



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 335

Date Received
22-JUL-2003
-7 PM 10:09

Repository
Reference No.
10029866

OWNER INFORMATION (Type or Print)

Name
Address
City HILTON HEAD State SC Zip Code
Do you authorize NHTSA to contact the manufacturer of your vehicle? YES
In the absence of an authorized representative, provide your name or address to the vehicle manufacturer.
Signature of Owner _____ Date 7/21/03

Daytime Telephone Number
Evening Telephone Number

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side
4JGAB54E41A251337
Make ~~BMW~~ Mercedes
Model ML 320 SUV
Model Year 2001
Date Purchased 2001 Lease
Dealer Name and Telephone Number Modern Cruise Motors (843) 678-8500
Engine: No. Cylinders
Fuel Type: Gas
Original Owner
Dealer's City Hilton Head State SC Zip Code 29926

Transmission Type
 Antilock Brakes
 Cruise Control
Powertrain
Vehicle Component Code
140000 AIR BAGS - Did not deploy?
Multiple Failures: Tele-Aid Service feature failure

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
Failure Mileage
Failure Speed

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: DOTN19A8C036)
 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), crash(es), and injury(ies).)

Crash Yes No
Fire Yes No
Number of Persons Injured
Number of Deaths
Reported to Police

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).

CONSUMER STATES WHILE TRAVELING AT 30 MPH, ANOTHER VEHICLE HIT CONSUMER'S VEHICLE AND IT FLIPPED AND ROLLED OVER. NONE OF THE AIRBAGS DEPLOYED. *AK
Vehicle hit deadcenter on driver's side of car and subsequently rolled two times before landing back on all four wheels. Car was "totaled"
1) None of Co-air bags deployed (appears only passenger front has a seat-belt sensor)
2) Mercedes-Benz "Tele Aid" never activated (upon either seatbelt restraint or airbag deployment); therefore they did not know of accident - when this is what this feature is all about.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY.
The Privacy Act of 1974 (Public Law 93-502) 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.

VEHICLE OWNER'S QUESTIONNAIRE

DOT AUTO SAFETY HOTLINE

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
ON

DASH2DOT

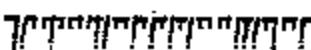
and dial toll free at

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
<http://www.safercar.gov>



U.S. Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NHTSA-216
400 7th Street, SW
Washington, DC 20590

POSTAGE WILL BE PAID BY MAIL, HWY. TRAFFIC SAFETY ADMIN.

BUSINESS REPLY MAIL
FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

U.S. Department
of Transportation
National Highway
Traffic Safety
Administration
400 Seventh St. SW
Washington, D.C. 20590
Critical Business
Priority for Postage Use E200



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

ATTACH ADDITIONAL SHEETS IF NECESSARY

I don't believe there are sensors in rear seats, but not sure.

Copy of original brochure on applicable pages attached.

"Tele-tip's" reply do not getting notified by their system when to
"refund" my board fee to me.

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



retailer offers
accessory roof racks
in a variety of styles.

This accessory brush
guard also lets you
mount auxiliary lamps.

Accessory illuminated
running boards feature
integrated lighting.

The accessory fender
flares are painted to
match your M-Class.

The available Motorola
Timeport digital phone
can be used anywhere.

- ML 320
- ML 430
- ML 55 AMG

AUDIO, NAVIGATION AND COMMUNICATIONS

- Modular Control System (MCS) integrates a single in-dash unit with a 5" color-LCD screen and multifunction control panel for each of the following MCS elements:
 - MCS AM/FM stereo/weatherband radio with scan and dual-amplitude seek tuning.
 - MCS antenaverse cassette player with music search, concealed behind screen.
 - MCS satellite navigation system. In-dash system uses Global Positioning System (GPS) satellites to pinpoint the current location of your car, and map databases on CD-ROM. Single-disc in-dash CD-ROM drive can play music CDs when not navigating.
- MCS in-dash single-disc CD player, concealed behind screen.
- MCS 6-disc CD changer, concealed in the cargo area.
- MCS-integrated Motorola Timeport™ portable digital phone.
- 4-speaker, 80-watt audio system.
- Bose® Premium Audio System: 150-watt Bose Acoustics® sound system with eight speakers in four locations, plus an underseat subwoofer.
- Tele Aid uses GPS satellites to pinpoint the current location of your car, plus a cellular link to provide 24-hour contact with Mercedes-Benz for emergency aid (SOS button), information (i-button) or Roadside Assistance (errench button). Automatic Collision Notification engages SOS function if an air bag or ETR deploys. Automatic Alarm Notification alerts Mercedes-Benz to contact you if the anti-theft alarm is set off. Tele Aid also includes stolen vehicle tracking, and remote keyless unlocking service.*
- AM/FM antennas embedded in rear window glass. GPS/Tele Aid/cellular systems on roof.

