

INFORMATION REDACTED PURSUANT TO THE FREEDOM

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality. DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11324100-----
Date: Tuesday, June 9, 2020 2:16:13 PM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, June 08, 2020 8:06 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>; [REDACTED]
[REDACTED]
Subject: Follow up to ODI Complaint ----- 11324100-----



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

11-MAY-2020

Repository ☐

Reference No.
11324100

OWNER INFORMATION (Type or Print)

Name

Address

City MIAMI

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

55SWF4KB3FU

Make
MERCEDES BENZ

Model
C300

Model Year
2015

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)
05-MAY-2020

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 130000 VISIBILITY/WIPER (PWS), 134000 VISIBILITY: SUN ROOF ASSEMBLY

Failure Mileage
59900

Failure Speed
0

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 2015 MERCEDES-BENZ C300. THE CONTACT STATED THAT WHILE DRIVING AT AN UNKNOWN SPEED, THE GLASS PANEL DETACHED FROM THE VEHICLE. THE CONTACT VEERED TO THE SHOULDER OF THE ROADWAY AND INSPECTED THE VEHICLE AND CONFIRMED THAT THE GLASS PANEL HAD DETACHED FROM THE VEHICLE. THE GLASS PANEL WAS NOT RETRIEVED. ADDITIONALLY, THE CONTACT STATED THAT WHEN IT RAINED, WATER WOULD ENTER THE CABIN OF THE VEHICLE. MERCEDES-BENZ OF CUTLER BAY (10701 SW 211 ST, CUTLER BAY, FL 33189, (305) 251-0345) WAS CONTACTED AND INFORMED OF THE FAILURES. THE CONTACT WAS INFORMED THAT THE VEHICLE WAS NOT SUBJECTED TO A RECALL. THE VEHICLE WAS NOT REPAIRED. THE CONTACT REFERENCED NHTSA CAMPAIGN NUMBER: 19V918000 (VISIBILITY) AS A POSSIBLE SOLUTION FOR THE FAILURE HOWEVER, THE VIN WAS NOT INCLUDED. THE FAILURE MILEAGE WAS APPROXIMATELY 59,900. THE VIN WAS NOT AVAILABLE.

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.

TROPICAL PAINT & BODY SHOP
13925 SOUTHWEST 145TH COURT, MIAMI, FL
33186
Phone: (305) 969-8933
FAX: (305) 969-8937

Workfile ID:
PartsShare: 5QvppZ

Final Bill

RO Number:

Customer:

Insurance:
GEICO

Adjuster: CDK3
Phone: (305) 214-2152
Business

Estimator: GUIDO COLLI
Create Date: 5/13/2020

partners.geico.com/gvbps/Logon.

Claim:

Lehigh Acres, FL

Doral, FL 33122

Loss Date: 5/9/2020
Deductible: 500.00

2015 BENZ C-Class C300 4MATIC 4D SED 4-2.0L Turbocharged Gasoline Gasoline Direct Injection white

VIN: 55SWF4KB3FU
License:
State: FL

Interior Color:
Exterior Color: white
Production Date: 3/2015

Mileage In: 61,515
Mileage Out:
Condition: Good
Vehicle Out: 5/15/2020
Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	E01		ROOF						
2	S01	Sublet	SHIPPING	1	131.00	Other			
3	S01	Remove/Replace	Fixed glass	1	280.00T	Glass	4.0T	Body	
4	S01	Remove/Install	R&I headliner				4.3T	Body	
5	S01	Sublet	Headliner gray	1	518.00	Sublet			
6	E01		PILLARS, ROCKER & FLOOR						
7	E01	Remove/Replace	RT W/S pillar trim gray	1	60.00T	OEM	0.0T	Body	
8	S01	Remove/Replace	EXPENSE FOR COVID-19 DISINFECTING	1	15.00	Other	0.5T	Body	

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts		56.00			411.00
Sublet/Miscellaneous		103.60			752.60
Labor, Body			42.00	8.8	369.60
Subtotal					1,533.20
Sales Tax					53.59
Grand Total					1,586.79
Deductible					(500.00)
Net Total					1,086.79

Estimate Version	Total \$
Original	1,860.32
Supplement S01	(273.53)

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

5/19/2020 11:16:15 AM

Final Bill

Number: [REDACTED]

2015 BENZ C-Class C300 4MATIC 4D SED 4-2.0L Turbocharged Gasoline Gasoline Direct Injection white

Insurance Total \$:	1,086.79
Received from Insurance \$:	0.00
Balance due from Insurance \$:	1,086.79
Customer Total \$:	500.00
Received from Customer \$:	0.00
Balance due from Customer \$:	500.00

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