



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 241

Date Received

07-JUN-2001

Ord. or
rt. dt
pd. rt
rp. ltr

Reference No.

889963

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) (Locate at bottom of windshield or door frame)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
WDBJF55F4VJ029921	MERCEDES BENZ	E320	1999	
Purchase Date ☐ New ☒ Used	Dealer's Name _____ City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) _____ No Cylinders _____	☐ 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 Util ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____		Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____		

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 02113000	Part Name(s) SUSPENSION:INDEPENDENT FRONT ATTACHING MECHANISMS:1	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failure	Date(s) of Failure(s) 27-MAR-2001 75000 Mileage at Failure(s)	Failed Part(s) ☐ 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	Number of Fatalities	Estimated Property Damag	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE TRAVELING AT 10 MPH, THE RIVET WHICH SECURE THE COIL SPRING BRACE TO THE FRAME HAVE RUSTED, ALLOWING THE BRACKET WHICH HOLDS THE COIL SPRING TO PULL AWAY AND CAUSED VEHICLE TO DROP AND DRIVER LOST CONTROL. DEALER WAS NOTIFIED AND INFORMED THAT THEY WOULD REPLACE THE RIVET AT 50% OFF REPAIRS >> PLEASE FEEL FREE TO PROVIDE US WITH ANY FURTHER DETAILS CONCERNING THIS MATTER <<

COPIES OF REPORTS - FREE -

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.

