



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 100148

Date Received

2007 JAN 29 AM 9:40
11-DEC-2006

Repository

Reference No.
10175850

OWNER INFORMATION (Type or Print)

Name [REDACTED]
Address [REDACTED]
City DOYLES TOWN State PA 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 an authorized signature, please provide your name or address to the vehicle manufacturer.
Signature of Owner [REDACTED] Date 1/10/07

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: 4JGEB86E07A [REDACTED]
Make 350 SUV MERCEDES BENZ Model ML 350 SUV MERCEDES BENZ Model Year 9999 2007

Date Purchased 10-AUG-06 Dealer's Name and Telephone Number KEENAN MOTORS 215 348 0800

Engine: No: Cylinders 6 Fuel Type: Gas

Original Owner Dealer's City DOYLES TOWN State PA Zip Code 18902

Transmission Type AUTOMATIC Antilock Brakes Cruise Control Powertrain ALL WHEEL DRIVE Vehicle Component Code 180000 VEHICLE SPEED CONTROL Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 04-DEC-2006 Failure Mileage 3000 Failure Speed 0

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) Original Equipment Prior Repair Failure Location: [REDACTED]
Tire Component Code [REDACTED] Tire Failure Type [REDACTED]

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 1 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).

DT*: THE CONTACT STATED WHILE IDLING AT AN INTERSECTION WITH THE BRAKE PEDAL DEPRESSED, THE VEHICLE UNEXPECTEDLY ACCELERATED AND CRASHED INTO THE VEHICLE IN FRONT CREATING A CHAIN REACTION OF FOUR VEHICLES. THERE WERE NO WARNING LIGHTS ILLUMINATED PRIOR TO THE INCIDENT. THE POLICE WAS PRESENT, AND A REPORT WAS TAKEN. THERE WAS ONE PERSON INJURED FROM ANOTHER VEHICLE INVOLVED IN THE ACCIDENT WHO WAS EVACUATED IN AN AMBULANCE. THE VEHICLE WAS TOWED TO THE DEALERSHIP. THE CONTACT BELIEVED THE INCIDENT WAS CAUSED BY A BRAKE FAILURE. THE VEHICLE WAS A 2007 MERCEDES ML350.

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 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)

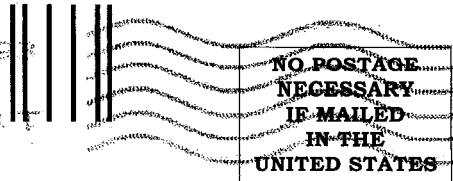
I felt that the brakes had failed, I hit the breaks 3 times and each time the car surged forward. The man I spoke with at NHTSA felt certain, after we talked, that it was the electronic module of the transmission - not the brakes. Mercedes took over suks to check the car and says the car is fine. It is now being repaired at their body shop for almost \$8,000.00, We are now paying about \$45/day for a rental. I feel that Mercedes is covering up a MAJOR Fault in this vehicle. This was not human error - I am afraid despite what they say, that this will happen again!

ATTACH ADDITIONAL SHEETS IF NECESSARY

DOT
NATIONAL HIGHWAY
TRAFFIC SAFETY ADM
400 7TH ST SW
WASHINGTON DC 20590
OFFICIAL BUSINESS

SOUTHEASTERN PA 191

16 JAN 2007 PM 3



BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 1888 WASHINGTON DC

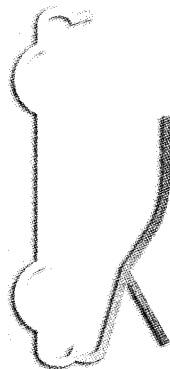
POSTAGE WILL BE PAID BY ADDRESSEE



US DEPARTMENT OF TRANSPORTATION
NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION
OFFICE OF DEFECTS INVESTIGATION, NVS-210
400 7TH ST SW
WASHINGTON DC 20077-8214



**Think your vehicle
has a safety defect?**



If so:

**Use the enclosed
form to file a report.**

or visit:

www.safercar.gov

or call:

**Vehicle Safety Hotline
888-327-4236**



www.nhtsa.gov

Vehicle Owner's Questionnaire (VOQ)
U.S. Department of Transportation
National Highway Traffic Safety Administration

