

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DO 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 1367 Date Received <u>12/13/02</u> <u>25-NOV-2002</u> Office of Investigation Reference No. <u>8023287</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) HOPEWELL NJ			
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, please print your name and address to the vehicle manufacturer.			
Signature of Owner Date <u>1/1/03</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (located at bottom of windshield on driver's side) WDBRN47J32A386892	Vehicle Make MERCEDES BENZ	Vehicle Model G230	Vehicle Year 2002
Purchase Date <u>10/18/02</u> ☒ New ☐ Used		Dealer's Name <u>Mazda Benz of Princeton</u> City <u>Lawrenceville</u> State <u>NJ</u> Zip Code <u>08548</u>	Engine Siz (CID/CC/L) <u>2.3</u> No Cylinders <u>4</u> ☐ Turbo Diesel Gas Fuel Injection
Transmission Type ☒ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Bel ☒ 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	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component 02100000	Part Name(s) SUSPENSION:INDEPENDENT FRONT	Location ☒ Left ☐ Right ☐ Front ☒ Rear	Failed Part(s) ☒ Original Replacement
No of Failures 1	Date(s) of Failure(s) <u>24-NOV-2002</u> Mileage at Failure(s) <u>2000</u> Vehicle Speed at Failure(s) <u>25 mph</u>	Failed Part(s) Available? ☒ Yes ☐ No	NHTSA Previously ☐ 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 \$5000		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE DRIVING, CONSUMER MADE A RIGHT TURN ONTO A RAMP. THE VEHICLE SLID WHICH CAUSED THE ESP (ELECTRONIC STABILITY PROGRAM) TO ENGAGE WHICH RESULTED IN VEHICLE HITTING INTO THE CURVE AND DAMAGING THE FRONT AND REAR LEFT VEHICLE SUSPENSION. PLEASE PROVIDE MORE DETAILS. TS ESP "thought" it detected a slide and then applied right rear brake causing accident.			
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 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)

The ESP system is designed to counter act a skid. However, the defective system thinks that the car is sliding on a banked ramp. Thus it applied the right rear brake causing the car to drive directly into the curb instead of proceeding straight as the driver intended around the curve.

It is a very frightening experience to have a computer system misread your intention and take away control of the vehicle. I was proceeding safely through the curve when the computer crashed my car.

Thank you for your help.

ATTACH ADDITIONAL SHEETS IF NECESSARY

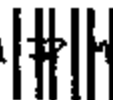
U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

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

Official Business
Penalty for Private Use \$300

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



**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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