: \$ 105.21

11/27/17 13:10:56
Inv #: 000002 Appr Code: 027906
Transaction ID: 467331654561302
Apprvd: Online Batch#: 000050

Visa Credit
ATV: 0000000000
TSI: F800
TVR: 0000000000

Customer Copy
(THANK YOU)

(239) -22-0-08-82
Pay Method = VISA 105.21

Sub Total	98.33
Sales Tax	6.88
Total	105.21

I hereby authorize the above repair work to be done along with the necessary materials. You and your employees may operate the above vehicle for purposes of testing, inspection, or delivery at my risk. An express mechanics lien is acknowledged on above vehicle to secure the amount of repairs there to. It is also understood that we will not be held responsible for loss or damage to cars or articles left in cars in case of fire, theft or any other cause beyond your control. (LIMITED WARRANTY) From the date of delivery for a period of 12 months or 12000 miles unless noted otherwise.

② Dion - talked to him *they can do until the parts arrive*
1-11-18
he told me nothing
Mercedes-Benz

IMPORTANT SAFETY RECALL

This INTERIM notice applies to your vehicle, WDDGF4HB7EA956836
Steering Column Module Ground
NHTSA Recall #17V627

Mercedes-Benz USA, LLC

November, 2017

Arrived 11-28-17

WDDGF4HB7EA

Tampa, FL



Takata Recall Hotline

1-877-496-3691

Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Daimler AG (DAG), the manufacturer of Mercedes-Benz vehicles, has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2012-2018 B-Class electric, C-Class, E-Class, CLA, GLA, GLC, and GLK-Class vehicles. Our records indicate that your vehicle is included in the affected population of vehicles.

What is the Concern?

Certain Model Year ("MY") 2014-2017 B-Class electric, MY 2012-2018 C-Class, MY 2012-2017 E-Class, MY 2014-2018 CLA, MY 2015-2018 GLA, MY 2016-2018 GLC, and MY 2013-2018 GLK-Class vehicles, may have insufficient electrical grounding. If the insufficiently grounded components are exposed to an electrostatic discharge, and the steering column module clock spring is broken (due to wear), this could lead to an inadvertent deployment of the driver airbag. Such an airbag deployment may cause a risk of injury to the driver and may increase the risk of a crash.

Unless the SRS light illuminates and a warning message appears in the instrument cluster, there is no issue. Should the SRS light illuminate, bring the vehicle to your preferred authorized Mercedes-Benz dealership to be diagnosed and determine if the illuminated SRS light is related to this recall.

To remedy this recall issue, an authorized Mercedes-Benz dealer will add sufficient grounding to the steering components on your vehicle. Unfortunately, the parts to remedy this are currently not yet available.

We are working to obtain the necessary parts to correct this condition as quickly as possible. As parts become available, we will send you another letter asking you to take your vehicle to an authorized Mercedes-Benz dealer to have the recall completed free of charge.

Should you have any concerns or questions regarding your vehicle before you receive the next recall letter when parts are available, please contact an authorized Mercedes-Benz dealer. If for any reason a dealer is unable to remedy your situation, we are always happy to hear from you. Please contact us at 1-800-367-6372. A new vehicle identification number (VIN)-based recall lookup tool, on our MBUSA.com website, now offers a search function that will indicate whether a vehicle has been subject to a safety recall, and whether that vehicle has had the free remedy performed. Please visit www.MBUSA.com/recall.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee within 10 days to comply with federal regulations.

If a Mercedes-Benz dealer for any reason is unable to remedy the situation without charge, or within a reasonable amount of time, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We regret any inconvenience this situation may cause you.

Sincerely,

Ch. J. [Signature]

*Called 12/4/2017 to say
SRS light had come on immediately
Customer Service Rep said if light comes on again, to stop driving car & call a tow truck
up but had it reset at a local shop.*

(3)

CUSTOMER #:

MERCEDES-BENZ OF TAMPA

4400 N. DALE MABRY, TAMPA, FLORIDA 33614

PHONE: (813) 873-2360

www.MBofTampa.com

MVR# 39327

INVOICE

SERVICE DEPARTMENT HOURS
7:00 a.m. to 7:00 p.m. MON-FRI
7:00 a.m. to 4:00 p.m. SAT

Mercedes-Benz

TAMPA, FL

PAGE 1

HOME: [REDACTED] CONT: [REDACTED]

BUS: [REDACTED] CELL: [REDACTED]

SERVICE ADVISOR: 807662 JESUS VALIENTE

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
BLACK	14	Mercedes-Benz C250W	WDDGF4HB7EA [REDACTED]		31535/31537	T3081	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
04DEC13 DL			17:00 14DEC17			CASH	20DEC17
R.O. OPENED		READY	OPTIONS: DLR:14316 ENG:1.8 Liter GDI DOHC				

07:25 14DEC17 07:08 20DEC17

LINE OPCODE TECH TYPE HOURS LIST NET TOTAL

A CUSTOMER STATES SRS MALF. COMES UP ON DISPLAY...CHECK AND ADVISE

BY001 CUSTOMER STATES SRS MALF. COMES UP ON
DISPLAY...CHECK AND ADVISE

300883 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

PERFORMED SDS SHORT TEST, FOUND FAULT CODE B000211. PROCESSED FAULT
CODE. PER SDS GUIDED TESTS, INSTRUCTED TO DISCONNECT BATTERY,
RECONNECT AND ERASED FAULT CODES. FOUND OK

B CUSTOMER STATES THERE IS A SQUEAK TYPE SOUND COMING FROM
BRAKES...CHECK AND ADVISEBY001 CUSTOMER STATES THERE IS A SQUEAK TYPE
SOUND COMING FROM BRAKES...CHECK AND ADVISE

300883 CPC

0.00

0.00

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

PERFORMED MULTIPLE ROAD TESTS, UNABLE TO DUPLICATE BRAKE NOISE.
FOUND BRAKES OK

C NO RECALLS OR CAMPAIGNS AT THIS TIME

CPWINR NO RECALLS OR CAMPAIGNS AT THIS TIME

300883 ISP

(N/C)

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00

FREE CAR WASH WITH ANY SERVICE/\$29.95 VALUE
COMP MERCEDES BENZ LOANER \$45.00/DAY VALUE

WARRANTY STATEMENT AND DISCLAIMER: PLEASE SEE THE
DEALERSHIP'S LIMITED WARRANTY ON THE REVERSE SIDE OF
THIS REPAIR INVOICE.

By signing below, you acknowledge that you were notified of and
authorized the Dealership to perform the services/repairs itemized
in this invoice and that you received (or had the opportunity to
inspect) any replaced parts as requested by you. The vehicle is
being returned to you in exchange for your payment of the Amount
Due.

*SHOP SUPPLY COSTS: We have
added a charge equal to 15% of the
total cost of labor and parts, not to
exceed \$50, to the Repair Order.
This charge represents costs and
profits to the motor vehicle repair
facility for miscellaneous shop
supplies and waste disposal. The
State of Florida requires a \$1.00 fee
to be collected for each new tire sold
in the state (s.403.718), and a
\$1.50 fee to be collected for each
new or remanufactured battery sold
in the state (s.403.7185).

ALL PARTS ARE NEW UNLESS
OTHERWISE INDICATED.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
ADJUSTMENT	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES *	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DATE CUSTOMER SIGNATURE

AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

REMIT TO: 445 Atlanta South Pkwy, Suite 135
College Park, GA 30349

1-2018

These pictures were taken on January 2 right before
having car towed to the dealer. VIN #
WDDGF4HB7E [REDACTED]