RESTRAINT SYSTEMS

- Integrated Restraint System: Driver and front passenger are each provided with a front air bag with dual inflation rates based on impact severity, a door-mounted side-impact air bag, and a 3-point seat belt with an Emergency Tensioning Retractor (ETR) and belt-force limiter. Outboard second-row passengers are each provided with a door-mounted side-impact air bag and a 3-point seat belt with ETR. Center second-row seat and optional third-row seat are each provided with a 3-point seat belt.
- BabySmart™ system automatically deactivates the front passenger's front air bag when a BabySmart-compatible child seat is properly installed. Selectable passenger seat-belt retractors and three second-row child-seat top tether anchors help secure child seats.
- Occupancy sensor prevents the front passenger's front and side-impact air bags from deploying if the seat is unoccupied. An ETR will not deploy if seat belt is unfastened.
- Front and outboard second-row seat belts include height-adjustable shoulder belts and lower points attached to seat frames.
- Each occupant is provided with a head restraint that adjusts up-down and fore-aft.

INSTRUMENTATION

- Electronic analog speedometer, tachometer, and gauges for fuel level and coolant temperature, all backlit with lighted indicators. Electronic digital odometer with integrated resettable trip meter, outside temperature indicator and quartz clock.
- Ivory-color ABS instrument faces with amber backlighting of markings.
- Digital trip computer includes a readout in the overhead console that can be scrolled to display compass, date, elapsed time, instantaneous or average fuel economy, or remaining driving distance on fuel in tank. Display can be set to metric or U.S. units.
- Flexible Service System calculates and displays distance remaining to next routine maintenance service based on actual driving conditions and oil quality.
- Audible reminders to release parking brake and to switch off headlights.

- ML 320
- ML 430
- ML 55 AMG

OPTION PACKAGES

- Package M1 — **Luxury Package:** 8-way power front seats. Leather upholstery on seats and door trim inserts. Privacy glass for rear doors, rear quarters and liftgate. (Package requires optional sunroof or Skyview Top.)
- Package M2 — **ML 520 Convenience Package:** 3-position memory for each front seat. Digital trip computer. Concealed lockable ashtray. Power fold-in for outside rearview mirrors. Auto-dimming left-side mirror. Auto-dimming inside rearview mirror with dual map lamps. Rain-sensing intermittent front wipers. (Package requires optional sunroof or Skyview Top, plus Luxury Package M1.)
- Package M3 — **ML 430 Convenience Package:** 3-position memory for each front seat. Power fold-in for outside rearview mirrors. Rain-sensing intermittent front wipers.
- Package M5 — **M-Class Sport Package:** 17" EVO II wheels with 275/55R17 tires. Sculpted color-keyed bumpers, fender flares, side cladding and tailgate filler panel. Integrated halogen front foglamps. Polished stainless steel exhaust tip.
- Package M7 — **Third-row Seating Package:** Dual fold-up third-row seats with seat belts and head restraints. Power rear-quarter vent windows with dash-mounted remote controls. (Package deletes cargo cover; upholstery matches front seats.)

INDIVIDUALLY AVAILABLE OPTIONS

- Xenon High Intensity Discharge low-beam headlamps with halogen high beams and heated high-pressure washers. (Option requires Sport Package M5.)
- Power tilt/sliding tinted glass sunroof with manual sliding sunshade.
- Power Skyview Top: a giant sunroof using nine steel panels that slide open and nest atop one another. Includes express-open feature and tinted wind deflector.
- Heated front seats. (Option requires Luxury Package M1 on ML 320.)
- Bose Premium Audio System, with integrated 6-disc CD changer concealed behind cargo-area sidewall. (Bose system without CD changer standard on ML 55 AMG.)
- MCS onboard GPS satellite navigation system with single CD-ROM drive that can also play audio CDs. (Retailer-installed option, not available with single-disc CD player.)
- MCS in-dash single-disc CD player. (Retailer-installed, not available with navigation.)
- MCS-integrated 6-disc CD changer. (Retailer-installed behind cargo-area sidewall.)
- MCS-integrated Motorola Timeport dual-band digital cellular phone. (Retailer-installed.) Metallic paint. (No charge on ML 55 AMG.)

