



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 100146*

Date Received

2004-01-21
02-DEC-2003

Repository ☐

PM 8-13
Reference No.
10040820

OWNER INFORMATION (Type or Print)

Name

Address

City ALORTON

State IL

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

Signature of Owner

Date / /

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

4JGAB54E7Y

Make

MERCEDES BENZ

Model

ML320

Model Year

2000

Date Purchased

7/02

Dealer's Name and Telephone Number

Tri-Star Imports (636) 458-5222

Engine

No. Cylinders

6

Fuel Type

Gasoline

Original Owner

☐

Dealer's City

Ellisville

State

MO

Zip Code

63111

Transmission Type

Automatic

☒ Antilock Brakes

☒ Cruise Control

Powertrain

Vehicle Component Code

141000 AIR BAGS:FRONTAL

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

01-AUG-2003

Failure Mileage

40000

Failure Speed

25

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: DOTM19ABC035)

☐ 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

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 25 MPH VEHICLE WAS INVOLVED IN A SIDE IMPACT. DUAL AIRBAGS DID NOT DEPLOY. DRIVER AND PASSENGER SUSTAINED SEVERE NECK AND BACK INJURIES. *AK

Vehicle was Struck on Driver and Passenger Side.
This Vehicle is always in service for Engine related repairs.

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.

April 29, 2004

To Whom It May Concern:

Enclosed are copies of some of the letters and photos I have sent to the manufacturer of this vehicle. (Mercedes-Benz North America) Any assistance you can provide will be greatly appreciated. If you have any questions or comments, please contact me with the following information.

