



**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 2005 JUN 28 AM 10:28	Od_or _____ rt_or _____ od_or _____ up_or _____
Reference No. 10127907	

OWNER INFORMATION (Type or Print)

Name	[REDACTED]		
Street No.	Apt. No.	[REDACTED]	
City SUSSEX	State NJ	Zip Code	[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 your authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.

Signature of [REDACTED] Date **6.19.05**

PRODUCT INFORMATION

Vehicle Identification No. (VIN.) (17 Digits) WDBED90E3MF	(Located at bottom of windshield on driver's side)	Make MERCEDES	Model 300TE 4M	Year 91
Purchased Date 5/2002	Dealer's Name INTERCAR	Engine Size (CID/CYL) 3L	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection	
<input type="checkbox"/> New <input type="checkbox"/> Used	Dealer's City NEWTON	State NJ	Zip Code 07060	No. Cylinders 6
Manufacture Date (on driver's door or pillar)	Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Restraint System <input checked="" type="checkbox"/> Driverside Air Bag <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Passengerside Air Bag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> 3-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drivetrain <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel
Vehicle Type <input checked="" type="checkbox"/> Car <input type="checkbox"/> Sport Utility <input type="checkbox"/> Van <input type="checkbox"/> Truck <input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle <input type="checkbox"/> Other		Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input checked="" type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other		

FAILED COMPONENT(PART(S)) INFORMATION

Part Name(s) 4 MATIC CONTROL	Location <input type="checkbox"/> Left <input type="checkbox"/> Right <input type="checkbox"/> Front <input type="checkbox"/> Rear	Failed Part(s) <input checked="" type="checkbox"/> Original <input type="checkbox"/> Replacement	Handicap Adaptive Equip <input type="checkbox"/> Yes <input type="checkbox"/> No
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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) Available?	NHTSA Previously Contacted?
	Mileage at Failure(s)	<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
	Vehicle Speed at Failure(s)		

APPLICABLE INCIDENT INFORMATION

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

Crash <input type="checkbox"/> Yes <input type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Reported to Manufacturer <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
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Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies).

*See attached
Drive train lock up due to controller
at 30 - 65 MPH due to controller
spikes from 4 matic unit per dealer
[Signature]*

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.

[REDACTED]
[REDACTED]
Sussex, NJ [REDACTED]

• Te [REDACTED]

E-mail: [REDACTED]

30 April 2005

Mark V. Rosenker
Acting Chairman
NTSB
490 L'Enfant Plaza, SW
Washington, DC 20594

Re: VIN WDBED90E3MF [REDACTED]

Dear Acting Chairman Rosenker:

I have decided to petition the NTSB to follow up on this case. Due to my very limited resources, I find that I cannot fully pursue this action. I believe that my cause for action is just, in that there is a randomly occurring fundamental problem with the M-B 4Matic drive control unit (i.e., microprocessor), as evidenced by the attached. Even though I had petition M-B, USA, LLC to examine the vehicle and look into the design of their micro-code, they refused to take action. I would think that M-B, USA, LLC would see this as an opportunity to fully investigate the root cause of this very dangerous problem. I also believe that a simple "error condition" routine in the processor's micro-code could avoid these dangerous "lock ups."

Key to this case is Mr. William Wall, Intercar M-B's Service Manager, who made the statements referenced in my filing. It appears as though the problem has not been totally isolated to the Control Unit. Since this "total lock up" occurs randomly, and without warning or contra-indication, the problem may lay elsewhere, caused only by a certain set of conditions being met. Since M-B, USA, LLC has neither sought to fully investigate and analyze the problem, nor test the vehicle, I cannot at this time feel in anyway assured that the true "root cause" has been identified.

I believe, especially with such a hazardous condition randomly occurring, that M-B, USA, LLC should have acted as I requested, and that was to have one of their "experts" fully evaluate the vehicle, control unit and microcode to determine if there is an ongoing problem with their 4Matic system, either for this model year or other model years.

I will gladly turn over all of my records and information to the NTSB in pursuit of insuring that this problem is resolved and does not happen to anyone else.

Very truly yours,

[REDACTED]
Cc: Ellen Engleman Connors, Member
Richard F. Healing, Member
Deborah A. P. Hersman, Member

Attachments: Filing, letters of record, NHTSA formal complaint by other VIN