

U.S. Department  
of TransportationNational 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

Date Received

Od\_or \_\_\_\_\_  
r\_dt \_\_\_\_\_  
od\_rt \_\_\_\_\_  
up\_ltr \_\_\_\_\_

2003 NOV -5 PM 4:49

Reference No.

10046545

## OWNER INFORMATION (Type or Print)

|            |            |            |            |
|------------|------------|------------|------------|
| Name       | [REDACTED] |            |            |
| Street     | [REDACTED] |            |            |
| City       | State      | Zip Code   | Apt. No.   |
| Burlington | MA         | [REDACTED] | [REDACTED] |

Daytime 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 an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of Owner

[REDACTED]

Date

9/30/03

## PRODUCT INFORMATION

|   |  |   |  |  |
|---|--|---|--|--|
| Vehicle Identification No. (VIN.)<br>(17 Digits)                      | (Located at bottom of<br>windshield on driver's side)                            | Make  | Model  | Year   |
| 4JGAB54231A260854   |  | Mercedes  | ML320  | 2001   |
| Purchased Date  | Dealer's Name  | Engine Size<br>(CID/CCL)  | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |  |
| June 2001   | Herb Chambers 617 664-4100 412 Berlin 617 664-8333                               |   |  |  |
| <input checked="" type="checkbox"/> New <input type="checkbox"/> Used | Dealer's City  | State   | No. Cylinders  |  |
|   | Somerville   | MA  |  |  |
| Manufacture Date<br>(on driver's door or pillar)                      | Transmission Type  | Restraint System  | Cruise Control   | Drivetrain   |
|   | <input type="checkbox"/> Manual<br><input checked="" type="checkbox"/> Automatic | <input type="checkbox"/> Driver's Air Bag <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Passenger's Air Bag <input type="checkbox"/> 2-Point Belt<br><input type="checkbox"/> 3-Point Belt | <input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No   | <input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input type="checkbox"/> 4-Wheel  |
|   |  |   |  | Vehicle Type   |
|   |  |   |  | <input type="checkbox"/> Car <input type="checkbox"/> Sport Utility<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other |
|   |  |   |  | Body Style   |
|   |  |   |  | <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input type="checkbox"/> Other   |

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

|   |   |  |  |
|---|---|--|--|
| Part Name(s)  | Location  | Failed Part(s)   | Handicap Adaptive Equip  |
| entire electrical system<br>burned + replaced - 210 base hour | 3//<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | <input checked="" type="checkbox"/> Original<br><input type="checkbox"/> Replacement | <input type="checkbox"/> Yes<br><input checked="" type="checkbox"/> No |

## TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

|                    |  |  |   |
|--------------------|--|--|---|
| Tire Brand         | Tire Name  |  |   |
|                    |  |  |   |
| Complete Tire Size | DOT No.  |  |   |
|                    |  |  |   |
| No. of Failures    | Date(s) of Failure(s)  | Failed Part(s)<br>Available?   | NHTSA Previously<br>Contacted?  |
| Various            | Mileage at Failure(s) 10K + continuous<br>Vehicle Speed at Failure(s): 25M | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>entire electrical system replaced and various | <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No<br>continuous problem |

## APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies). Attach photos if available.)

|   |   |                           |                      |  |
|---|---|---------------------------|----------------------|--|
| Crash   | Fire  | Number of Persons Injured | Number of Fatalities | Reported to Manufacturer   |
| <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No |                           |                      | <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (they could care less) |

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

Paul Halata, President of Mercedes Benz LLC - (Mercedes Drive Montpelier, VT 07043) contacted Jim - will not return calls - 1-201-573-0602 - 07045

Mercedes states that unless dealer is able to locate problem - they are unable to correct even though I am consistently having problem and I feel unsafe in this car because of past experiences I feel they are buying time for the 3yr guarantee to expire as the ML 320 series have been horrible and

Continues on back.

