



U.S. Department of Transportation
National Highway Traffic Safety Administration

Auto Safety Hotline

Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-8393
DC METRO AREA (202) 368-0123
INTERNET: <http://www.nhtsa.dot.gov>

Use a No. 2 pencil or a blue or black ink pen only.
CORRECT MARK:

FOR AGENCY USE ONLY

Date Received

May 7, 2003

Reference No.

10094607

Order

r-d

od-r

up-r

OWNER INFORMATION (Type or Print)

DAYTIME TELEPHONE NUMBER

NAME

STREET NO.

Virginia Beach, VA

CITY

ENTER ZIP CODE

ZIP CODE + 4

AREA CODE

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

☐ Yes
☐ No

In the

SIGNATURE

provide your name and address to the vehicle manufacturer.

DATE

VEHICLE INFORMATION

VEHICLE IDENT. NO. (VIN) stamped in bottom of windshield on driver's side

4JGAB54E2YA154552

VEHICLE MAKE

MERCEDES BENZ

VEHICLE MODEL

ML320

MANUFACTURE DATE

MODEL YEAR

2000

VEHICLE MANUFACTURER

☐ BMW ☐ Ford ☐ Honda ☐ Nissan ☐ Subaru ☐ Volvo ☐ Other
☒ Daimler/Chrysler ☐ General Motors ☐ Hyundai ☐ Saab ☐ Toyota ☐ VW

PURCHASE DATE

Nov 1999

☒ New☐ Used

DEALER'S NAME

PHILIP AUTOMOTIVE

CITY

BRAND

STATE

VA

ZIP CODE

23462

ENGINE SIZE

ICID/CC/L

NO. CYLINDERS

6

FUEL SYSTEM

☐ Turbo☒ Fuel Injection

FUEL TYPE

☐ Diesel☒ Gas

TRANSMISSION TYPE

☐ Manual☒ Automatic

ANTILOCK BRAKES

☒ Yes☐ No

RESTRAINT SYSTEM

☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag☐ Motorbelt☒ 3-Point Belt

CRUISE CONTROL

☒ Yes☐ No

DRIVETRAIN

☐ Front☒ 4-Wheel☐ Rear

VEHICLE TYPE

☐ Car☐ Minivan☐ Truck☐ Other☐ Van☒ Sport Utility☐ Motorcycle

DOORS

☐ 2-Door☒ 4-Door

BODY STYLE

☐ Hatchback☐ Sedan☐ Pick Up Truck☐ Stationwagon

FAILED COMPONENT(S)/PART(S) INFORMATION

COMPONENT

☐ Child Seat
☐ Electrical Lights & Alarms
☐ Engine & Cooling System
☐ Equipment
☐ Fuel System, Exhaust
☐ Heater, Defrost, Ventilation
☐ Interior
☐ Parking Brake
☐ Power Train
☐ Service Brakes
☒ Steering
☐ Structure
☐ Suspension
☐ Visual Systems
☐ Other

NO. OF FAILURES

1

1 2 3 4 5 6 7 8 9 10

INCIDENT DATE

FEB 2003

MILEAGE AT INCIDENT

27,000

VEHICLE SPEED AT INCIDENT

5 MPH

FAILED PART(S)

Original

Replacement

To report defective or failed tires provide the following: Tire Brand, Tire Name, Tire Size (include all number and letters).

TIRE NAME

COMPLETE TIRE SIZE

TIRE BRAND

☐ BF Goodrich
☐ Cooper
☐ Firestone
☐ Goodyear
☐ Kelly Springfield
☐ Michelin
☐ Yokohama
☐ Other

HANDICAPPED ADAPTIVE

☐ Yes ☒ No

FAILED PART(S) AVAILABLE

☐ Yes ☐ No

NHTSA PREVIOUSLY CONTACTED?

☐ Yes ☒ No

APPLICABLE 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

1 2 3 4 5 6 7 8 9 10

NUMBER OF FATALITIES

0

1 2 3 4 5 6 7 8 9 10

CAUSE OF INCIDENT

☐ Wear/Corroded/Rust
☐ Weak/Poor Fit/Loose
☐ Cut/Torn
☐ Disconnect/Fall Off
☐ Emission/Poor Performance
☐ Excessive Effort

☐ Nuts
☐ Leaks
☐ Short
☐ Loose/Sticks/Obstruction
☐ Stability/Vibration
☐ Broken

RESULT OF INCIDENT

☐ Explosion/Fire
☐ Loss of Control
☐ Poor Visibility
☐ Inadvertent Start
☐ Rollover
☐ Stalls
☐ Sudden Acceleration

Narrative description of incident(s), failure(s), crash(es), location(s), and injury(ies). Include additional accidents if applicable.

Pressure Hose for Power
Steering failed & part
Number 1634602724.

AS I WAS MAKING A
TURN INTO DRIVEWAY
PRESSURE HOSE FAILED. I
AM 5'10" AND I COULD
NOT TURN STEERING WHEEL.

When this hose fails,
loss of steering creates
a potential dangerous
situation. I call MB/USA
and was told there had
been no reported failures.
LOCAL Dealer says failure
has occurred several
times. Someone is
compromised.

Continue on additional page if necessary.

Describe any additional incidents. (Include date and mileage)

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.

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HS Form 350 (Rev. 8/99)

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NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL 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
Office of Defects Investigation, NSA-10.01
400 7th Street, SW
Washington, DC 20590

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



VEHICLE OWNER QUESTIONNAIRE (VOLUNTARY)

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DASH 2 DOT

and dial toll free at

1-888-DASH-2-DOT

1-888-327-4236

DOT Auto Safety Hotline
(DASH) 2 DOT



U.S. Department of Transportation
National Highway Traffic Safety
Administration

www.nhtsa.dot.gov/hotline

Complete and return or place in your car manual for future use