



DOT Auto Safety Hotline

FOR AGENCY USE ONLY 100148

U.S. Department of Transportation

Vehicle Owner's Questionnaire To Report Vehicle Safety Defects

National Highway Traffic Safety Administration

1-888-DASH-2-DOT (1-888-327-4236) INTERNET: www.nhtsa.dot.gov/hotline

Date Received 01-OCT-2008

Repository Reference No. 10244146

OWNER INFORMATION (Type or Print)

Name, Address, City MORELAND HILLS, State OH, Zip Code

Daytime Telephone Number, Evening Telephone Number, E-mail Address

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? YES NO

Signature of Owner, Date

VEHICLE INFORMATION

17 digit Vehicle Identification Number 4JGBB86E26, Make MERCEDES BENZ, Model ML350, Model Year 2006, Date Purchased, Dealer's Name and Telephone Number, Engine: No: Cylinders, Fuel Type, Original Owner, Dealer's City, State, Zip Code, Transmission Type, Antilock Brakes, Cruise Control, Powertrain, Vehicle Component Code 010000 STEERING, Multiple Failure: ABS INVOLUNTARILY ENGAGED / STEERING FAILED

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s) 14-SEP-2008, Failure Mileage 34695, Failure Speed 40

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: DOTM19ABC036), 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 0, 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; i.e., parts repaired or replaced (and if old part is available).

TL*THE CONTACT OWNS A 2006 MERCEDES BENZ ML350. WHILE DRIVING APPROXIMATELY 40 MPH, THE CONTACT'S DAUGHTER ACCIDENTALLY SPILLED A SMOOTHIE ON THE ELECTRICAL COMPONENT COVER LOCATED ON THE MIDDLE ROW FLOOR. THE LIQUID PENETRATED THE ELECTRICAL SYSTEM AND THE INSTRUMENTAL PANEL. AS A RESULT, THE STEERING AND THE ABS FAILED. THE CONTACT LOST CONTROL OF THE VEHICLE, BUT WAS ABLE TO PULL OVER TO THE SIDE OF THE ROAD. THE VEHICLE WAS TAKEN TO THE DEALER AND THEY CONCLUDED THAT THE ELECTRICAL COVER WAS DEFECTIVE. THE DEALER REPLACED THE WINDOW MOTOR AND THE COMPUTER AT THE COST OF \$1,384. THE MANUFACTURER FILED A REPORT AND STATED THAT THE COVER WAS DESIGNED IN THAT MANNER. THEY WOULD NOT ASSIST. THE CURRENT AND FAILURE MILEAGES WERE 34,695.

THE VEHICLE WAS TAKEN TO DEALER, BUT THEY DID NOT ADMIT COVER DEFECT. UPON RETURN OF THE VEHICLE FROM REPAIR, I PERSONALLY EXAMINED COVER. THE COVER WAS NOT REPLACED FLUSH TO FLOOR AND THERE WAS NO LATCH OR OTHER

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)

(Cont'd from Previous)

MECHANISM TO ENSURE COVER WAS SECURELY PROTECTING COMPONENTS BELOW (INCLUDING BATTERY AND COMPUTER). WHEN I TRIED TO REMOVE COVER MYSELF IT POPPED UP ON THE OTHER SIDE. AFTER REPAIR ATTEMPTS I WAS ABLE TO CLOSE THE COVER, BUT STILL DO NOT BELIEVE IT IS SEALED OR EVEN PROVIDES AN EFFECTIVE BARRIER TO CRITICAL COMPONENTS. I BELIEVE THIS DESIGN FLAW IS DIRECTLY RESPONSIBLE FOR CRITICAL FAILURE SECONDARY TO A COMMON EVENT (A SPILLED DRINK IN THE BACK OF A FAMILY CAR). EVENTS SUCH AS THESE SHOULD BE EXPECTED AND THEREFORE STEPS SHOULD BE TAKEN TO PREVENT INFILTRATION OF VITAL COMPONENTS.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department of Transportation

National Highway Traffic Safety Administration

1200 New Jersey Avenue SE, Washington, D.C. 20077-9382

Official Business Penalty for Private Use \$300



NO POSTAGE NECESSARY IF MAILED IN THE UNITED STATES

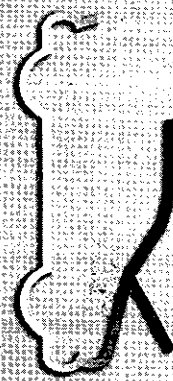
BUSINESS REPLY MAIL
FIRST-CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC
POSTAGE WILL BE PAID BY ADDRESSEE

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Ave SE
Washington, DC 20077-9382

59



Think your vehicle has a safety defect?



