 U.S. Department of Transportation National Highway Traffic Safety Administration		<b>DOT Auto Safety Hotline</b> <b>Vehicle Owner's Questionnaire</b> 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 DEC 31 AM 11:24 28-NOV-2007		Repository <input type="checkbox"/> Reference No. 10210172	
<b>OWNER INFORMATION (Type or Print)</b>					
Name		Address		Daytime Telephone Number	
City		State		Evening Telephone Number	
BROOKLYN		NY			
Zip Code		Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO In the absence of an authorization, NHTSA WILL NOT provide your name or address to the vehicle manufacturer.			
Signature of Owner		Date 12/21/07			
<b>VEHICLE INFORMATION</b>					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side 4JGAB75E34A		Make MERCEDES BENZ		Model ML500	
Model Year 2004		Date Purchased 01-JUN-07		Dealer's Name and Telephone Number	
Original Owner <input type="checkbox"/>		Dealer's City		Engine: No: Cylinders 8	
State		Zip Code		Fuel Type: Gas	
Transmission Type AUTOMATIC		<input checked="" type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control		Powertrain FRONT WHEEL DRIVE	
Vehicle Component Code 221700 SEATS:FRONT ASSEMBLY:SEAT HEATER/COOLER		Multiple Failure: 1			
<b>FAILED COMPONENT(S)/PART(S) INFORMATION</b>					
Incident Date(s) 23-NOV-2007		Failure Mileage 50200		Failure Speed 35	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE</b>					
Tire Make		Tire Model (Name or Number)		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTMAL9ABC036)		<input type="checkbox"/> Original Equipment <input type="checkbox"/> Prior Repair		Failure Location:	
Tire Component Code				Tire Failure Type	
<b>ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE</b>					
Make:		Date Manufactured:		Model No./Name:	
Seat Type:		Installation System:			
Child Seat Component Code:		Failed Part:			
<b>APPLICABLE INCIDENT INFORMATION</b>					
<i>(Please describe in detail the incident(s), Failure(s), Crash(es), and injury (ies).)</i>					
Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		Number of Persons Injured 1	
Number of Deaths 0		Reported to Police N			
<b>Narrative Description of Incident(S), Crash(es), and Injury(ies).</b> 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).					
TL*THE CONTACT OWNS A 2004 MERCEDES BENZ ML500. WHILE DRIVING 35 MPH, THE DRIVER SEAT BECAME EXTREMELY HOT WHILE THE WARMER FUNCTION WAS ACTIVATED. THE VEHICLE WAS PULLED OVER AND THE SEAT WAS RED AND SMOKING. THE CONTACT PARKED THE VEHICLE FOR 30 MINUTES AND THEN RESTARTED IT AND DROVE HOME. THE CONTACT SUFFERED BURNS ON HIS LEFT SIDE. THE DEALER INSPECTED THE VEHICLE. THE CURRENT AND FAILURE MILEAGES WERE 50,200.					
Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. <span style="float: right;">ATTACH ADDITIONAL SHEETS IF NECESSARY</span>					
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)

Please see attached letter.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

400 Seventh St., S.W. Washington, D.C. 20590

Official Business Penalty for Private Use \$300



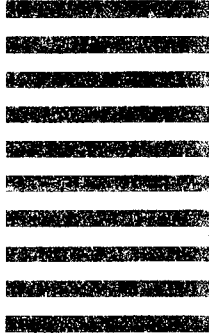
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POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation National Highway Traffic Safety Administration Office of Defects Investigation, NVS-210 400 7th Street, SW Washington, DC 20590



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.dot.gov people saving people

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



12/12/2007

**To: National Highway Traffic Safety Administration**

**Reference Number: 10210172**

Dear Sir or Madam:

I would like to file a complaint against Mercedes-Benz Headquarters. I own a 2004 Mercedes Benz ML500. On 11/08/2007 while driving at 35 miles per hour, the driver seat got on fire. I had to stop the car and wait for about 30 minutes, and then drove home. I've suffered mild burns on my left side hip.

After this incident, I sent my car to the Mercedes - Benz in Manhattan on 11/09/07 stating that this car is not safe to drive anymore. I received a call the next day, on 11/10/07 that the car is fixed and ready to be picked up. My family was scared and they refused to go on this car. I have refused to pick up my car because I was concerned not only for the safety of myself but for the safety of my family as well.

On Monday 11/12/07 I reported everything to the Mercedes-Benz Headquarters in New Jersey to Luis R. (1800-367-6372 ext.4649). According to him my case will be in process and it will be expedited and soon they would let me know the status.

I never received any answer from anyone for almost three weeks, even though I was constantly calling them and asking them for an answer. No one gave me an answer, so I reported this problem to DCA, Attorney General and your Office.

On Dec. 2<sup>nd</sup>, 2007, Mercedes - Benz Customer Relation Manager in Manhattan, Harold King ( 212-629-1652) called me and said that if I do not pick up my car by Friday, Dec.5<sup>th</sup>, 2007 I will be charged for each day. Therefore after letting your agency know about this, I picked up my car on December 2<sup>nd</sup>, 2007.

I believe that because I have reported this problem to **NHTSA, DCA and Attorney General** they weren't happy about this and they were ignoring me. Therefore I was forced to get my car back.

I would like to inform you that on Monday, 12/10/07 I spoke to the Mercedes - Benz Service Advisor in Manhattan, Richard A. Crifasi (212-629-1642) for another problem that is happening in my car. I cannot control the heating system in the car, and everything is mixed up. I didn't have any other problem before the seat was on fire.

This started right after I got my car back from them. They asked me to send my car to them so they can check the problem.

Yesterday, on 12/11/2007 I send my car back to Mercedes-Benz Dealer in Manhattan. They told me that I am responsible for electrical system and I have to pay [REDACTED] for the problem that didn't exist previously. I don't understand why I have to pay for this problem and I didn't have to pay for replacing the seat that was on fire. This is their problem as well because these problems are happening after the seat was on fire.

Today, 12/12/07 I got my car back from them. I didn't want to pay that large amount for something that they are responsible.

I believe that this car is not safe anymore to drive because of all these problems of electrical system inside the car. I would like to request from NHTSA expert to look into this matter and investigate why all these problems are happening on this model.

I would like to make a correction on the Vehicle Owner's Questionnaire. The incident date on this questionnaire shows as 23-Nov-07. The correct date should be 11/08/07 which is the date the incident happened.

Please let me know what would be the next step that I have to make about this problem. I still don't feel safe to drive this car.

If you have any question please do not hesitate to contact me on the numbers referenced below.

Enclosed, except the signed questionnaire you will find a copy of two receipts. One shows that the car seat has been changed, and the other one shows what they've inspected the car but they didn't perform any work. They wrote with a pen just the amount that they have been asking for, if I would have wanted to pay.

Sincerely

[REDACTED]  
Brooklyn, NY

Tel: [REDACTED]

e-mail: [REDACTED]

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