

 <p>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</p>			FOR AGENCY USE ONLY 100148		
U.S. Department of Transportation National Highway Traffic Safety Administration			Date Received 21-AUG-2019		Repository <input type="checkbox"/> Reference No. 11245402
OWNER INFORMATION (Type or Print)					
Name [REDACTED]			Daytime Telephone Number [REDACTED]		E-mail Address [REDACTED]
Address [REDACTED]			Evening Telephone Number [REDACTED]		
City BYRON CENTER		State MI	Zip Code [REDACTED]		
<i>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).</i>					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side WD3PG2EA6G3 [REDACTED]			Make MERCEDES-BENZ	Model METRIS	Model Year 2016
Date Purchased		Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
Original Owner <input type="checkbox"/>	Dealer's City		State	Zip Code	
Transmission Type	<input type="checkbox"/> Antlock Brakes	<input type="checkbox"/> Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 01-AUG-2018
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 060000 ENGINE (PWS)				Failure Mileage 32000	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)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <i>(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 2016 MERCEDES-BENZ METRIS. WHILE OPERATING THE VEHICLE, THE CHECK ENGINE INDICATOR REMAINED ILLUMINATED, THE VEHICLE DROVE ROUGHLY, AND THE VEHICLE WAS DIFFICULT TO START. THE VEHICLE WAS TAKEN TO GRAND BLANC MERCEDES-BENZ (9099 HOLLY ROAD, GRAND BLANC, MI) WHERE IT WAS DIAGNOSED THAT THE ENGINE TIMING CHAIN WAS DAMAGED. THE VEHICLE WAS REPAIRED. THE CONTACT INDICATED THAT THE FAILURE RECURRED 98,000 MILES LATER. THE MANUFACTURER WAS NOT NOTIFIED. THE CONTACT INDICATED THAT THE SAME FAILURE OCCURRED WITH TWO OTHER VEHICLES OF THE SAME TYPE IN THE COMPANY'S FLEET. THE MANUFACTURER WAS NOT NOTIFIED. THE FAILURE MILEAGE WAS 32,000.					
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.					