



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393
DC METRO AREA (202) 366-0123
INTERNET: <http://www.nhtsa.dot.gov>

FOR AGENCY USE ONLY

258

Date Received

02-FEB-2001

Od_or _____
rt_dt _____
pd_rt _____
ip_ltr _____

Reference No.

740351

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 bottom of dashboard on driver's side)	Vehicle Make MERCEDES BEN	Vehicle Model 202	Vehicle Year 1999	Current Odometer Reading
WDBHA29E4SF147013				

Purchase Date 01-SEP-2098 ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____	Engine Size (CID/CCL) 170.8 No Cylinders _____	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ Passengerside Airbag ☐ Motorbelt ☐ 2-Point Belt	Cruise Control ☒ Yes ☐ No
Drive Train ☒ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____ ☐ Sport Util Truck ☐ Motorcycle	Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____	

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 1031 0000	Part Name(s) VISUAL SYSTEMS: WINDSHIELD WIPER	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures 1	Date(s) of Failure(s) 30-DEC-2098 Mileage at Failure(s) 48000 Vehicle Speed at Failure(s)	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 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WINDSHIELD WIPER MOVES TO CENTER OF WINDSHIELD THEN HESITATES FOR A FEW SECONDS AND THEN SLOWLY DRAGS ACROSS THE REST OF THE WINDSHIELD, THEN DOES THE SAME THING WHEN IT RETURNS TO ITS ORIGINAL POSITION. I TOOK THE VEHICLE TO THE DEALER FOR WARRANTY SERVICE AND WAS TOLD IT WAS NOT COVERED. IF I WANTED IT FIXED IT WOULD COST APPROXIMATELY \$700.00 FOR A PART THEY CALLED THE WIPER TRANSMISSION PLUS LABOR. I CHECKED WITH OTHER DEALERS/REPAIR FACILITIES AND WAS TOLD THE SAME THING. WHEN I CHECKED WITH AN INDEPENDENT REPAIR SHOP THE MECHANIC FIXED THE PROBLEM IN LESS THAN 5 MINUTES BY CLEANING THE BASE OF THE WIPER AND LUBRICATING IT WITH WD-40. THE WIPER WORKED FINE AFTER THAT. I WENT BACK TO THE DEALER AND TALKED TO THE OWNERSHIP TO COM

CONTINUE ON BACK IF NEEDED

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.