

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

**From:** [REDACTED]  
**To:** [EVOQ \(NHTSA\)](#)  
**Cc:** [DataQuality, DataQuality \(NHTSA\)](#)  
**Subject:** Fw: Follow up to ODI Complaint ----- 11461352-----  
**Date:** Friday, March 24, 2023 9:04:08 AM  
**Attachments:** [REDACTED]

**CAUTION:** This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Following up from Aug. 2022.

----- Forwarded Message -----

**From:** EVOQ (NHTSA) <evoq@dot.gov>  
**To:** [REDACTED]  
**Sent:** Wednesday, August 3, 2022 at 06:55:21 AM CDT  
**Subject:** FW: Follow up to ODI Complaint ----- 11461352-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to [dataquality@dot.gov](mailto:dataquality@dot.gov) or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation



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](http://www.nhtsa.dot.gov/hotline)

FOR AGENCY USE ONLY 100148

Date Received

19-APR-2022

Repository Reference No.  
11461352

## OWNER INFORMATION (Type or Print)

|          |               |       |    |
|----------|---------------|-------|----|
| Name     | [REDACTED]    |       |    |
| Address  | [REDACTED]    |       |    |
| City     | Glenn Heights | State | TX |
| ZIP Code | [REDACTED]    |       |    |

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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<br>SCBLC37F25C [REDACTED] |   | MAKE<br>BENTLEY                | Model<br>ARNAGE                | Model Year<br>2005              |
| Date Purchased  | Dealer's Name and Telephone Number  |                                | Engine: 6.8<br>No: Cylinders 8 | Fuel Type:<br>GAS               |
| Original Owner<br><input type="checkbox"/>  | Dealer's City   | STATE                          | ZIP Code                       |                                 |
| Transmission Type   | <input type="checkbox"/> Ant lock Brakes<br><input type="checkbox"/> Cruise Control | Powertrain<br>REAR WHEEL DRIVE | Multiple Failure:              | Incident Date(s)<br>04-MAR-2022 |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|   |                            |               |
|---|----------------------------|---------------|
| Vehicle Components Codes: 020000 SUSPENSION | Failure Mileage<br>28000.0 | 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: DOTMAL 9ABC036) | <input type="checkbox"/> Original Requirement<br><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

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

|  |   |                           |                  |                         |
|--|---|---------------------------|------------------|-------------------------|
| Crash<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Deaths | Reported to Police<br>N |
|--|---|---------------------------|------------------|-------------------------|

## Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2005 Bentley Arnage. The contact stated while driving at an unknown speed, the vehicle was out of alignment. The contact took the vehicle to an independent mechanic and was informed that the front suspension lower ball joint needed to be replaced. The vehicle was not repaired. A dealer was not contacted. Upon investigation, the contact associated the failure with NHTSA Campaign Number: 05V546000 (Suspension) however, the VIN was not included. The manufacturer had been informed of the failure. The failure mileage was approximately 28,000.

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.

Labor: \$1,354.19

Parts: \$1,169.53

Misc: \$0.00

Complaint: CLIENT STATES WIPERS CONTIOUSLY RUN HAD TO PULL FUSE FOR WIPERS TO GET THEM TO STOP  
Cause:

Correction: 27687 105271 96.00 CLIENT STATES WIPER CONTINUOUSLY RUN. VERIFIED CLIENT CONCERN. TECH PERFORMED DIAG, AFTER DIAG TECH FOUND WIPER MOTOR CONTROL MODULE TO BE INTERNALLY SHORTED OUT. CAUSING WIPER ARMS TO CONTINUOUSLY RUN. TECH REMOVED AND REPLACED WIPER MOTOR ASSEMBLY WHICH COMES WITH CONTROL MODULE. TECH ERAS ALL FAULTS, MADE ALL NECESSARY ADJUSTMENTS TO WIPER ASSEMBLY, SET ALL BASIC SETTINGS AND TEST DROVE VEHICLE. WIPERS ARE WORKING AS DESIGN AFTER REPAIRS.

