



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

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 1367

Date Received

Repository ☐

2003 JUL 10 PM 12:17

Reference No.
10024527

OWNER INFORMATION (Type or Print)

Name

Address

City FORT WORTH

State TX

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☒ YES ☐ NO
In the absence of an address to the vehicle manufacturer.
Signature of Owner Date 07/01/03

VEHICLE INFORMATION

Make
MERCEDES BENZ

Model
ML430

Model Year
1999

Date Purchased
08-02

Dealer's Name and Telephone Number

Engine
No. Cylinders

Fuel Type:

Original Owner
☐

Dealer's City

State

Zip Code

8

GAS

Transmission Type

☐ Antilock Brakes

Powertrain

☐ Cruise Control

Vehicle Component Code

061000 ENGINE AND ENGINE COOLING:ENGINE

Multiple Failures: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

1-15-03

Failure Mileage

80000

Failure Speed

40 mph

HARMONIC BALANCER DAMPER

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM15ABC036)

☐ Original Equipment

☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), condition, and intervention.)

Crash

Fire

Number of Persons Injured

Number of Deaths

Reported to Police

☐ Yes ☒ No

☐ Yes ☒ No

N

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

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

THE VIBRATION DAMPER IS COMING OFF THE CRANKSHAFT. THIS PUTS HOLES IN THE OIL PAN, AND CUTS THE FAN BELT, RESULTING IN VEHICLE OVERHEATING PER CONSUMER. *AK

The Harmonic Balancer/Damper failed to stay on the crank shaft and spun off, hitting many engine parts. Consequently cutting the fan belt. Without the belt my vehicle had very serious safety issues. For example, engine over-heating, loss of electrical power, and loss of power steering. -over-

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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.

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

Furthermore, the danger cut holes on the oil PAN and Timing chain cover.

The Dealer's service personnel informed me that these vehicles have a history of danger problems. The danger and oil PAN are available for inspection.

Enclosed please find the invoice for repairs and photos of the damaged parts.

These dangers have a manufactured defect and should be a very serious safety concern.

Sincerely

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

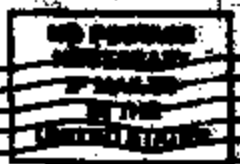


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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-216
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

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1-888-327-4236

DOT Auto Safety Hotline
(DASH 2 DOT)



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http://www.safercar.gov





