



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 100149

Date Received

07 MAR -7 AM 7:41

06-FEB-2007

Repository ☐

Reference No.

10181783

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City SEVERN

State MD

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

Signature of Owner [REDACTED]

Date 1-1-07

VEHICLE INFORMATION

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

4JGBB6623 [REDACTED]

Make

MERCEDES BENZ

Model

ML350

Model Year

2006

Date Purchased
01-APR-05

Dealer's Name and Telephone Number

HERB GORDON MERCEDES BENZ

Engine:

No. Cylinders 6

Fuel Type:

Gas

Original Owner

☒

Dealer's City

SILVER SPRING

State

MD

Zip Code

20904

Transmission Type

AUTOMATIC

☒ Antilock Brakes

☒ Cruise Control

Powertrain

ALL WHEEL DRIVE

Vehicle Component Code

103000 POWER TRAIN/AUTOMATIC TRANSMISSION

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)

31 DEC-2006

Failure Mileage

10900

Failure Speed

10,851

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: DOTM1SABC036)

☐ 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 check 2 or less that apply. 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

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 (e.g., parts repaired or replaced (and if old part is available)).

TL* - THE CONTACT OWNS A 2006 MERCEDES 350 M CLASS. THE DRIVER WAS UNABLE TO SHIFT THE TRANSMISSION INTO DRIVE TO MOVE FORWARD OR INTO REVERSE GEAR. THE VEHICLE SUDDENLY ACCELERATED FORWARD AND HIT A CEMENT BLOCK AND CONTINUED TO LURCH FORWARD SEVERAL TIMES BEFORE SHE COULD STOP THE VEHICLE. THE POWER STEERING AND BRAKES WERE INOPERABLE. THE WARNING LIGHT INDICATOR APPEARED ON THE VEHICLE AFTER HITTING THE CEMENT BLOCK. SHE DID NOT RECALL WHICH INDICATOR LIGHT. THE VEHICLE SUSTAINED FRONT END PASSENGER DAMAGE. THE FAILURE AND THE CURRENT MILEAGE WAS 10,000. THE CONTACT WAS ABLE TO DRIVE THE VEHICLE HOME. THE VEHICLE WAS TOWED TO THE DEALER, AND THE MECHANIC REPLACED THE COMPRESSOR. THE CONTACT RECEIVED A MINOR BRUISE. *AK

10,851 [REDACTED]

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)

See attached Service Invoice (2 pages) and
USAA Report (4 pages). Please note on pg 3
of USAA Report, line 46: Dealer checked - Accelerator
Automatic, Drive selector - Brake system complete, No
faulty codes. However, I strongly disagree
with their findings. Also I don't understand why the
compressor was damaged in the collision or the
air bags didn't inflate on impact.

ATTACH ADDITIONAL SHEETS IF NECESSARY

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

OFFICIAL BUSINESS



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

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
NHTSA

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

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USAA
United Services Automobile Assoc. (US AA)
Including USAA Subsidiaries As Listed Below*
P.O BOX 287
RENTAL 800-531-8222
WOODBINE, MD 21797
(703) 475-8703 Fax: (410) 795-6254

ESTIMATE OF RECORD

Written By: DAVE HOLSEY #FX 410-795-6254 01/03/2007 12:02 PM
Adjuster: 00016

Insured: [REDACTED]
Owner: [REDACTED]
Address: [REDACTED]
SEVERN, MD [REDACTED]
Day: [REDACTED]
Other: [REDACTED]

Claim # [REDACTED]
Policy # [REDACTED]
Date of Loss: 12/30/2006
Type of Loss: Collision
Point of Impact: 1. Right Front

Inspect: HERB GORDON MERCEDES BENZ
Location: 3161 AUTOMOBILE BLVD
SILVER SPRINGS, MD 20904-0000

Day: [REDACTED]
OTHER

Repair: HERB GORDON COLLISION CENTER
Facility: 3137 AUTOMOBILE BLVD
SILVER SPRING, MD 20904

Business: (301) 890-8210
Days to Repair
License #

2006 BENZ ML350 4X4 6-3.5L-FI 4D UTV Black Int:
VIN: 4JGBB86E36A [REDACTED] Lic: NVN 01 MD Prod Date: 06/2005 Odometer: 10848
Condition: Good