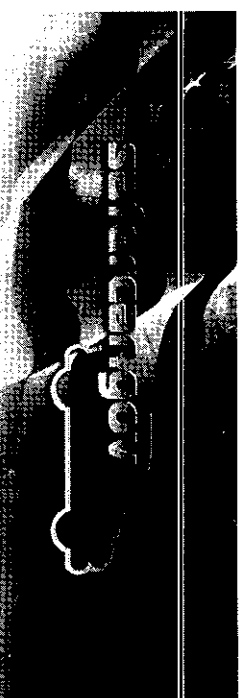
If so:
Use the enclosed form to file a report.

or visit:
www.safercar.gov

or call:
Vehicle Safety Hotline
888-327-4236



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





42798

Mercedes-Benz Of Bedford
18122 Rockside Road
Bedford, Ohio 44146
Phone (440) 359-1444
www.mercedesbenzbedford.com

Nothing Outperforms
Mobil 1

SERVICE HOURS
MON. THRU FRI.
7:30 AM to 5:30 PM

Mercedes-Benz

Handwritten: Aaron 4614

I ACKNOWLEDGE AND APPROVE EXTRA WARRANTY REPAIRS PERFORMED AS NEEDED.

CUST. INITIAL

THANK YOU FOR THIS OPPORTUNITY TO SERVICE YOU. IT IS OUR AIM TO PERFORM ALL THE REPAIRS REQUESTED ON THIS REPAIR ORDER TO YOUR COMPLETE SATISFACTION. IF OUR SERVICE WAS SATISFACTORY TELL YOUR FRIENDS IF NOT, PLEASE TELL US !! IN A SAFELY

SIGNED: X CUSTOMER NO.	ADVISOR SCOTT HLEBAK	TAG NO.	INVOICE DATE 09/17/08	INVOICE NO. MBCS87524
	LICENSE NO. 753	MILEAGE 34,695	COLLECTOR	STOCK NO.
	YEAR / MAKE / MODEL 06/MERCEDES LIGHT TRUCK/ML350/4 DOOR		DELIVERY DATE	DELIVERY MILES
	VEHICLE ID. NO. 4 J G B B 8 6 E 2 6		SELLING DEALER NO.	PRODUCTION DATE
	R.T.E. NO.		R.O. DATE 09/15/08	
	COMMENTS			

MORELAND HILLS, OH

NO EMAIL GIVEN

JOB# 1 CHARGES

MO: 34717

LABOR
1 15MBZ04
CHECK STARTING SYS TECH(S):889 540.95
CLIENT STATES VEHICLE LOST ALL POWER AND WILL NOT RESTART
FOUND STRAWBERRY SMOOTHIE SPILLED IN FRONT SAM.
REPLACED FRONT SAM AND PROGRAMMED CONTROL UNIT.
REMOVED, RECHARGED AND TESTED BATTERY. CLEANED
DEBRIS FROM BATTERY WELL AND RIGHT FRONT FOOTWELL
AREAS.

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	164-540-46-01	CONTROL UNIT	381.60	381.60	381.60
			TOTAL - PARTS		381.60
			TOTAL - SUBLET		84.00
			LABOR		540.95
			PARTS		381.60
			SUBLET		84.00

JOB# 1 JOURNAL PREFIX MBCS JOB# 1 TOTAL 1006.55

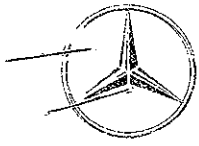
OR
2+72MBZ02
POWER WINDOW CONCERN TECH(S):889 165.95
TECH FINDS LEFT REAR WINDOW MOTOR BURNED OUT DUE TO FAILURE
OF FRONT SAM UNIT
REPLACED LEFT REAR WINDOW MOTOR

QTY	FP-NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	PRICE
1	251-820-01-08	WINDOW MOTOR	112.00	112.00	112.00
			TOTAL - PARTS		112.00

JOB# 2 JOURNAL PREFIX MBCS JOB# 2 TOTAL 277.95

LABOR 165.95
PARTS 112.00

ENTS IN



Mercedes-Benz

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Phone (440) 359-1444
www.mercedesbenzbedford.com

Nothing Outperforms
Mobil 1

SERVICE HOURS
MON. THRU FRI.
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Form containing customer information, vehicle details, and service notes. Includes fields for advisor (SCOTT HLEBAK), mileage (34,695), invoice date (09/17/08), and invoice number (MBCS87524).

