



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 1389

Date Received

FEB 10 2002 12:25

04-NOV-2002

OFFICE

EFFECTS INVESTIGATION

Od or
rt dt
od rt
up lr

Reference No.

8022130

OWNER INFORMATION (Type or Print)

SAN JOSE

CA

Work Number

Home Number

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle?

☒ YES☐ NO

In the absence of an authorized signature, your name and address to the vehicle manufacturer.

Signature of Owner

Date 1/19/03

VEHICLE INFORMATION

Vehicle Ident. No. (VIN)

(Located at bottom of
windshield on driver's side)

WDBEA34E1RC122144

Vehicle Make

MERCEDES BENZ

Vehicle Model

E CLASS 420

Vehicle Year

1994

Current Odometer Reading

Purchase Date

11/6/99

Dealer's Name Rancho Grande Motors

Engine Size

(CID/CC/L 4.2L

☐ New ☒ Used

City San Luis Obispo State CA Zip Code 93403

No Cylinders

8

☐ Turbo
☐ Diesel
☒ Gas
☒ Fuel Injection

Transmission Type

Antilock Brakes

Restraint System

Cruise Control

Drive Train

Vehicle Type

Body Style

☐ Manual☒ Yes☒ 3-Point Belt☐ Motorbelt☒ Yes☐ Front☒ Car☐ Sport Ut☐ 2-Door☒ Automatic☐ No☒ Driverside Airbag☐ 2-Point Bel☐ No☒ Rear☐ Van☐ Truck☒ 4-Door☒ Passengerside Airbag☐ 4-Wheel☐ Minivan☐ Motorcycle☐ Station wagon☐ Other☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component

Part Name(s)

Location

Failed Part(s)

62440000

SUSPENSION: SINGLE AXLE: REAR: SWAY BAR

☐ Left☒ Right☒ Original☐ Front☒ Rear☐ Replacement

No of Failures

Date(s) of Failure(s) 02-NOV-2002

Mileage at Failure(s) 73000

Vehicle Speed at Failure(s) 70

Failed Part(s)

Available?

NHTSA

Previously

1

☒ Yes ☐ No☐ 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

Fire

Number of Persons Injured

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes☒ No☐ Yes☒ No

0

0

1200.00

☐ Yes☒ No

NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING THE VEHICLE AT 20 MPH AND MAKE A RIGHT TURN, SUDDENLY THE REAR SWAY
BAR TALL APART. DEALER HAS BEEN NOTIFIED. PLEASE FURTHER INFORMATION. MR

while taking a right hand freeway to freeway
ramp at ~20mph. A loud sound was heard
from the rear of the car. I observed sparks
come from the left rear fender. After that
the right rear tire blew out at speed. over

CONTINUE ON BACK IF NEEDED

The Privacy Act of 1974-Public Law 93-578 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.

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

As it turned out the failure was caused by failure of the plastic link that holds the anti-sway bar to the suspension. Once the link broke, the end of the anti-sway bar moved into the sidewall of the right rear tire causing it to fail. The sway bar was pulled around by the tire and caused damage to most of the R.H. suspension components.

The dealer blamed the failure on a missing bolt which was actually removed by the tow truck driver. Manufacturer offered no assistance.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

400 Seventh St., S.W.
Washington, D.C. 20590

Official Business
Penalty for Private Use \$300

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
DOT Auto Safety Hotline, NSA-10.1
400 7th Street, SW
Washington, DC 20590

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

**VEHICLE
OWNER'S
QUESTIONNAIRE**

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM

OR

DASH2DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



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**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**