



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

10-AUG-2018

SEP 21 2018

Repository ☐

Reference No.

11119003

OWNER INFORMATION (Type or Print)

Name

Address

City

ROCHESTER

State

NH

Zip Code

Daytime Telephone Number

Evening Telephone Number

E-mail Address

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

WMEEK31X08

Make

SMART

Model

FORTWO

Model Year

2008

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

Powertrain

Multiple Failure:

Incident Date(s)

07-JUL-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 112000 ELECTRICAL SYSTEM:
ALTERNATOR/GENERATOR/REGULATOR, 036400 SERVICE BRAKES, HYDRAULIC: ANTILOCK: ABS
WARNING LIGHT

Failure Mileage

139000

Failure Speed

35

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

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

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 2008 SMART FORTWO. WHILE DRIVING APPROXIMATELY 35 MPH, THE ANTI-LOCK BRAKE INDICATOR ILLUMINATED. IN ADDITION, THE ALTERNATOR SEIZED AND ALL THE WARNING INDICATORS ILLUMINATED ON THE INSTRUMENT PANEL. THE VEHICLE WAS TAKEN TO PRIME MOTOR CARS (137 US ROUTE 1, SCARBOROUGH, ME 04074, 207-510-2250) FOR AN UNKNOWN RECALL REPAIR, BUT THE TECHNICIAN STATED THAT THE FAILURE WAS NOT INCLUDED IN THE RECALL. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE AND STATED THAT THERE WAS NO RECALL. THE VEHICLE WAS NOT DIAGNOSED OR REPAIRED. THE FAILURE MILEAGE WAS APPROXIMATELY 139,000.

contact Believes Carpet Deterioration/DeBree Falling onto top of the engine
and sucked into the alternator is what caused it to Seize
and DeBree Falling onto the engine and Burning is Fire Hazard

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.

Reference # 1111 903

CUSTOMER #:

PRIME MOTOR CARS

137 U.S. Route One

Scarborough, ME 04074

(207) 510-2250

INVOICE

ROCHESTER, NH

PAGE 1

HOME:

CONT

BUS:

CELL

SERVICE ADVISOR: 9376 Mohammed Fakory

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG	
	08	SMART SMART FORTWO	WMEEK31X08K		6742/6742	TB1270	
DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
01JAN08 IS							
01JAN08 DD			17:00 06AUG18			CASH	07AUG18

R.O. OPENED	READY	OPTIONS:
12:42 03AUG18	14:23 07AUG18	

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
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A OPEN CAMPAIGN OPEN CAMPAIGN-REPLACE REAR DAMPING ENGINE COMPARTMENT.
PART WAS ORDRED.

CAUSE: f

99 02.2326-replaced damping in rear engine
compartment as per recall

8303 CONOVER, TAYLOR LIC#: 8303

WMB8

1 451-682-00-61 DAMPING

8 000-994-21-18 SPRING WASHER

(N/C)

(N/C)

(N/C)

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

6742 Replace rear engine dampening as per campaign..D.C.62.901.487

B** CUSTOMER STATES-PARTS OF CARPET DEBRIS HAS FALLEN INTO THE
ALTERNATOR, CAUSING REVERSE CHARGE. CANT HOLD A BATTERY CHARGE.
MAYBE CAUSED FROM CURRENT RECALL. PLEASE CHECK AND ADVISE.

CS NEED TO START BY REPLACING SEIZED ALTERNATOR,
BROKEN BELT AS STARTING POINT. HAD NOTHING
TO DO WITH RECALL.

8303 CONOVER, TAYLOR LIC#: 8303

CPMB

150.00

150.00

PARTS: 0.00 LABOR: 150.00 OTHER: 0.00 TOTAL LINE B: 150.00

6742 Found V-belt broken due to seized alternator. recommend
replacement of alternator and V-belt and perform charging system test.

