

| | | | |
|--|--|---|--------------------------------------|
| 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 MAR 28 2011 07-FEB-2011 | Repository <input type="checkbox"/> |
| OWNER INFORMATION (Type or Print) | | | |
| Name | | Daytime Telephone Number | |
| Address | | E-mail Address | |
| City | State | Zip Code | Evening Telephone Number |
| STATEN ISLAND | NY | | SAME AS ABOVE |
| 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 4JGBB86E26A | | Make MERCEDES BENZ | Model ML350 |
| | | Model Year 2006 | |
| Date Purchased 7/20/2006 | Dealer's Name and Telephone Number RAY CATENA 910 ROUTE I EDISON NJ 08817 | | Engine: No: Cylinders 6 |
| Original Owner <input checked="" type="checkbox"/> | Dealer's City EDISON NJ | State NJ | Zip Code 08817 |
| Transmission Type automatic 6 speed | <input type="checkbox"/> Antilock Brakes <input checked="" type="checkbox"/> Cruise Control | Powertrain | Incident Date(s) 10-JAN-2011 |
| | | Multiple Failure: COMPLETE BODY WIRE HARNESS FIRE | |
| FAILED COMPONENT(S)/PART(S) INFORMATION | | | |
| Vehicle Component Code: 110000 ELECTRICAL SYSTEM | | Failure Mileage 37000 37,659 | Failure Speed |
| 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: DOTM9ABC036) | <input type="checkbox"/> Original Equipment <input type="checkbox"/> 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 <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 | Number of Deaths |
| | | 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. THE CONTACT STATED THAT THE VEHICLE WAS PARKED WHEN IT IGNITED IN SMALL FLAMES UNDERNEATH THE HOOD AREA; A BYPASSER EXTINGUISHED THE FIRE. THE VEHICLE WAS TOWED TO AN AUTHORIZED DEALER AND THEY INFORMED THAT THE FIRE ORIGINATED FROM THE FUSE BOX WHICH COMPLETELY DESTROYED THE WIRING HARNESS AND CAUSED OTHER DAMAGES. THE INSURANCE COMPANY CONTINUED TO INVESTIGATE THE FAILURE. THE VEHICLE HAD NOT BEEN REPAIRED. THE FAILURE MILEAGE WAS 37,000. | | | |
| 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. | | | |

Twelve Thousand Nine Hundred Forty Four & 869

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

State Farm refused to pay Mercedes Benz \$12944.86 to repair the 350 ML vehicle. I had it towed to PEotter Auto Body Inc 196 Broad ST. Summit N.J. 908-273-4000 att: GABRIEL
This shop is affiliated with STATE FARM. They are a reputable shop.
They paid the storage fees to Mercedes Benz and towing charges. As of today March 17th, I'm still without my vehicle and every week Peotter's Body Shop is told the part is not in yet call next week. I'm without my truck since JAN 10 2011. I spoke to a gentleman called ORLANDO in Corporate at Mercedes Benz. I explained the situation. So far I heard nothing from Corporate. This will go on CarFax and my vehicle will be worth nothing!

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 Avenue SE.
Washington, D.C. 20077-9382**



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



on Direct Hotline Archive Detail

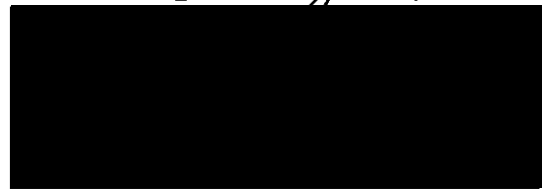
Vehicle 2006 - 350 ML Mercedes Benz

Customer concern: Car has burnt wire smell and multiple gremlins.

This in my opinion is a manufacture defect. This didn't happen due to a lack of maintenance. This company is not standing by their product. This vehicle is dangerous and should be recalled.

Regardless of the fact that it's not under warranty. The Mercedes Benz Company was not willing in any way to come to a compromise with the insurance company. They wanted their \$12,944.86 or all the storage fees paid because my insurance Co. refused to pay them that kind of money to repair my vehicle. I feel like I was treated like garbage from Mercedes Benz. The funny thing is that I also own a 350C class. I hope you can help me and all the others who are in the same situation.