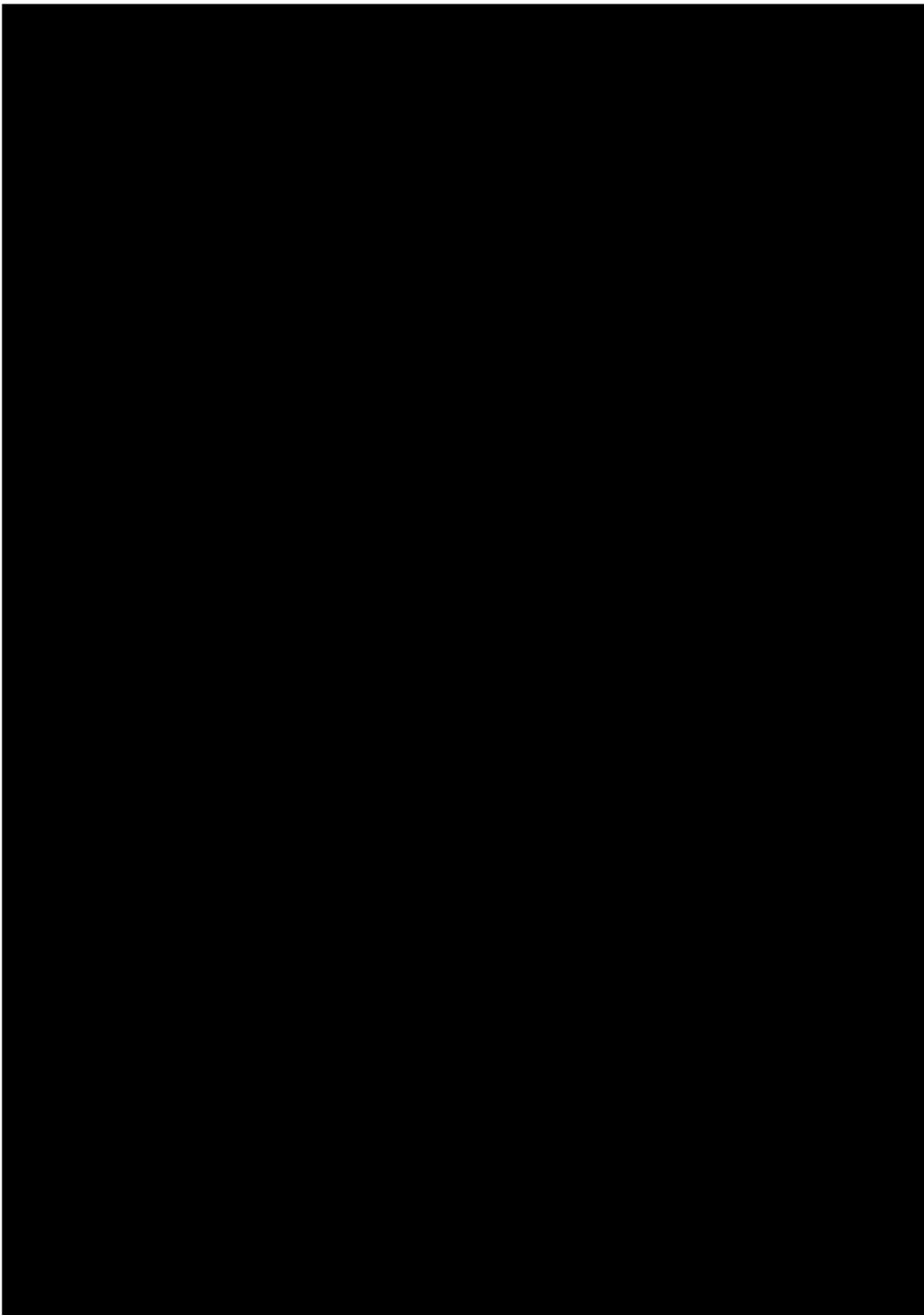
 U.S. Department of Transportation National Highway Traffic Safety Administration DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 241	
		Date Received <u>01 SEP -5 AM 10:30</u> 07-JUN-2001 OFFICE OF DEFECTS INVESTIGATION Reference No. <u>889963</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) <u>696018</u>			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer. Signature of Owner _____ Date <u>6/23/01</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>WDBJF55F4VJ029921</u>		Vehicle Make <u>MERCEDES BENZ</u>	Vehicle Model <u>E320</u>
		Vehicle Year <u>1997</u> <u>1999</u>	Current Odometer Reading _____
Purchase Date ☐ New ☒ Used	Dealer's Name <u>FREESTIGE AUTO (BANKRUPT 2001)</u> City _____ State _____ Zip Code _____		Engine Size (CID/CC/L) <u>225 HP</u> No Cylinders <u>6</u> ☐ 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 Utl ☐ Truck ☐ Motorcycle
		Body Style ☐ 2-Door ☒ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other	
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>02113000</u>	Part Name(s) <u>SUSPENSION:INDEPENDENT FRONT ATTACHING MECHANISMS:S</u>		Location ☒ Left ☒ Front ☒ Right ☐ Rear
		Failed Part(s) ☒ Original ☐ Replacement	
No of Failures <u>TWO</u>	Date(s) of Failure(s) <u>27-MAR-2001</u> Mileage at Failure(s) <u>75000</u> 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>NONE</u>	Number of Fatalities <u>NONE</u>
		Estimated Property Damage _____	Reported to Police ☐ Yes ☒ No
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
WHILE TRAVELING AT 10 MPH RIVET WHICH SECURED COIL SPRING BRACE TO FRAME RUSTED, ALLOWING BRACKET WHICH HOLD THE COIL SPRING TO PULL AWAY, CAUSING VEHICLE TO DROP AND DRIVER LOST CONTROL. DEALER WAS NOTIFIED, AND INFORMED CONSUMER THAT THEY WOULD REPLACE RIVET AT 50% OFF REPAIRS. PLEASE FEEL FREE TO PROVIDE US WITH ANY FURTHER DETAILS CONCERNING THIS MATTER. *AK <u>SEE MY NOTES & PICTURES - THIS VEHICLE SHOULD'NT BE ON THE HIGHWAY PERIOD!!</u>			
CONTINUE ON BACK IF NEEDED			

