

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

118

Date Received

16-AUG-2000

Od_or

rt_dt

od_rt

up_ltr

Reference No.

867911

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 vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WDBFA68F3XF187257	MERCEDES BEN	500	1999	

Purchase Date

Dealer's Name

Engine Size

(CID/CCL

☐ 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☐ 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 Vlt☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☐ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10220000	Part Name(s) VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ 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

Number of Fatalities

Estimated Property Damage

Reported to Police

☐ Yes ☒ No

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

PLASTIC REARVIEW WINDOW HAS A DISTORTION IN IT WHICH CAUSES POOR DRIVER'S VISIBILITY. WINDOW WAS LOOKED AT BY A FACTORY REPRESENTATIVE. THIS WAS A DESIGN PROBLEM WITH ALL MERCEDES BENZ CONVERTIBLES. REAR WINDOW HAS NOT BEEN CHANGED. *AK

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONALWIDE 1-888-DASH-2-DOT 1-888-327-4238 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 118 Date Received <u>16-AUG-2000</u> Office <u>EFFECTS INVESTIGATION</u> Reference No. <u>867911</u> Work Number <u>N/A</u> Home Number <u>[REDACTED]</u>	
OWNER INFORMATION (Type or Print) 			
Do you authorize NHTSA to use the information you provide for the purpose of investigating the safety of your vehicle? In the absence of a signature, the information will be used to the vehicle manufacturer.		☒ YES ☐ NO Date <u>8/26/00</u>	
Signature of Owner <u>[REDACTED]</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>WDBFA68F3XF187267</u>	Vehicle Make <u>MERCEDES BENZ</u>	Vehicle Model <u>500 SL</u>	Vehicle Year <u>1999</u>
Purchase Date <u>10/5/99</u>		Dealer's Name <u>RBM OF ATLANTA, INC</u>	Current Odometer Reading <u>5,100</u>
☒ New ☐ Used	City <u>ATLANTA</u> State <u>GA</u> Zip Code <u>30350</u>	Engine Size (CID/CC/L) <u>5.0 LITER</u>	☐ Turbo ☐ Diesel ☐ Gas ☒ Fuel Injection
Transmission Type ☐ Manual ☒ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Motorbelt ☒ Driverside Airbag ☐ 2-Point Belt ☒ Passengerside Airbag	Cruise Control ☒ Yes ☐ No
Drive Train ☐ Front ☒ Rear ☐ 4-Wheel	Vehicle Type ☒ Car ☐ Sport UT ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other	Body Style ☒ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>10220000</u>	Part Name(s) <u>VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR</u>	Location ☐ Left ☐ Right ☐ Front ☒ Rear	Failed Part(s) ☒ Original ☐ Replacement
No of Failures <u>CONTINUAL</u>	Date(s) of Failure(s) Mileage at Failure(s) 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 <u>- 0 -</u>	Number of Fatalities <u>- 0 -</u>
Estimated Property Damage <u>- 0 -</u>		Reported to Police ☐ Yes ☒ No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
PLASTIC REARVIEW WINDOW HAS A DISTORTION IN IT WHICH CAUSES POOR DRIVER'S VISIBILITY. WINDOW WAS LOOKED AT BY A FACTORY REPRESENTATIVE. THIS WAS A DESIGN PROMLEM WITH ALL MERCEDES BENZ CONVERTIBLES. REAR WINDOW HAS NOT BEEN CHANGED. *AK WINDOW REFERRED TO IS THE REAR PLASTIC WINDOW IN THE CONVERTIBLE TOP, THERE ARE A GROUP OF CIRCLES IN THE WINDOW WHICH RESULT FROM THE MANNER IN WHICH THE CONVERTIBLE TOP FOLDS ON THIS CAR, THE CIRCLES CREATE A BAD DISTORTION WHICH MAKES VISION			
CONTINUE ON BACK IF NEEDED			
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TIRE IDENTIFICATION NO.

DOT

MANUFACTURER TIRE

- The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

OUT THE INTERIOR REAR VIEW MIRROR VERY DIFFICULT.