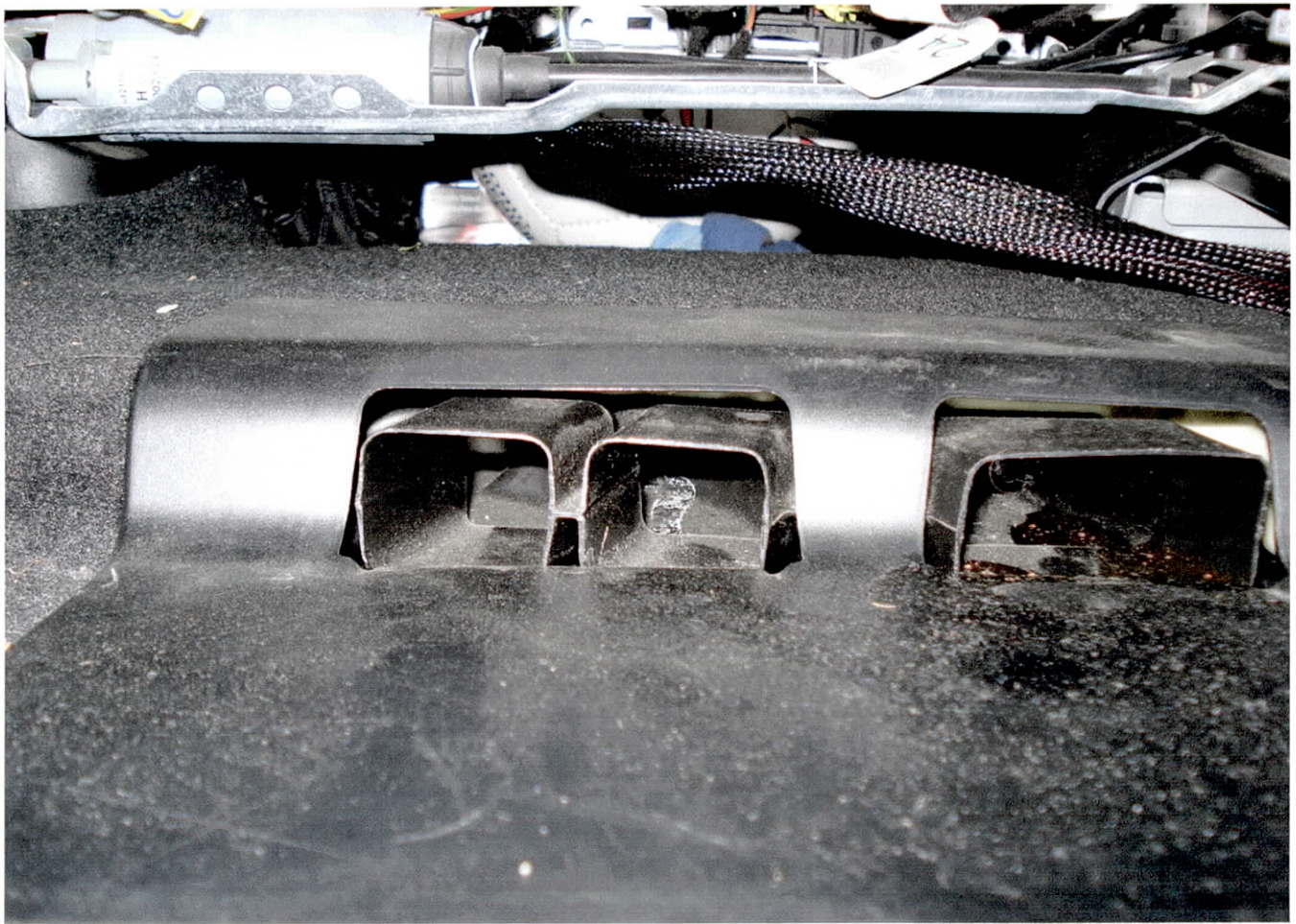
TOTALS table with columns for labor, parts, sublet, G.O.G., misc chg, misc disc, and tax. Total invoice amount is \$1384.05.

CLIENT SIGNATURE

Reynolds and Reynolds - ERALZ/INVE CC2000740 (05/05)



VIEW OF COVER AS IT WAS WHEN RETURNED FROM REPAIR WITH LARGE GAP/BREACH OF LEFT FRONT COVER. IT WAS DIFFICULT TO GET FLUSH WITH CARPET AND NO MECHANISM OR LATCH TO ENSURE IT STAYS FLUSH. A SIMPLE KICK WITH YOUR FOOT POPS UP THE COVER AGAIN.