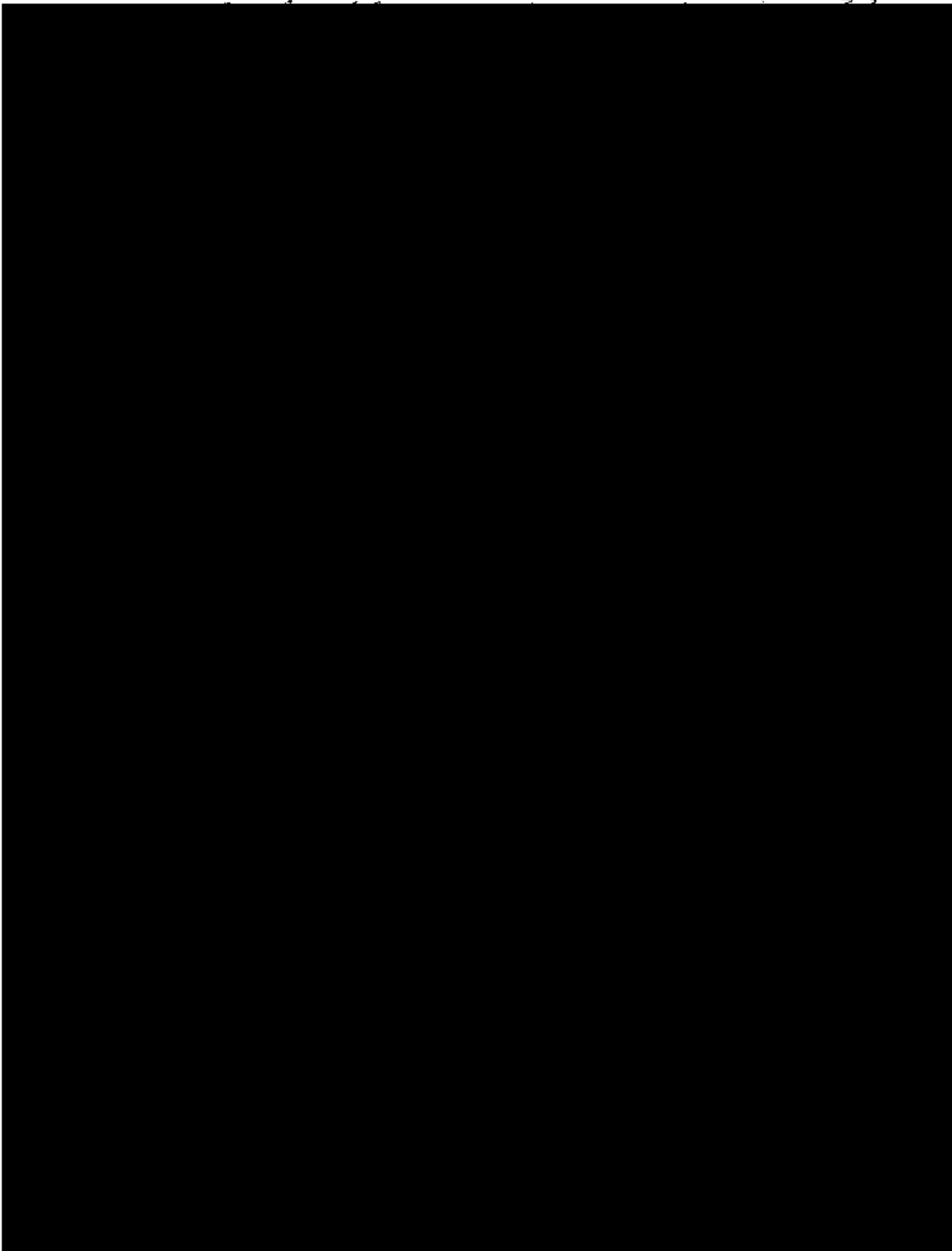
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THIS PROBLEM ALSO COST ME A SET OF TIRES INSTALLED TWO WEEKS AGO AT A COST OF \$671.00 FOR MICHELIN MXM 225X16 X 65 SERIES

