



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

03-DEC-2009

Repository

Reference No.

10294440

**OWNER INFORMATION (Type or Print)**

Name

Address

City CINCINNATI

State OH

Zip Code

Daytime Telephone Number

Evening Telephone Number

SAME

E-mail Address

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

**VEHICLE INFORMATION**

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

4JGBB86E67A

Make MERCEDES BENZ

Model ML350

Model Year 2008  
2007

Date Purchased 5-24-07

Dealer's Name and Telephone Number 513-984-9000  
MERCEDES-BENZ OF CINCINNATI

Engine: No: Cylinders 6

Fuel Type: PREM.

Original Owner

Dealer's City CINCINNATI, OH State OH Zip Code 45230

Transmission Type  Antilock Brakes  Cruise Control

Powertrain

Multiple Failure:

Incident Date(s) 03-DEC-2009

**FAILED COMPONENT(S)/PART(S) INFORMATION**

Vehicle Component Code: 110000 ELECTRICAL SYSTEM

Failure Mileage

27520

Failure Speed

35 MPH

**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 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; i.e. parts repaired or replaced (and if old part is available).

TL\*THE CONTACT OWNS A 2008 MERCEDES BENZ ML350. THE CONTACT OBSERVED SMOKE COMING FROM THE DRIVERS HEATED SEAT. PRIOR TO TURNING THE HEATED SEAT OFF, THE CONTACT SUFFERED MINOR BURNS ON HER LEFT BACKSIDE. A ROAD SIDE ASSISTANCE/MECHANIC TOWED THE VEHICLE TO AN AUTHORIZED DEALER AND ADVISED THE CONTACT NOT TO DRIVE THE VEHICLE. THE CONTACT IS CONCERNED THAT THE FAILURE COULD HAVE CAUSED A FIRE TO OCCUR. THE CURRENT AND FAILURE MILEAGE WAS 27,000.

I turned the seat heater on about 15 Sec. after I pulled out of the drive. About 45 seconds later I noticed a burning pain in my left hip area + mentioned it to my passengers. about 10 seconds later I remarked that the pain was more severe + glanced down behind me. Smoke was coming out of the seat. I immediately pulled over on the 2 lane street, and got out of the car. Smoke (continued on other sheet)

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.

(continued)

(2)

Smoke BILLOWED OUT BEHIND me as I got out of the car. I turned the seat heater off + then contacted the built in roadside emergency service. He advised me to have the car towed.

2) My left buttock suffered a slight burn resulting in a faint red mark. It did not require medical attention. My pants were melted through in 2 spots.

I am VERY concerned as I sometimes need to wear supplemental oxygen via cannula + portable liquid oxygen dispenser. I was not wearing it then but could have been seriously burned if I was wearing it, + was not able to pull off to the side of the road so quickly. Left turned on, eventually there would have been open FLAMES. There was significant SMOKE.

3) The dealer towed the car in, replaced the seat cushion with the seat heater + provided a loaner car. Dealership has offered to pay for replacement + hemming of my pants, + receipts have been submitted.

