



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 100181

Date Received: 09-OCT-2003 2003 NOV  
Repository:   
Reference No.: 100426591 7:06

**OWNER INFORMATION (Type or Print)**

Name: [Redacted]  
Address: [Redacted]  
City: MALIBU State: CA Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address:  
Evening Telephone Number:

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  
In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: \_\_\_\_\_ Date: / /  
 YES  NO

**VEHICLE INFORMATION**

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4JGAB54E01A253747  
Make: MERCEDES BENZ Model: ML320 Model Year: 2001  
Date Purchased: \_\_\_\_\_ Dealer's Name and Telephone Number: SILVER STAR AUTOMOTIVE GROUP LIMITED 8185971300 Engine: \_\_\_\_\_ Fuel Type: \_\_\_\_\_  
Original Owner:  Dealer's City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code: \_\_\_\_\_  
Transmission Type: AUTOMATIC  Antilock Brakes  Cruise Control Powertrain: \_\_\_\_\_ Vehicle Component Code: 015200 STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND Multiple Failure: 1

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Incident Date(s): 08-AUG-2003 Failure Mileage: 38678 Failure Speed: 55

**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: DOTM1BABC036)  Original Equipment  Prior Repair Failure Location: \_\_\_\_\_  
Tire Component Code: \_\_\_\_\_ The 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 Fine:  Yes  No  
Number of Persons Injured: \_\_\_\_\_ Number of Deaths: \_\_\_\_\_ Reported to Police: 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).

VEHICLE WAS REPAIRED UNDER RECALL 03V121000 CONCERNING POWER STEERING HOSE CLAMP. AFTER THE REPAIRS WERE DONE VEHICLE LOST POWER STEERING WHILE DRIVING 55 MPH DUE TO A CLAMP FAILURE. THIS DEMONSTRATED THAT RECALL REMEDY WAS INADEQUATE. \*AK More specifically, after addressing this concern with Mercedes I learned in talking with representatives in their parts department that Mercedes has modified this particular clamp 3 different times under the recall. The clamp that my vehicle was fitted with is NOT the same clamp that they are continuing to replace under the recall. The fact that they have continued to modify the clamp after my car was taken in for initial replacement tells me that at least the first two models of clamps that they used to replace.

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)

the initial clamp must be faulty or defective. (Such was the case that I experienced.) It does not make sense to me that Mercedes would continue to update the part if they had truly "fixed" the problem the first time around. I feel that if Mercedes was aware of a problem with their first two clamps that they used under the recall - that they should have "recalled the recall." I lost steering with that notice and I do not believe that that is acceptable, - especially given that that particular manufacturer's defect had supposedly been remedied.

I appreciate your attention to this matter.

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



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**  
FIRST CLASS 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, NVS-216  
400 7th Street, SW  
Washington, DC 20590



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ON

**DASH2DOT**

and dial toll free at

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**1-888-327-4256**

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(DASH) 2 DOT