Thank You,



1-908-

- TITUT

Claim No. 32V867-740

Ray Catena Mercedes Benz of Union LLC. 95 Progress St. Union NJ 07083

Estimate Report

Estimate approved by _____ DATE: _____ TIME: _____ RO DATE _____ RO # _____

NAME _____
ADDRESS _____
CITY Staten Island
STATE NY
ZIP _____

YEAR 2006 MERCEDES MODEL ML350 MILEAGE 37,650
TECHNICIAN # _____ VIN# 4JG8BB6E26A _____

TAG # _____
STOCK # _____

| DESCRIPTION | PARTS | LABOR |
|--------------------------------|------------|------------|
| complete body wire harness | \$2,800.00 | \$6,840.00 |
| rear signal acquisition module | \$388.00 | |
| rear fuse box | \$278.00 | |
| cargo area carpet | \$138.00 | |
| foam padding | \$133.00 | |
| spare tire cover | \$384.00 | |
| cargo area right side panel | \$650.00 | |
| access panel | \$175.00 | |
| "C" pillar panel | \$212.00 | |
| "D" pillar panel | \$195.00 | |

This is a preliminary estimate only! The cost of repairs will increase if more damage is discovered.

25% DEPOSIT NEEDED AT TIME OF AGREEMENT FOR ALL ORDERS OVER \$3000.00

CREDIT CARDS:   \$2,500.00 MAXIMUM

NO PERSONAL CHECKS EXCEEDING \$2,000.00 WILL BE ACCEPTED (SUBJECT TO AUTHORIZATION)

ALL AMOUNTS THAT EXCEED CREDIT CARD & CHECK LIMITS MUST BE PAID BY CERTIFIED FUNDS

I hereby authorize the above work & acknowledge receipt of copy

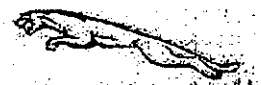
| | | | | |
|----------------|------------|------------------|-------------|------------|
| Signed X _____ | Date _____ | SUBTOTAL | \$5,258.00 | \$6,840.00 |
| | | TOTAL BEFORE TAX | \$12,098.00 | |
| | | TAX | \$846.86 | |
| | | TOTAL | \$12,944.86 | |



Mercedes-Benz



PORSCHE



JAGUAR



ASTON MARTIN

39- Harnesses were ordered for Mercedes-Benz vehicles.
 350 ML This is from the Mercedes parts page 1 of 1

Dealer Dashboard

Dept. sent to Peotter Auto Body Shop!

when my vehicle is awaiting the part to be installed

Dealer Dashboard

Menu Back Cancel System Create Simul Dis Ref Ord.St Exceptn Prt.loc Imp Exp Model SMode

Dealer Menu Sales Order Type ZSO Option Code Date/Time 03/17/2011 08:49:34 Dealer No. 55106
 no 3rd party PO No. 084811 Shipping conditions Assigned Carrier Alt. tax class.

| Items | Material | Qty | Confirm... | ATP Qty | Plant | ItCa | CB | SS | D2D | Vin | MIR | VIN Number | Mileage | OP1 | OP2 |
|-------|-----------------|-----|------------|---------|-------|------|----|----|-----|-----|-----|------------|---------|-----|-----|
| | A 164 440 69 05 | | | 0 | 0 | | Y | | | Y | Y | | | | |

A 164 440 69 05
 Material Information Nat. Avail. Price Vendor Availability Supersessions Settings

| PDC | On Hand | Reserve... | Availa... | Blocked | Blocked |
|--------------|---------|------------|-----------|---------|---------|
| US06-Robbin | 0 | 2 | 0 | Y | Y |
| US03-Carol S | 0 | 1 | 0 | Y | Y |
| SUM | 0 | 3 | 0 | | |

| PDC | Ord V... | Qty VOR | Ord E... | Qty EME | Ord ZSO | Qty ZSO |
|--------|----------|---------|----------|---------|---------|---------|
| US06-F | 16 | 16 | 0 | 0 | 0 | 0 |
| US08 | 1 | 1 | 0 | 0 | 0 | 0 |
| SUM | 39 | 39 | 0 | 0 | 0 | 0 |