The Privacy Act of 1974 - Public Law 93-579 This information is requested pursuant to 49 U.S.C. Chapter 301. You are under no obligation to respond to this questionnaire. Your response may be used to assist NHTSA in determining whether a manufacturer should take appropriate action to correct a safety defect. If NHTSA proceeds with administration 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)

I do not feel safe in this car due to the constant electrical failure and that is the reason I only have 13K on car and that is because I had to go to Nissan and had to seek emergency service at the Great Escape dealership due to the electrical problem. After entering Nissan system had been replaced during about a month and 1/2 of service prior and just that before condition I had alarm system going off it still does window failure to close brake lights + constant brake light the dealer has to turn off. Air bag lights ~~are~~ continue to go on. Status "Air Bag off". I do not know if electrical system has been replaced properly as lights are constantly going off. I still have a problem however because they can not connect it they tell me to buy it in another I need and they will provide me with a car. It is not a very secure feeling. Bernie Manager the manager in Somerville had turned vicious because due to the memories I am now requesting a solution or a reasonable trade offer due to the lemon they sold

ATTACH ADDITIONAL SHEETS IF NECESSARY

NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

National  
Traffic Safety  
Administration  
400 Seventh St., S.W.  
Washington, D.C. 20590  
Official Business  
Penalty for Private Use \$300

**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, NSA-10.01  
400 7th Street, SW  
Washington, DC 20590



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

**VEHICLE  
OWNER'S  
QUESTIONNAIRE  
(V00)**

**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](http://www.nhtsa.dot.gov/hotline)



Sign Up Now!

FREE

SafetyAlerts  
April 12, 2001

## 2001 Mercedes Benz M Class Recalled

Detroit, MI (SafetyAlerts) - The National Highway Traffic Safety Administration (NHTSA) has published a recall affecting the 2001 Mercedes Benz M Class automobiles. The affected automobiles were manufactured between January and February 2001.

Some of these vehicles have an Air Activity Module II (AAM II) with a sub-component that could cause the module to intermittently not function properly. The AAM II controls a number of systems including the high beam lights, instrument cluster, door locks, and wiper systems. This condition could cause an intermittent failure of these systems.

377 automobiles are affected by this recall.

Dealers will replace the AAM II.

The manufacturer has reported that owner notification began Feb. 16, 2001. Owners who do not receive the free remedy within a reasonable time should contact Mercedes-Benz at 1-800-367-8372.

[NHTSA Recall No. 01V001/Mercedes-Benz Recall No. 2001-02001]

### Important Note Regarding Auto Recalls

Frequently SafetyAlerts will list auto recalls before your dealer will know about them. If you have a vehicle affected by one of these posted recalls be sure and write down the NHTSA CAMPAIGN ID Number.

If your dealer doesn't know about the recall when you check, ask them how they are notified of recalls and when the next update is due.

#### Did you know?

During 2001 there were over  
1676 products recalled in the United  
States for safety reasons!

How many did you hear about?

VIN #

4JGAB54E  
31A 260854



SafetyAlerts  
April 4, 2003

### Mercedes Has Recalled the 1998-2003 M CLASS

(SafetyAlerts) - The National Highway Traffic Safety Administration (NHTSA) has released the following information.

Make : MERCEDES BENZ Model : M CLASS Year : 1998-2003

NHTSA CAMPAIGN ID Number : 03V121000

Component: STEERING:HYDRAULIC POWER ASSIST:HOSE, PIPING, AND CONNECTIONS

Potential Number Of Units Affected : 211000

Summary:  
ON CERTAIN PASSENGER VEHICLES, THE HOSE CLAMP USED TO SECURE THE POWER STEERING FLUID COOLING HOSE TO THE POWER STEERING FLUID COOLER MAY NOT PROVIDE SUFFICIENT CLAMPING FORCE FOR THIS CONNECTION.

Consequence:  
THE LOSS OF POWER STEERING FLUID MAY RESULT IN DIMINISHED POWER STEERING OVER TIME AND ULTIMATELY CAN DAMAGE THE POWER STEERING PUMP.

Remedy:  
DEALERS WILL INSTALL A NEW HOSE CLAMP ON THE POWER STEERING HOSE TO THE POWER STEERING COOLER. DURING CLAMP REPLACEMENT, THE POWER STEERING COOLING HOSE WILL BE INSPECTED AND REPLACED AS NECESSARY. MERCEDES-BENZ HAS NOT YET PROVIDED AN OWNER NOTIFICATION SCHEDULE. OWNERS WHO TAKE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT MERCEDES-BENZ AT 1-800-367-8372.

VIN #  
AJGAB54E  
31A 260 834