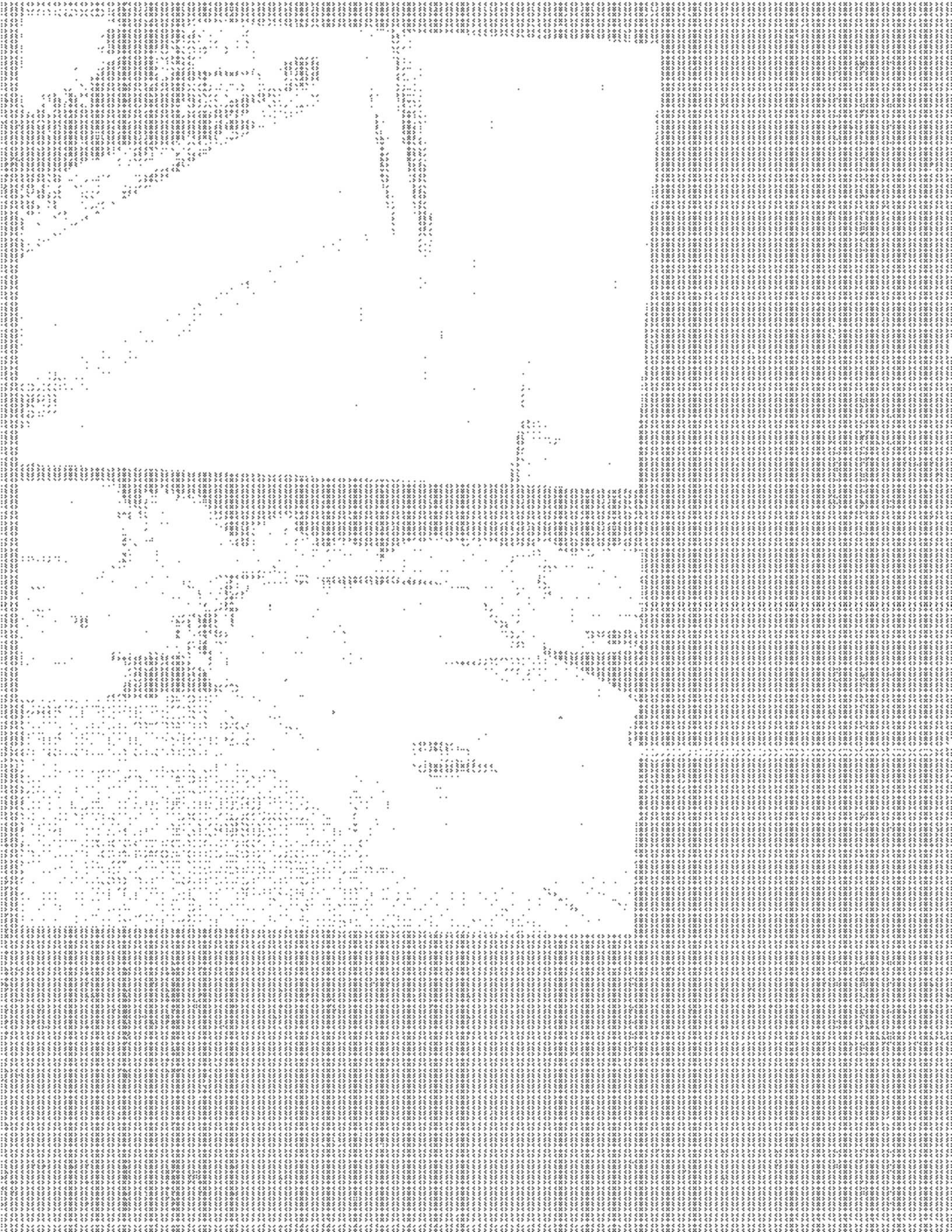
Respectfully yours,

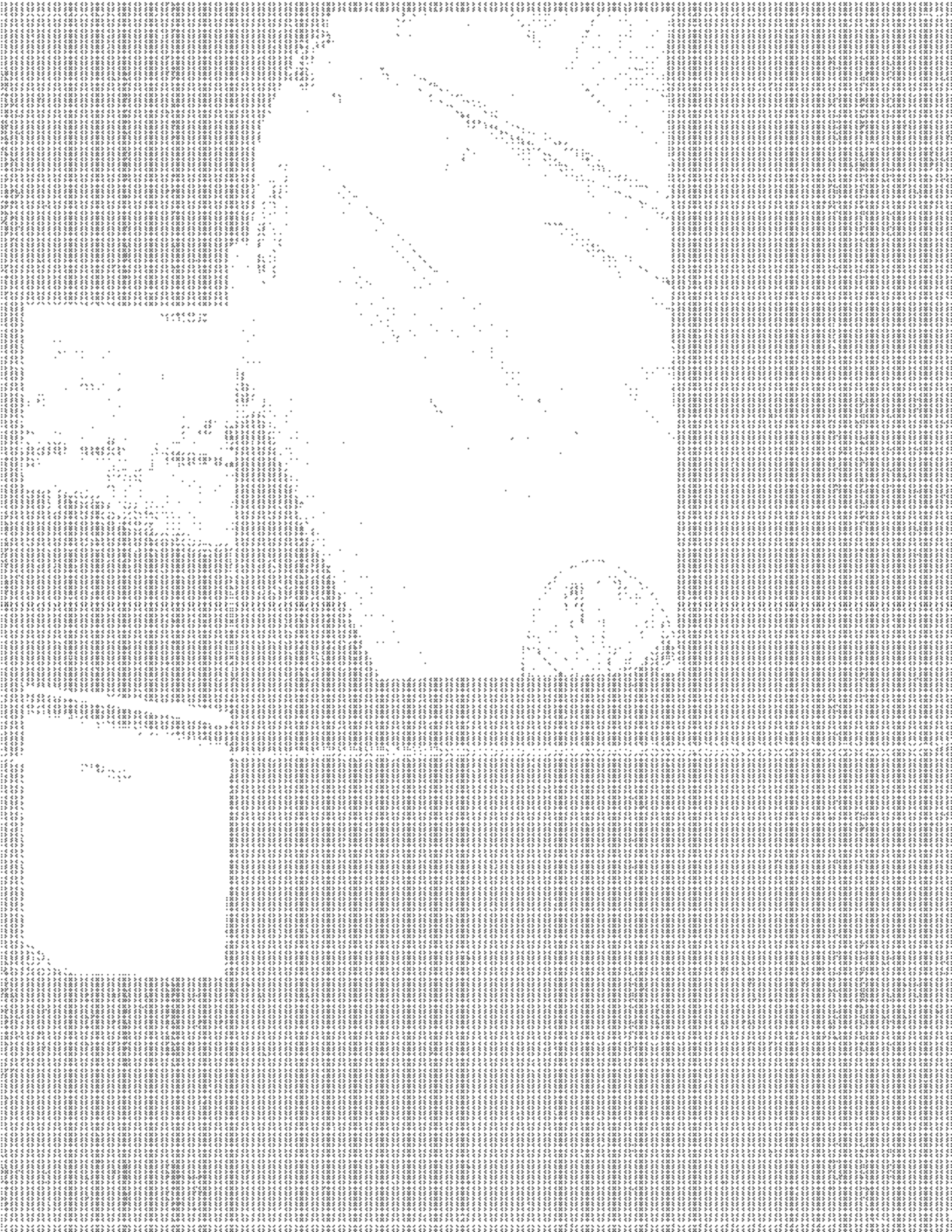
[REDACTED]

Alorton, IL [REDACTED]

[REDACTED]

[REDACTED]







Date: September 9, 2003

Mercedes Customer Service,

First, let me state that I am a Mercedes owner and had planned on being one for my entire life. The car that I own now is my second Mercedes. I fell in love with the design, the reputation, the quality, but most importantly—the safety.