**Service: CDW CUSTOMER DECLINED WORK AT THIS TIME**

Type: INTB

Technician: Nelson Acosta

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: SERVICE LIGHT IS ON CLUSTER. VEHICLE DUE FOR SERVICES.

Cause:

Correction: 27691 105271 N/C TECH PROVIDE CLIENT WITH PRICE QUOTE FOR VEHICLE SERVICES NEEDED. CLIENT DECLINE REPAIRS TO BE PERFORMED AT THIS TIME.

**Service: NC NO CHARGE**

Type: INTB

Technician: Nelson Acosta

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: AIR BAG LIGHT IS ON CLUSTER. WILL NEED DIAG.

Cause:

Correction: 27691 105271 N/C TECH PERFORMED DIAG, TECH FOUND FAULTS FOR LOST COMMUNICATION DUE TO LOW VOLTAGE FROM BATTERY. TECH REPLACE BATTERY ON OTHER LINE. TECH ERAS ALL FAULTS. VEHICLE WORKING AS DESIGN AFTER REPAIRS.

**Service: RBMMPI PERFORM FREE MULTI-POINT VEHICLE INSPECTION INCLUDING CHECK CONDITION OF TIRES, UNDERCARRIAGE, EXHAUST, BATTERY, BELTS, ALL FLUIDS, AND BRAKE PADS AND ROTORS.**

Type: INTB

Technician: Nelson Acosta

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: PERFORM FREE MULTI-POINT VEHICLE INSPECTION INCLUDING CHECK CONDITION OF TIRES, UNDERCARRIAGE, EXHAUST, BATTERY, BELTS, ALL FLUIDS, AND BRAKE PADS AND ROTORS.

Cause: PERFORM FREE MULTI-POINT VEHICLE INSPECTION INCLUDING CHECK CONDITION OF TIRES, UNDERCARRIAGE, EXHAUST, BATTERY, BELTS, ALL FLUIDS, AND BRAKE PADS AND ROTORS.

Correction: 27691 SEE REQ FOR ADDITIONAL SERVICES NEEDED.

**Service: CDW CUSTOMER DECLINED WORK AT THIS TIME**

Type: INTB

Technician: Nelson Acosta

Comeback: N

Labor: \$0.00

Parts: \$0.00

Misc: \$0.00

Complaint: CLIENT STATES THERE IS A RATTLE IN RIGHT FRONT AREA OF INTERIOR WHILE DRIVING CHECK AND ADVISE

Cause:

Correction: 27691 105271 N/C CLIENT STATES THERE IS A RATTLE IN RIGHT FRONT AREA OF INTERIOR WHILE DRIVING. VERIFIED CLIENT CONCERN. TECH PERFORMED DIAG. AFTER DIAG TECH FOUND PASSENGER FRONT DOOR INNER PENAL TO BE COMING APART CAUSING RATTLE NOISE. TECH PROVIDE CLIENT WITH PRICE QUOTE FOR REPAIRS, CLIENT DECLINE REPAIRS TO BE PERFORMED AT THIS TIME.

# Vehicle History Report

08/12/2022 10:02 PM

VIN: SCBLC37F25C [REDACTED]

2005 BENTLEY ARNAGE

Repair Order: [REDACTED]  
Open Date: 07/22/2019  
Owner: MOTORSPORTS BBC\*

Mileage: 28021  
Closed Date: 08/20/2019

Total: \$1,772.00  
Advisor : Cody Higginbotham

**Service: 667 DIAGNOSE & REPAIR AUTOMATIC TRANSMISSION**

Type: CPB Technician: Nelson Acosta Comeback: N  
Labor: \$1,772.76 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES GEARSHIFTER WILL SHIFT FROM PARK WITHOUT PRESSING BRAKE CHECK AND ADVISE

Cause:

Correction: 28026 105271 98.00 TECH VERIFIED CLIENT CONCERN. TECH PERFORMED DIAG. DURING DIAG TECH FOUND LOCKING MECHANISM FOR SHIFTER ASSEMBLY TO BE BROKEN, KEEPING SHIFTER FROM LOCKING. COMPLETE SHIFTER ASSEMBLY NEEDS TO BE REPLACED TO RESOLVE ISSUED. PARTS ARE NO LONGER AVAILABLE. TECH REMOVED SHIFTER ASSEMBLY AND FIX IT TO THE BEST OF OUR ABILITY. PLEASE EXPLAIN TO CLIENT FUNCTIONALITY OF SHIFTER ASSEMBLY. SHIFTER HANDLE HAS TO BE PULL UP AND THEN SHIFT.

**Service: RBMMPI PERFORM FREE MULTI-POINT VEHICLE INSPECTION INCLUDING CHECK CONDITION OF TIRES, UNDERCARRIAGE, EXHAUST, BATTERY, BELTS, ALL FLUIDS, AND BRAKE PADS AND ROTORS.**

Type: INTB Technician: Nelson Acosta Comeback: N  
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: PERFORM FREE MULTI-POINT VEHICLE INSPECTION INCLUDING CHECK CONDITION OF TIRES, UNDERCARRIAGE, EXHAUST, BATTERY, BELTS, ALL FLUIDS, AND BRAKE PADS AND ROTORS.

Cause: PERFORM FREE MULTI-POINT VEHICLE INSPECTION INCLUDING CHECK CONDITION OF TIRES, UNDERCARRIAGE, EXHAUST, BATTERY, BELTS, ALL FLUIDS, AND BRAKE PADS AND ROTORS.

Correction: 28021 see req for additional service.

Repair Order: [REDACTED]  
Open Date: 11/29/2018  
Owner: [REDACTED]

Mileage: 27687  
Closed Date: 01/14/2019

Total: \$3,106.00  
Advisor : Cody Higginbotham

**Service: CDW CUSTOMER DECLINED WORK AT THIS TIME**

Type: INTB Technician: Nelson Acosta Comeback: N  
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: CLIENT STATES BRAKE PEDAL FEELS SPUNGY

Cause:

Correction: 27691 105271 N/C CLIENT STATES BRAKE PEDAL FEELS SPONGY. VERIFIED CLIENT CONCERN. TECH PERFORMED DIAG. AFTER DIAG TECH FOUND BRAKE BOOSTER/MASTER BRAKE PUMP LEAKING OUT FLUID. ALSO FOUND POWER STEERING PUMP LEAKING OUT FLUID. PROVIDE CLIENT WITH PRICE QUOTE FOR REPAIRS. CLIENT DECLINE WORK TO BE PERFORMED AT THIS TIME.

**Service: BATT REPLACE BATTERY**

Type: CPB Technician: Nelson Acosta Comeback: N  
Labor: \$317.24 Parts: \$156.00 Misc: \$0.00

Complaint: REPLACE VEHICLE MAIN BATTERY.

Cause:

Correction: 27687 105271 91.50 CLIENT REQUEST VEHICLE MAIN BATTERY TO BE REPLACED. TECH REMOVED AND REPLACED VEHICLE MAIN BATTERY.

**Service: NWD NO WORK DONE AT THIS TIME**

Type: INTB Technician: Nelson Acosta Comeback: N  
Labor: \$0.00 Parts: \$0.00 Misc: \$0.00

Complaint: OBD: EMISSIONS STATE INSPECTION) MODELS 96 AND UP W/O DYNO

Cause: OBD: EMISSIONS STATE INSPECTION) MODELS 96 AND UP W/O DYNO

Correction: 27691 NO STATE INSPECTION PERFORMED AT THIS TIME. NO REPAIRS PERFORMED AT THIS TIME.

**Service: 599 REPLACED WIPER MOTOR ASSEMBLY**

Type: CPB Technician: Nelson Acosta Comeback: N