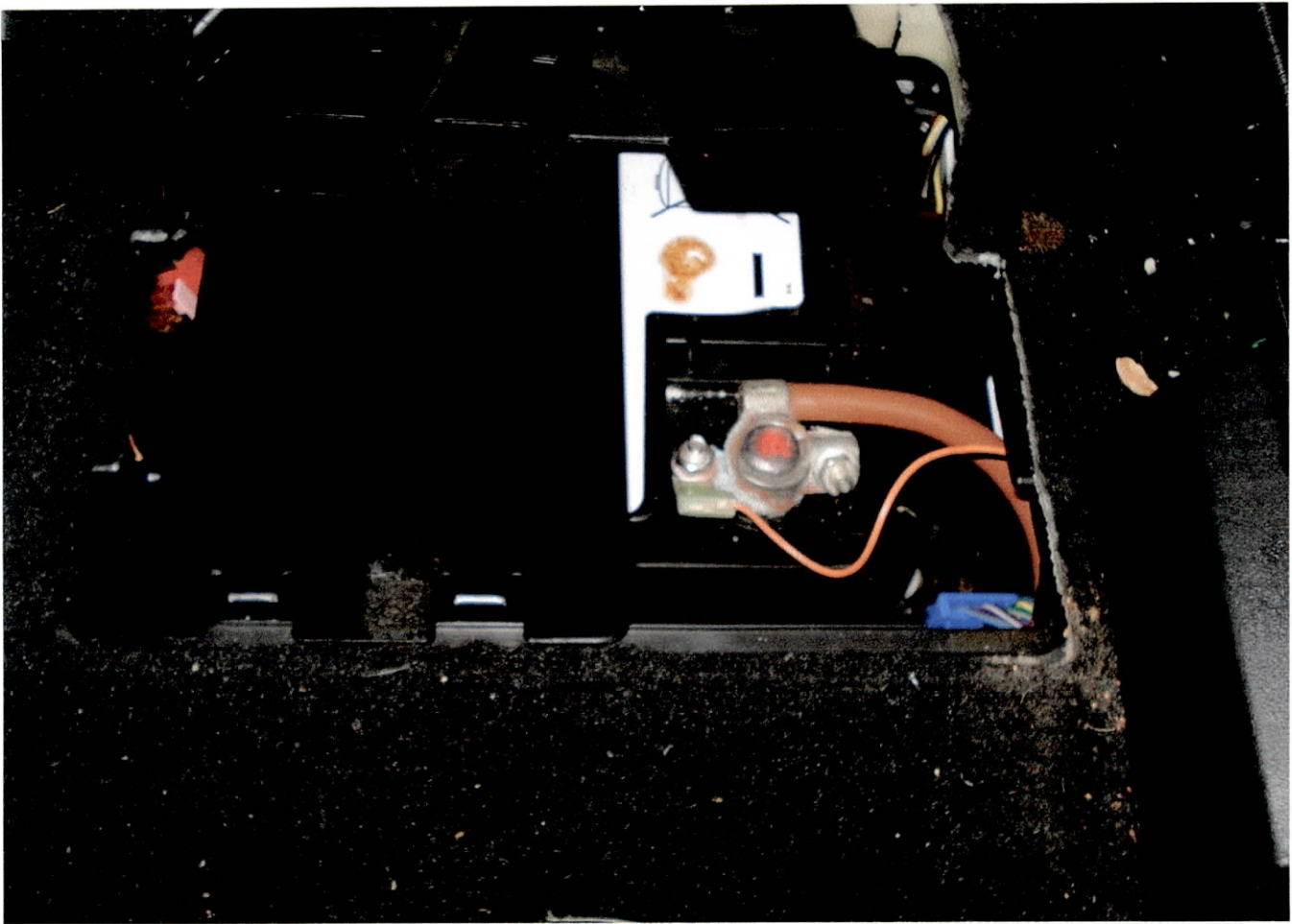
VIEW OF AIR VENTS AND GAPS BTW
AIR VENTS AND COVER LEADING TO OPEN
ACCESS TO BATTERY AND COMPUTER COMPARTMENT



SMOOTHIE STAIN ON COVER AND VENTS.
GAPS VISIBLE WHERE FLUID COULD ENTER
BATTERY AND COMPUTER COMPARTMENT



VIEW OF COVER UNDER PASSENGER SEAT
FROM REAR ROW



VIEW WITH COVER OFF. BATTERY AND
COMPUTER PARTS IN VIEW



Full view of cover / vents and smoothie
stain.