

U.S. Department
of TransportationNational 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

Date Received

03-NOV-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

735704

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) (located at front of windshield on drivers side) WDBGA43G9WA380808	Vehicle Make MERCEDES BENZ	Vehicle Model 400	Vehicle Year 1998	Current Odometer Reading
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Purchase Date 01-SEP-1997	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No Cylinders _____	

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

Component 06650000	Part Name(s) EXHAUST SYSTEM:CATALYTIC CONVERTER SYSTEM	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures 1	Date(s) of Failure(s) 20-JUL-2000 Mileage at Failure(s) 46000 Vehicle Speed at Failure(s) 2	Failed Part(s) Available? ☐ Yes ☐ No	NHTSA Previously Contacted? ☐ Yes ☐ No

APPLICATION INCIDENT INFORMATION

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

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

I HAVE A MERCEDES S420 AND HAVE HAD A CONTINUING PROBLEM WITH BAD FUMES IN THE CAR THAT ARE MAKING MY WHOLE FAMILY REALLY SICK. THE PROBLEM STARTED WHEN WE FIRST GOT THE CAR AND RECENTLY HAS BECOME SO BAD THAT I HAVE HAD TO GET AN INHALER FROM MY DOCTOR TO BREATHE. WE HAD IT AT THE DEALER WHEN WE FIRST GOT IT AND 3 TIMES FOR MANY DAYS AT A TIME RECENTLY AND COMPLAINED THE CHECK ENGINE LIGHT WAS COMING ON BUT THEY SAID THEY DID NOT THINK THERE WAS A PROBLEM. WE ARE GETTING REALLY SICK WITH OUR EYES BURNING SO WE HAD THE CAR LOOKED AT BY CERTIFIED MECHANICS WHO SAID THE "HEAT COIL" IS BAD AND LOOKS LIKE IT MAY BE DEFECTIVE CAUSING COOLANT DRIP OUT AND BURN AND CAUSING FUMES IN THE CAR THAT COULD BE MAKING US SICK. THIS MAY BE A PROBLEM FROM WHEN WE FIRST

CONTINUED ON BACK (SEE)

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.