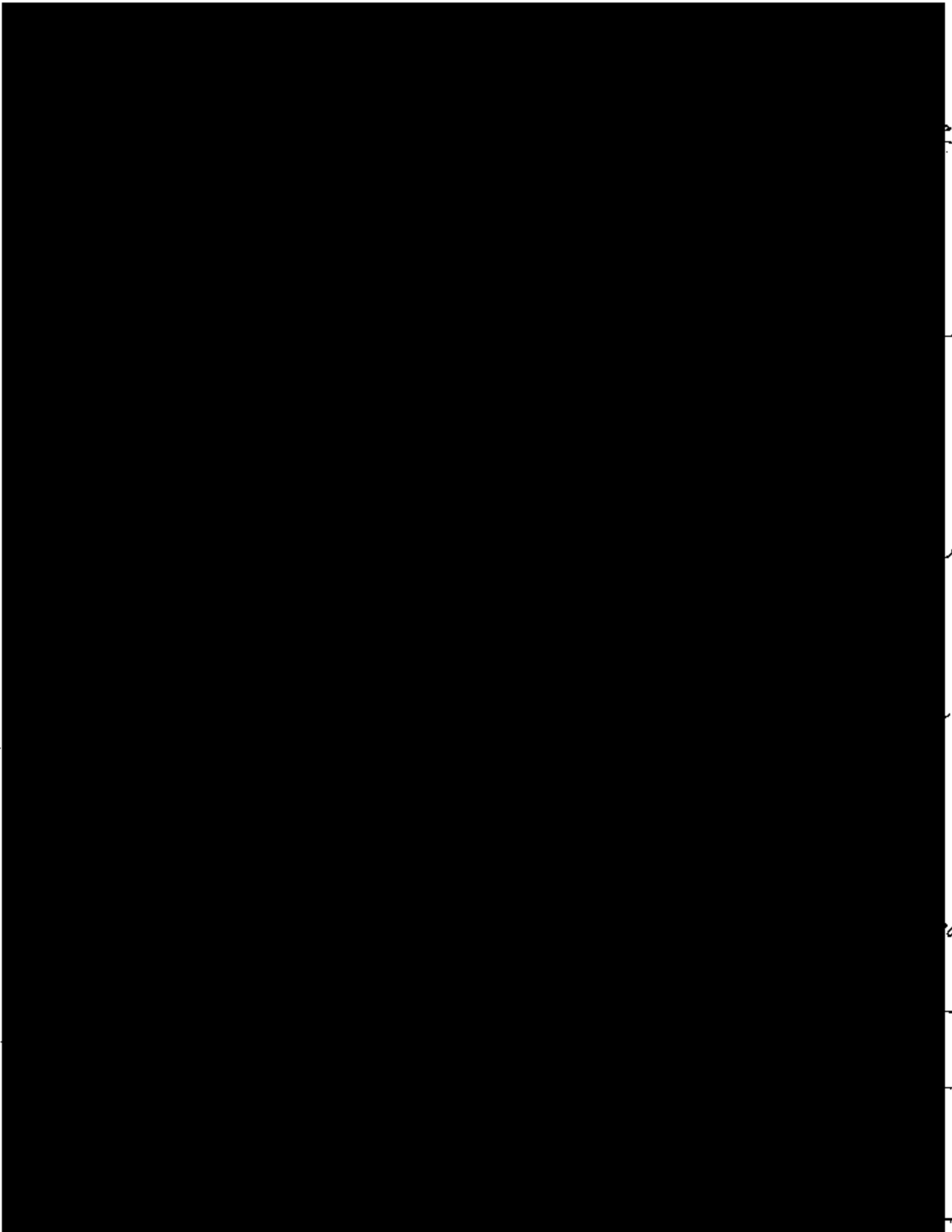
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PROTECT UNWARRANTED INVASION OF
PERSONAL PRIVACY PURSUANT TO
EXEMPTION 6 OF THE FREEDOM OF
INFORMATION ACT, 5 U.S.C. 552(b)(6)**