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Intermittent Wipers	Climate Control
Keyless Entry	Theft Deterrent/Alarm	Rear Wiper
Steering Wheel Controls	Body Side Moldings	Dual Mirrors
Clear Coat Paint	Power Steering	Power Brakes
Power Windows	Power Locks	Power Driver Seat
Power Passenger Seat	Power Mirrors	AM Radio
FM Radio	Stereo	Cassette
CD Player	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Front Side Impact Air Bag	Rear Side Impact Air Bags
4 Wheel Disc Brakes	Traction Control	Cloth Seats
Bucket Seats	Automatic Transmission	4 Wheel Drive
Overdrive	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT.	PRICE	LABOR	PAINT
1		FRONT BUMPER					
2		O/H bumper assy	0	0.00	3.5	0.0	
3	Repl	Bumper cover w/o parktronic w/o lamp wash	1	520.00	Incl.	2.8	
4		Add for Clear Coat	0	0.00	0.0	1.1	
5#	Repl	Automatic Drive Pump	1	789.00	1.4 M	0.0	

ESTIMATE OF RECORD
2006 BENZ ML350 4X4 6-3.5L-FI 4D UTV Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
6	Repl	Frame w/o bi-xenon lamps	1	125.00	Incl.	0.0
7	Repl	Block	1	406.00	1.4 M	0.0
8	Repl	RT Energy absorber outer	1	30.00	Incl.	0.0
9	Repl	RT Cover fog lamp w/o bi-xenon	1	13.00	Incl.	0.0
10		GRILLE				
11	Repl	Grille assy w/o sport package black	1	270.00	0.3	0.0
12	R&I	Emblem	0	0.00	0.2	0.0
13		FRONT LAMPS				
14	Repl	RT Headlamp assy w/o bi-xenon	1	328.00	0.5	0.0
15		Aim headlamps	0	0.00	0.5	0.0
16	Repl	RT Fog lamp w/o sport package w/o lamp washer	1	44.50	0.3	0.0
17		HOOD				
18	Repl	Hood	1	660.00	1.8	3.0
19		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
20		Add for Clear Coat	0	0.00	0.0	0.5
21		Add for Underside(Complete)	0	0.00	0.0	1.5
22	R&I	Emblem	0	0.00	0.2	0.0
23		INFORMATION LABELS				
24		Rpl information labels	0	0.00	0.3	0.0
25	Repl	Label type plate	1	2.00	Incl.	0.0
26	Repl	Caution label bi-xenon headlamp	1	1.90	Incl.	0.0
27	Repl	Caution label AC	1	3.00	Incl.	0.0
28		FENDER				
29	Repl	RT Fender	1	390.00	1.7	2.2
30		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
31		Add for Clear Coat	0	0.00	0.0	0.4
32		Add for Edging	0	0.00	0.0	0.5
33		Add for Clear Coat	0	0.00	0.0	0.1
34		Deduct for Overlap	0	0.00	-0.3	0.0
35	Repl	RT Fender liner front	1	109.00	Incl.	0.0
36	Blnd	LT Fender	0	0.00	0.0	1.1
37		FRONT DOOR				
38	Blnd	RT Door shell	0	0.00	0.0	1.2
39	R&I	RT Belt w'strip	0	0.00	0.3	0.0
40*	R&I	RT Side molding w/o chrome pkg black	0	0.00	0.3	0.0
41	R&I	RT Mirror base w/o folding w/o memory w/o auto dim	0	0.00	0.5	0.0
42	R&I	RT Handle, outside w/o chrome pkg. black	0	0.00	0.4	0.0
43	R&I	RT R&I trim panel	0	0.00	0.6	0.0
44#	Refn	Cover Car (EXT/INT)	0	0.00	0.0	0.2
45#		Diagnostic System Check	1	0.00	1.0 M	0.0
46#		Flex Additive	1	5.00	0.0	0.0
47#	Subl	Hazardous Waste Remvl	1	3.00 T	0.0	0.0

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ESTIMATE OF REPAIRS

2006 BENZ ML350 4X4 6-3.5L-FI 4D UTV Black Int:

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
48		OTHER CHARGES				
49#	Towing		1	122.00		
Subtotals ==>				3821.40	14.9	13.8

Line 45 : Dealer checked -Accelerator-automatic drive system-Brake system complete.
No faulty codes.

