



U.S. Department of Transportation

National Highway Traffic Safety Administration

**DOT Auto Safety Hotline  
Vehicle Owner's Questionnaire (VOQ)**

NATIONWIDE 1-888-DASH-2-DOT  
1-888-327-4236  
www.nhtsa.dot.gov/hotline

**FOR AGENCY USE ONLY 258**

Data Received  <b>07-SEP-2000</b>	Od_or _____
	rt_dt _____
	od_rt _____
	up_ltr _____
Reference No. <b>730632</b>	

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_

**VEHICLE INFORMATION**

Vehicle Ident. No. (VIN) <small>(Listed at front of windshield or drivers side)</small> <b>WDBJF65J3YB089648</b>	Vehicle Make <b>MERCEDES BENZ</b>	Vehicle Model <b>E CLASS</b>	Vehicle Year <b>2000</b>	Current Odometer Reading
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Purchase Date <b>01-APR-2000</b>	Dealer's Name _____	Engine Size (CID/CC/L) <b>3.2 LT</b>	<input type="checkbox"/> Turbo
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	<input type="checkbox"/> Diesel
			<input type="checkbox"/> Gas
			<input checked="" type="checkbox"/> Fuel Injection

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbell <input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input checked="" type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Sport Ult <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other _____	Body Style <input type="checkbox"/> 2-Door <input checked="" type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other _____
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**FAILED COMPONENT(S)/PART(S) INFORMATION**

Component <b>03200000</b>	Part Name(s) <b>BRAKES:HYDRAULIC SYSTEM</b>	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures <b>1</b>	Date(s) of Failure(s) <b>06-SEP-2000</b>	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Mileage at Failure(s) <b>3500</b>		
	Vehicle Speed at Failure(s) <b>10</b>		

**APPLICATION INCIDENT INFORMATION**

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured <b>0</b>	Number of Fatalities <b>0</b>	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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**NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**

THE VEHICLE IS EQUIPPED WITH "BRAKE ASSIST SYSTEM" WHICH IS SUPPOSED TO HELP TO ENGAGE THE BRAKE PEDAL FASTER WHEN THE BRAKES ARE APPLIED DURING A PANICK STOP. DURING A PANIC STOP, IN MY CASE AT 10 MPH, WHEN I HIT THE BREAKS, THE BRAKE PEDAL FELT HARD AS A ROCK AND REFUSED TO TRAVEL DOWN, EXHIBITING THE SO CALLED "HYDRAULIC RESISTANCE" WITH THE THE VEHICLE CONTINUING TO MOVE AND COLLIDING WITH THE VEHICLE IN THE FRONT. I TOOK MY E320 TO AN AUTHORIZED LOCAL MBZ DEALER, AUTOBAHN MOTORS IN BELMONT-CA, WITHIN TWO HOURS OF THE ACCIDENT FOR A CHECK OF THE BRAKES. THE DEALER REPORTED THE BRAKES OPERATE NORMALLY AND NO PROBLEMS WERE DETECTED ON THEM. THE PROBLEM IS THAT WE ALSO OWN A 1999 MBZ ML 320, AN SUV, WHICH BRAKES AND STOPS FLAWLESSLY WITH NO SIGN OF HARDENING IN T

CONTINUED ON BACK PLEASE

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.