

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

AGENCY USE ONLY 100148

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

Received	Repository <input type="checkbox"/>
31-JUL-2020	Reference No. 11342531

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: BERKLEY State: CA Zip Code: [REDACTED]

Daytime Telephone Number: [REDACTED] Email Address: [REDACTED]
Evening Telephone Number: [REDACTED]

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: WDAFF4CD3K [REDACTED] W049F4CD0K [REDACTED]
Make: MERCEDES-BENZ Model: SPRINTER 3500 Model Year: 2019
Date Purchased: 7-14-20 Dealer's Name and Telephone Number: MANTECA TRAILER & MOTORHOME
Original Owner: Dealer's City: MANTECA State: CA Zip Code: 95336
Engine: No. of Cylinders: DIESEL
Transmission Type: Antilock Brakes Cruise Control Powertrain: Multiple Failure: Incident Date(s): 14-JUL-2020

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 030000 BRAKES (PWS) Failure Mileage: 2000 Failure Speed: 30 MPH

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 2020 WINNEBAGO RV INSTALLED ON A 2019 MERCEDES-BENZ SPRINTER 3500 CHASSIS. THE CONTACT STATED THAT WHILE ATTEMPTING TO EXIT AN UNKNOWN DEALER, THE VEHICLE WAS SHIFTED INTO GEAR, THE PARKING BRAKE WAS RELEASED, THE ACCELERATOR PEDAL WAS DEPRESSED HOWEVER, THE VEHICLE FAILED TO MOVE. THE CONTACT STATED THAT THE PARKING BRAKE INDICATOR WAS INOPERABLE. SEVERAL MECHANICS ASSISTED THE CONTACT TO GET THE VEHICLE TO OPERATE AS INTENDED. THE CONTACT STATED THAT SEVERAL DAYS LATER ON A CAMPING TRIP, THE BRAKES OVERHEATED. THE VEHICLE WAS TOWED TO MERCEDES-BENZ OF MEDFORD (3240 CRATER LAKE AVE, MEDFORD, OR 97504 541-774-1000). THE TECHNICIAN WAS DUPLICATED THE FAILURE AND THE CONTACT WAS INSTRUCTED ON THE CORRECT WAY TO OPERATE THE PARKING BRAKE FUNCTION. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS NOTIFIED OF THE FAILURE BY THE DEALER. THE FAILURE MILEAGE WAS 2,000. INVALID VIN.

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.

Connecticut VIN#

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

The brakes were so hot when the brake was on with no indicator light functioning causing the vehicle to spark. The Oregon Forest Service arrived and said that our vehicle almost started a wild fire.

Medford Mercedes finally replaced the whole parking brake assembly because they said "some of the switches were malfunctioning". The parking brake is now functioning as designed with the indicator light on when the brake is engaged.

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



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**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**



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