



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-DEFECTS OCT 24
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100079

Date Received: 24 SEP 2003
Repository:
Reference No.: 10040516

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: ARLINGTON State: MA Zip Code: [Redacted]
Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]
Evening Telephone Number: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO
In the absence of [Redacted] provide your name or address to the vehicle manufacturer.
Signature of Owner: [Redacted] Date: 10/10/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: [Redacted]
Make: MERCEDES BENZ Model: ML320 Model Year: 2001
Date Purchased: June 2001 Dealer's Name and Telephone Number: Herb Chambers - 617-666-4100
Original Owner: [Redacted] Dealer's City: Somerville, Mass State: MA Zip Code: [Redacted]
Transmission Type: [Redacted] Antilock Brakes: Powertrain: [Redacted] Vehicle Component Code: 110000 ELECTRICAL SYSTEM
 Cruise Control Multiple Failure: Electrical system beyond has been totally replaced

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): 24-SEP-2003 Failure Mileage: 13,400 Failure Speed: 20
System Beyond for 90 minutes constantly - had to take it in for emergency to have been stopped by dealer

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTM19ABC036): [Redacted] Original Equipment Prior Repair: Failure Location: Cambridge - Brookline
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

Problems still involved

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: 2 Number of Deaths: 0 Reported to Police: Y

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).

WHILE DRIVING AT 20 MPH VEHICLE CAUGHT ON FIRE, SMOKE AND FLAME CAME FROM THE DASHBOARD. DEALER REPLACED ALL ELECTRICAL COMPONENTS, BUT VEHICLE STILL HAS ELECTRICAL PROBLEMS. *AK

There have been numerous recalls with these SUV's they appear to be unsafe however neither dealership or Mercedes are helpful or stand behind their car

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.

Many consumers are legally advised to purchase another safe car and have their attorneys forcing Mercedes to buy them back due to the numerous electrical problems.

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

ABOUT six to eight months ago electrical system burned out while driving, had to be towed to Herb Chambers / Somerville MA 617 666-4100. Lights go on constantly - Air bag light states that "Air Bag is off". Alarm goes off constantly in driveway, brake lights go on and car beeps - Herbie Herb Chambers or Mercedes came, called numerous times and the car has been there, they claim that they can not find nothing wrong even though they know there is a problem. They claim that unless they can duplicate it they are unable to repair problem and I need to bring it to their store. I qualify for the Lemon Law as there has been numerous problems without correction and they do not stand behind the car. H class because of all the problems they have with this model. Mercedes uses several motor parts with the problem said. *unhelpful*

Qualifies under Lemon Law - however they are side and

USE ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

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400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



Totally Ignorant complaints + concerns



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

BUSINESS REPLY MAIL

FIRST CLASS PERMIT NO 75175 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, NVS-216
400 7th Street, SW
Washington, DC 20590



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National Highway Traffic Safety Administration
http://www.safercar.gov



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(DASH) 2 DOT

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and dial toll free at

DASH2DOT

TO REPORT VEHICLE SAFETY DEFECTS
COMPLETE THIS FORM
OR

DOT AUTO SAFETY HOTLINE

QUESTIONNAIRE

VEHICLE OWNER'S