Estimate Notes:

DTR1-2 1:32 DTC1-2 SOC DTI1-3 12 ERT 18 DRV-N
QRP BROCHURE ISSUED-MAILED W-EST
PAYCODE- 2 SYSTEM CHECK ISSUED
ESTIMATE DISCUSSED WITH OWNER-NO #'S W-NO LONGER THERE-OTHER # FAX
COPY @ SHOP 1-3-06
SYSTEM CHECK FOR FAULT CODES-NONE FOUND.

Prior Damage Notes:

NONE

Parts		3696.40
Body Labor	11.1 hrs @ \$ 38.00/hr	421.80
Paint Labor	13.8 hrs @ \$ 38.00/hr	524.40
Mechanical Labor	3.8 hrs @ \$111.00/hr	421.80
Paint Supplies	13.8 hrs @ \$ 24.00/hr	331.20
Sublet/Misc.		3.00
Other Charges		122.00
SUBTOTAL		\$ 5520.60
Sales Tax	\$ 4030.60 @ 5.0000%	201.53
TOTAL COST OF REPAIRS		\$ 5722.13
ADJUSTMENTS:		
Deductible		250.00
TOTAL ADJUSTMENTS		\$ 250.00
NET COST OF REPAIRS		\$ 5472.13

ESTIMATE OF RECORD

2006 BENZ ML350 4X4 6-3.5L-FI 4D UTV Black Int:

PLEASE PRESENT A COPY OF THIS ESTIMATE TO THE REPAIR FACILITY OF YOUR CHOICE.

USAA SUBSIDIARIES INCLUDE : UNITED SERVICES AUTOMOBILE ASSOCIATION (USAA). USAA CASUALTY INSURANCE COMPANY (CIC),
USAA GENERAL INDEMNITY COMPANY (GIC), USAA COUNTY MUTUAL INSURANCE (CMI) AND GARRISON PROPERTY CASUALTY INSURANCE COMPANY, A SUBSIDIARY OF USAA CASUALTY INSURANCE COMPANY IS AUTHORIZED TO USE THE USAA LOGO, A REGISTERED TRADEMARK OF UNITED SERVICES AUTOMOBILE ASSOCIATION.

THIS IS NOT A REPAIR AUTHORIZATION. FAILING TO PRESENT THIS ESTIMATE TO THE REPAIRING GARAGE BEFORE REPAIR MAY RESULT IN ADDITIONAL EXPENSES TO YOU. A USAA APPRAISER MUST AUTHORIZE ANY SUPPLEMENT TO THIS ESTIMATE. REPAIRS TO THIS VEHICLE MAY REQUIRE SPECIFIC WELDING EQUIPMENT AS RECOMMENDED BY THE MANUFACTURER.

IF ALTERNATIVE QUALITY REPLACEMENT PARTS HAVE BEEN INCLUDED IN THIS APPRAISAL, THE SOURCE FOR THESE PARTS HAS ALSO BEEN DISCLOSED. IF ALTERNATIVE QUALITY REPLACEMENT PARTS AS LISTED ON THIS APPRAISAL ARE ULTIMATELY USED IN THE REPAIR OF YOUR VEHICLE, THE WARRANTY ON SUCH PARTS WILL BE EQUAL TO, OR GREATER THAN, THE PARTS BEING REPLACED, AS STATED IN USAA'S LIMITED PARTS WARRANTY. USAA WARRANTS THAT THE PARTS USED ON YOUR VEHICLE WILL BE OF LIKE KIND AND QUALITY, FUNCTION, FIT, SAFETY AND CORROSION PROTECTION AS THE PART OR PARTS THEY REPLACE. USAA IDENTIFIES CAPA-CERTIFIED PARTS FOR SHEET METAL REPLACEMENT PARTS SUBJECT TO CAPA-CERTIFICATION.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERI5772 Database. Date 12/2006, CCC Data Date 12/2006, and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. OEM parts are available at OE/Vehicle dealerships. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships. OPT OEM or ALT OEM parts may reflect some specific, special, or unique pricing or discount. OPT OEM or ALT OEM parts may include "blemished" parts provided by OEM's through OEM vehicle dealerships. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (\$) items indicate manual entries. Some 2005 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The Pathways estimator has a complete list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

CCC Pathways - A product of CCC Information Services Inc.

**THE ATTACHMENTS TO THIS
DOCUMENT HAVE BEEN REMOVED
TO PROTECT UNWARRANTED
INVASION OF PERSONAL PRIVACY
PURSUANT TO EXEMPTION 6 OF
THE FREEDOM OF INFORMATION
ACT (FOIA), 5 U.S.C. 552(b)(6).**