I was recently involved in an accident where the driver of the other vehicle struck my vehicle causing damage on both sides of the vehicle. My vehicle was smashed on both sides in all doors and there is extensive damage to the passenger cabin. My vehicle is a 2000 ML320 and supposedly equipped with 6 airbags (Frontal driver/passenger, side impact in all passenger doors). One other important piece of information is that throughout the entire ordeal, my airbags did not deploy! I was injured in this accident and so was my passenger.

Mercedes has always emphasized the fact that they make the safest car in America. Yet, I was in a major accident and my car failed to provide the minimum safety that one may expect from any newer vehicle. I am disappointed to say the least. I am really questioning the consumer reports and safety ratings of this vehicle. I have not only purchased several vehicles from Mercedes, I have referred several clients, friends, family, and colleagues, who purchased Mercedes vehicles.

I am enclosing a copy of my service record because this vehicle may be defective. I have contacted Mercedes customer service several times about the servicing of this vehicle. I have spent countless hours having this vehicle serviced and accumulated a lot of mileage going to and from servicing. Notice that some servicing was done only days apart—meaning that after I dropped it off and servicing was done, another if not the same indicator light or problem surfaced.

Mercedes has always stood behind their cars, their customers and their name—I hope that something will be done to restore my faith in the brand. I have yet to seek counsel on this situation, I am hoping that each party involved accepts their responsibility and acts accordingly.

Please contact me as soon as possible.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]

KING AUTO BODY
2736 CAMP JACKSON ROAD
CAHOKIA, IL 62206
OFFICE: 618-337-1699 FAX: 618-337-7772

ATTN OF: DANNY K HOWARD

INSP DATE: 10/2/2003

OWNER: [REDACTED]

ADDRESS: [REDACTED]

CITY STATE: ST. LOUISE, MO
ZIP:

HOME PHONE: [REDACTED]
WORK PHONE: [REDACTED]

EXT.
EXT.

INS CO:
CLAIM#:
INSURED:
LOSS DATE:

CONTACT:
PHONE:
POLICY#:
CLAIMANT:
TYPE OF LOSS:
FILE HANDLER:

LICENSE#:
BODY COLOR:
CONDITION:

STATE:

VIN:
MILEAGE:
ACCTNG CTL#:
IMPACT:

INACCESSIBLE VIN

DEDUCTIBLE: 0.00

VEHICLE DESCRIPTION:

2000 MERCEDES-BENZ ML320 31803 A /C OPTNS F /12F
STD 4Door WAGON

To Whom This May Concern,

My name is Daniel Howard, I am the manager of
King Auto Body I have worked in the auto body
industry for many years. I have inspected the
mentioned vehicle and it is in my opinion that
in an accident of this magnitude (Both Side)
the air bags should have deployed.

Daniel Howard



SCHEDULE MESSAGE / LOSS DESCRIPTION:

ADP SHOPLINK U SC CD LOG
HOST LOG NO

1344 - 1

DATE 10/2/2003 9:38:26AM

(C) 1998 - 2003 ADP CLAIMS SOLUTIONS GROUP, INC

R 6.3

Mr. Paul Juron,

December 16, 2003

Hello, my name is [REDACTED] and I am a Mercedes-Benz customer and had planned on being one for the rest of my life. A few months ago I forwarded a letter to your customer relations department about my vehicle and a situation that arose. I got a response from a representative by the name of Robyn Lets who asked me to forward her a lot of information. I provided her with all the documentation and everything that she requested to conduct this investigation. I have written and called Mercedes-Benz several times to inquire how long this investigation was going to take and my calls and emails go unanswered.

Is this the type of customer service/relations that Mercedes-Benz has for its customers? I have been without my vehicle for 5 ½ months because I am waiting on correspondence from your company about this investigation. During this 5 ½ months my monthly Auto-Pay has always been timely in removing \$669.85 from my checking account. (\$3349.25 to date) When I send a direct email inquiring or asking a question, I think customer service would at least have the courtesy to respond or acknowledge that they received the email, I did not get any response. I have referred several friends and clients to MB because of the great service/automobiles that I had become use to.

I am writing you this letter to inform you of how dissatisfied and belittled I feel with this type of service. Not only was the vehicle I purchased nothing but problems or a defect, I was seriously injured/involved in a very serious accident and the airbags didn't deploy. Mercedes-Benz has done nothing to assist me or to rectify the situation. I am in the process of creating a web site that will inform all prospective buyers or current owners of Mercedes of the type of service I received from your organization. On this web site you will see actual photos of my vehicles damage and where the air bags didn't deploy, My service records, and the time line of this ongoing situation.

I have always enjoyed Mercedes exceptional customer service and reliability. Any assistance you can provide would be greatly appreciated. I am enclosing a copy of the letter that I forwarded to the customer relations department along with other documentation. Please feel free to contact me with the following information. Thank You for your time.

Sincerely,

[REDACTED]
[REDACTED]
[REDACTED]