M-CLASS design EDITIONS

- design Cognac Edition: Bourbon metallic paint. Charcoal leather with two-tone Cognac/Charcoal Nappa leather on seats, doors, steering wheel and shift knob. Natural poplar wood trim. Charcoal floor mats with Cognac leather trim. (design editions are not available with Sport Package M5.)
- design Mystic Green Edition: Mystic Green metallic paint, Java interior with two-tone Java/Bronze Nappa leather on seats, doors, steering wheel and shift knob. Natural poplar wood trim. Bronze floor mats with Java leather trim. (design editions are not available with Sport Package M5. Availability of Mystic Green Edition is delayed. See your retailer.)

www.m-classes.MBUSA.com/specs

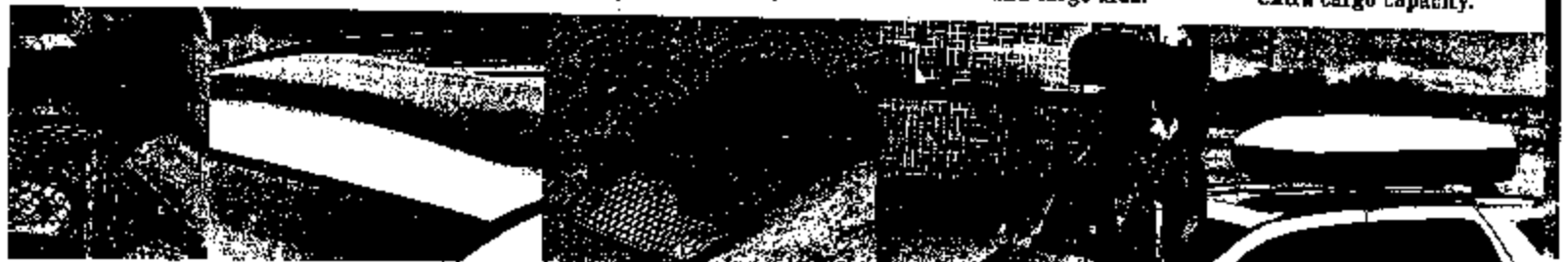
Accessory cargo
bins are available in
a variety of styles.

An accessory sunroof
with wind deflector helps
to reduce buffeting.

All-season floor mats
are a most practical
M-Class accessory.

The accessory vertical
net helps divide the
cabin and cargo area.

The accessory sport
luggage container adds
extra cargo capacity.





The M-Class is a Mercedes first. And so it goes the extra mile to offer the protection we hope you'll never need. Its innovative structure helps the M-Class better manage with both larger and smaller vehicles. Its advanced crumple

zones even help reduce some of the forces experienced by the other vehicle in a collision. And every M-Class includes BabySmart,™ a Mercedes-Benz SUV first that automatically turns off the front passenger's front air bag when you properly install an accessory BabySmart-compatible child seat.



ORCELS OF A DEPLOYING AIR BAG CAN CAUSE SERIOUS OR FATAL INJURY TO A CHILD UNDER AGE 13. THE SAFEST SEATING POSITION FOR YOUR CHILD IS IN THE REAR SEAT, BELTED INTO AN APPROPRIATE, LED CHILD SEAT, OR CORRECTLY WEARING A SEAT BELT IF TOO LARGE FOR A CHILD SEAT. A CHILD UNDER 13 MUST NOT USE THE FRONT SEAT UNLESS THE CHILD IS BELTED INTO AN APPROPRIATE, LED BABYSMART-COMPATIBLE CHILD SEAT. A CHILD UNDER 13 WHO IS TOO LARGE FOR A CHILD SEAT MUST NOT USE THE FRONT SEAT. SEE OPERATOR'S MANUAL FOR ADDITIONAL WARNINGS AND AIR BAGS, SEAT BELTS AND CHILD SEATS. BabySmart is a trademark of Mercedes-Benz.



and home again