



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 ☐

27 AUG 2019
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Reference No.
11246106

OWNER INFORMATION (Type or Print)

Name				Number	E-mail Address
Address					
City	PISCATAWAY	State	NJ	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 WDDSJ4GB2HN3		Make MERCEDES-BENZ	Model CLA250	Model Year 2017
Date Purchased	Dealer's Name and Telephone Number 908-685-0800 Mercedes Benz of Bridgewater		Engine: V6 No: Cylinders	Fuel Type:
Original Owner ☒	Dealer's City Bridgewater	State NJ	Zip Code 08851	93
Transmission Type Automatic manual	☒ Antilock Brakes ☒ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 28-JUN-2019

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 060000 ENGINE (PWS), 110000 ELECTRICAL SYSTEM	Failure Mileage 40458	Failure Speed 30
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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 2017 MERCEDES-BENZ CLA250. WHILE DRIVING 30 MPH, THE VEHICLE JERKED AND STALLED, BUT WAS ABLE TO RESTART. ALL THE WARNING INDICATORS WERE ILLUMINATED ON THE INSTRUMENT PANEL. ADDITIONALLY, THE RADIO TURNED OFF ON SEVERAL OCCASIONS. THE VEHICLE WAS TOWED TO OPEN ROAD OF BRIDGEWATER (1250 US-22 BRIDGEWATER, NJ 08807, 908-213-5841) WHERE IT WAS DIAGNOSED THAT THE SOFTWARE NEEDED TO BE UPDATED AND THE BATTERY NEEDED REPLACEMENT. THE VEHICLE WAS REPAIRED, BUT THE FAILURE RECURRED. THE MANUFACTURER WAS NOT CONTACTED. THE FAILURE MILEAGE WAS 40,458.

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.