C** VEHICLE TOWED IN

CS CUSTOMER STATES

99 ISP

(N/C)

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

EST: 146.65

03AUG18 12:42 SA: 8756

Service and Parts Hours

Monday thru Thurs.
7:00 AM - 6:00 PM
FRI.
7:00 AM - 5:00 PM
SAT.
9:00AM - 2:00PM

Sales Hours

Monday thru Thursday
8:00 AM - 8:00 PM
Friday
8:00 AM - 6:00 PM
Saturday
8:00 AM - 6:00 PM

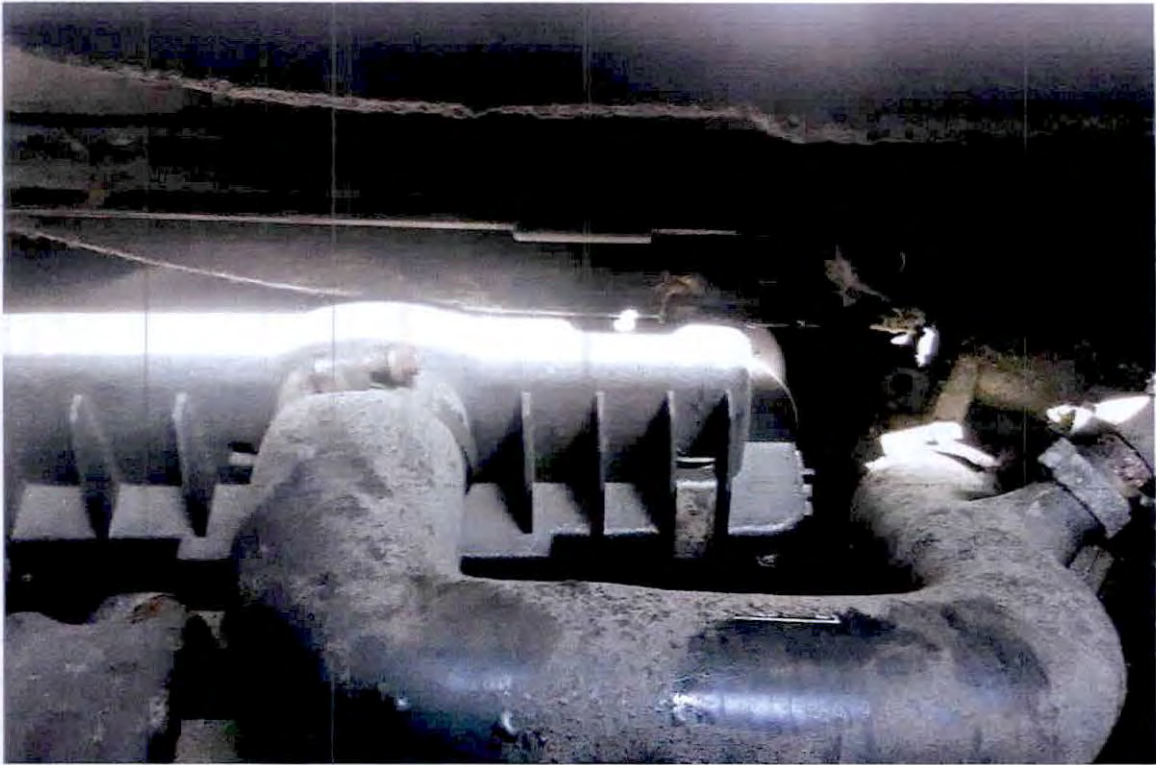
Disposal of Hazardous Waste

The State of Maine requires that all hazardous waste (oil, solvents, anti-freeze, etc.), must be disposed of by a licensed contractor in an environmentally safe manner. Any charges for a disposal of hazardous waste reflects our conformity to state law in addition to our concern for the preservation of the environment.

The factory warranty constitutes all of the express warranty with respect to the sale of these item/items.

CUSTOMER SIGNATURE

DESCRIPTION	TOTALS
LABOR AMOUNT	150.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	8.25
TOTAL CHARGES	158.25
LESS INSURANCE	0.00
SALES TAX	0.45
PLEASE PAY THIS AMOUNT	158.70



Reference # 111903





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