ENCLOSED IS A COPY OF THE MERCEDES BENZ SERVICE REPORT FROM RBM OF ATLANTA RE MY VISIT THERE JULY 18, 2000 WITH RESPECT TO THE ABOVE-DESCRIBED PROBLEM. MERCEDES BENZ HAS REFUSED TO REPLACE THE PLASTIC REAR WINDOW DESPITE THE FACT THAT MY VISION OUT THE REAR VIEW MIRROR IS SUBSTANTIALLY DISTORTED BY THE CIRCLES IN THE REAR WINDOW.

★ U.S. G.P.O.: 1992-625-887 / 80086

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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IN THE
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BUSINESS REPLY MAIL

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POSTAGE WILL BE PAID BY NATL HWY TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Information Management Staff NSA-10.01
400 7th Street, SW
Washington, DC 20590



82223

63753


RBM
 OF ATLANTA

 7640 Roswell Road
 Atlanta, Georgia 30350
 (770) 390-0600

INVOICE

Mercedes-Benz

PAGE 1

SERVICE ADVISOR: 197 SCOTT SPAGNOLI

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/ OUT	TAG
040.231	99	MERCEDES SL500R	WDBFA68F3XF187257		4266/4266	TSOFT
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PG NO.	PAYMENT	INV. DATE
05OCT1999		04OCT2003	17:30 25JUL00		CASH	27JUL2000
R.O. OPENED		READY	OPTIONS: STK:M9456 DLR:17302 ENG:5.0 Liter V8 Gas			
14:38 25JUL00		19:17 26JUL00	1)CODE 16423 2)SN X0161804 3)MB CD CHANGER			

14:38 25JUL00 19:17 26JUL00

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A CLIENT STOPPED BY DEALERSHIP 7/18/00 TO HAVE SOFT TOP REAR WINDOW
 INSPECTED DUE TO SEVERAL ROUND CIRCLE/INDENTIONS IN REAR
 PLASTIC WINDOW

XX SEE R.O. DETAIL

PARTS:	197	I	0.00					(N/C)
	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:		0.00

CLIENT CAME BY ON 7/18/00 TO HAVE THE SOFT TOP INSPECTED--CLIENT STATES
 THAT THERE WERE THREE SMALL CIRCLES IN THE MIDDLE OF THE SOFT TOP REAR
 WINDOW THAT WERE OBSTRUCTING HIS LINE OF SIGHT WHEN HE LOOKED IN THE
 REARVIEW MIRROR -- SOFT TOP WAS INSPECTED BY SERVICE ADVISOR SCOTT
 SPAGNOLI, SHOP FOREMAN BILL PEEK, (SOM) JOHN SAGEDER, AND SERVICE
 MANAGER DEBBIE PEEK ---- MR. SAGEDER & DEBBIE PEEK EXPLAINED TO THE
 CLIENT THAT THE AREAS ON THE SOFT TOP REAR WINDOW, WERE AS A RESULT OF
 THE SOFT TOP BEING FOLDED UP WHEN STORED IN THE SOFT TOP STORAGE
 COMPARTMENT -- THESE WERE NORMAL INDENTIONS DUE TO THE FOLDING OF THE
 TOP AT THAT AREA WHERE THE CIRCLES WERE APPEARING -- IT WAS EXPLAINED
 TO THE CLIENT THAT THESE MARKS WOULD BE PRESENT ON A REPLACEMENT TOP AS
 WELL AS ALL OTHER SL SOFT TOPS

YOUR SATISFACTION IS OUR PRIMARY OBJECTIVE -
 IF ANY PROBLEMS RECUR PLEASE CONTACT YOUR
 SERVICE ADVISOR (INDICATED IN UPPER RIGHT
 HAND CORNER OF INVOICE UNDER RBM LOGO) AT
 390-0600 A.S.A.P.

***** THANK YOU FOR YOUR BUSINESS *****
 R B M of Atlanta

STATEMENT OF DISCLAIMER

LIMITED WARRANTY

The only warranties applying to the parts installed in accordance with this repair order
 are those that may be offered by the manufacturer. The Seller hereby expressly disclaims
 all warranties including any implied warranty of merchantability or fitness for a particular
 purpose. No employee of the seller is authorized to alter or modify in any way any
 provisions of this disclaimer.

DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

CUSTOMER COPY