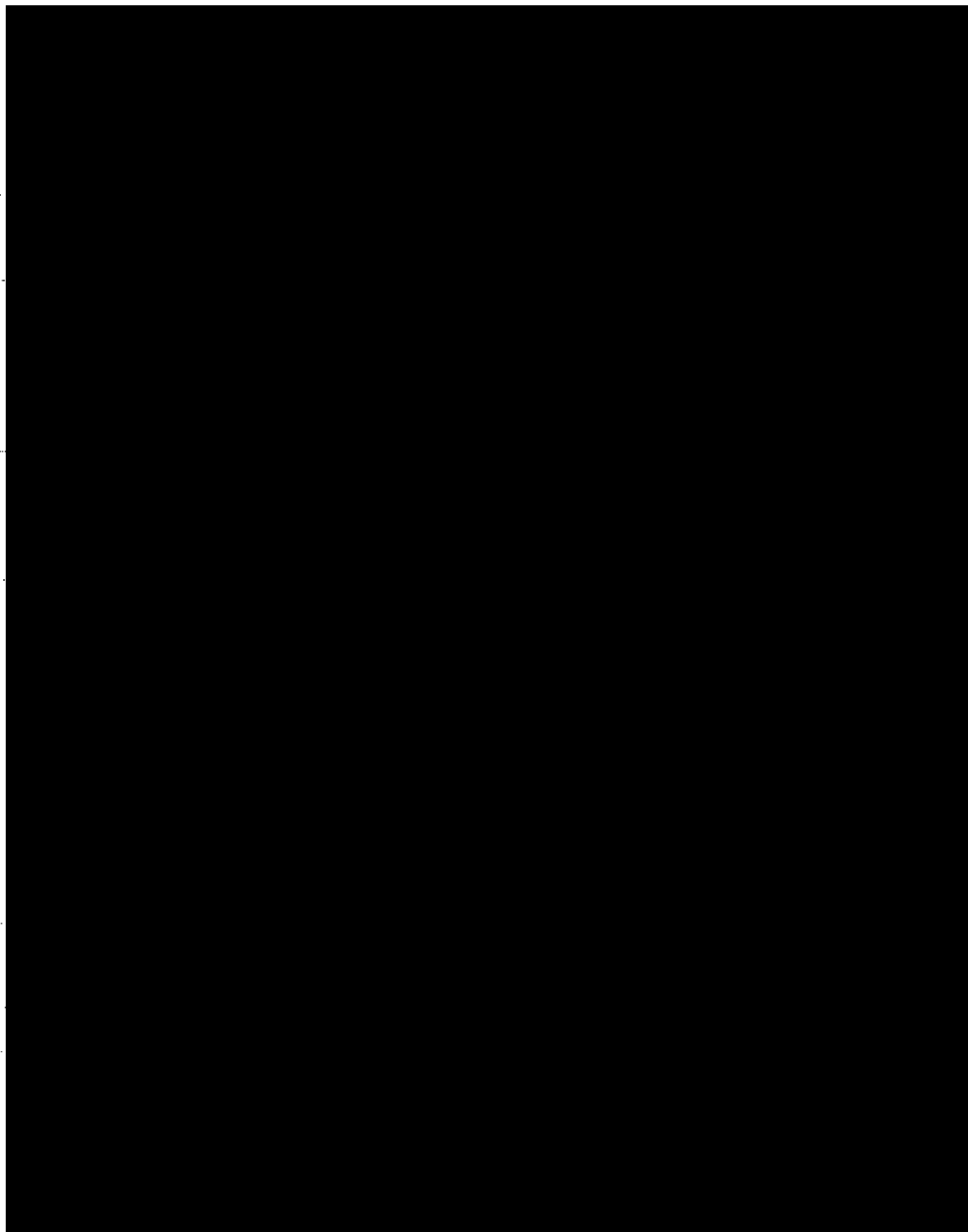
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