Backorder On Order In transit



PPA (010)

p.1
 PAGE 01/04
 9082734001
 MB OF MANUET
 Peotter's Auto Body
 18456231235
 03/17/2011 06:51
 Mar 17 11 09:41a

List of Sales Orders

List of Sales Orders

Menu Save Back Cancel System Details Select all Deselect All Sort in ascending order Sort in descending

List of Sales Orders - Extended vie

| SaTy | SD Doc. | PO Number | Material | Description | ItCa | Quantity | Delivery Number | Tracking Information |
|------|---------|-----------|----------------|-------------|------|----------|-----------------|----------------------|
| ZVOR | 5339199 | 111569 | A 164 460 69 0 | ELECT. LINE | ZDS | 1.000 | | |

↑
Order#

<https://paragon.mbnetstar.com/sap/cz/TSUQIM2FBTK9OJTNhdnBhbWJhcDF1UFBBXzAxJTnhZHF1a3ZEU0>

9082734001
PAGE 04/04
p.2
MB OF MANUET
Pectler's Auto Body
06:51 18456231235
03/17/2011
Mar 17 11 09:41a

Correspondance writing - status
Electrical - Various Electrical System Concerns/Issues

Date: March 24, 2009

Order No.: T-B-83.00/81c

Supersedes: T-B-83.00/81b dated Nov. 18, 2008

Group: 83

Revision History

| Revision | Date | Purpose |
|----------|----------|---|
| c | 3/24/09 | Damage Code Revised |
| b | 11/18/08 | Content (Wire Tie Fasteners) / Part Number and Figure 1 Added |
| a | 6/12/07 | Applicable Models and Warranty Information Updated |
| - | 2/1/07 | Initial issue |

SUBJECT:

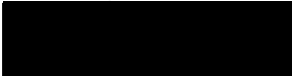
Model 164.122/175/177/186/822/871
Model 251.122/165/175/177

Malfunctions of Various Control Units and/or On-Board Power Supply Problems

If you receive customer reports in the above model vehicles of electrical malfunctions, the cause could be water entering the control unit tray under the driver/front passenger seat. The condensation water hoses from the AC housing can either be dislocated or pinched off resulting in water entering the interior.

Affected control modules may include the Central Gateway (CGW), Front Signal Acquisition and Actuation Module (SAM front) and/or the Sound Amplifier and Adaptive Damping System (ADS). Problems with the on-board power supply voltage may also occur. To resolve, perform the respective procedure below.

Dislocated Hose

~~_____~~ This is NOT info from
my (Personal Truck) this info is from
someone else. The truck belonged
to. My truck was purchased new
in 2006 from Dealer. 

LOSING WEIGHT CLICKED FOR ME WHEN I COULD FOLLOW THE PLAN AT WORK, AT HOME AND ON MY PHONE -Taysha R.

GO Weight Watchers Online
Finally, losing weight clicks!

24/7 Live Chat Support | Download Toolbar | Make RR my Homepage | Help & Benefits

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- Inbox (1)
- Drafts
- Sent Mail
- Deleted Items (59)
- Junk Mail (6)
- Manage Folders

Compose Get Mail Search Mail Address Book Settings
 Reply Reply All Forward View Header Delete Report SPAM Printable View Move to:

Usage 1% of 100.0 MB
Log Out

From: Rosemarie Petraglia <rosemarie.petraglia.qtd@statefarm.com>
 To: ld777@si.rr.com
 Cc:
 Subject: [REDACTED] pictures of car

<< Prev | Next >>

Priority: Normal Date: Thursday, March 17, 2011 11:41 AM Size: 416 KB

Attachments: RDC 054.jpg (63.4 KB) RDC 055.jpg (86.7 KB) RDC 056.jpg (75.6 KB) RDC 057.jpg (97.8 KB) RDC 058.jpg (38.2 KB) RDC 059.jpg (41.6 KB)

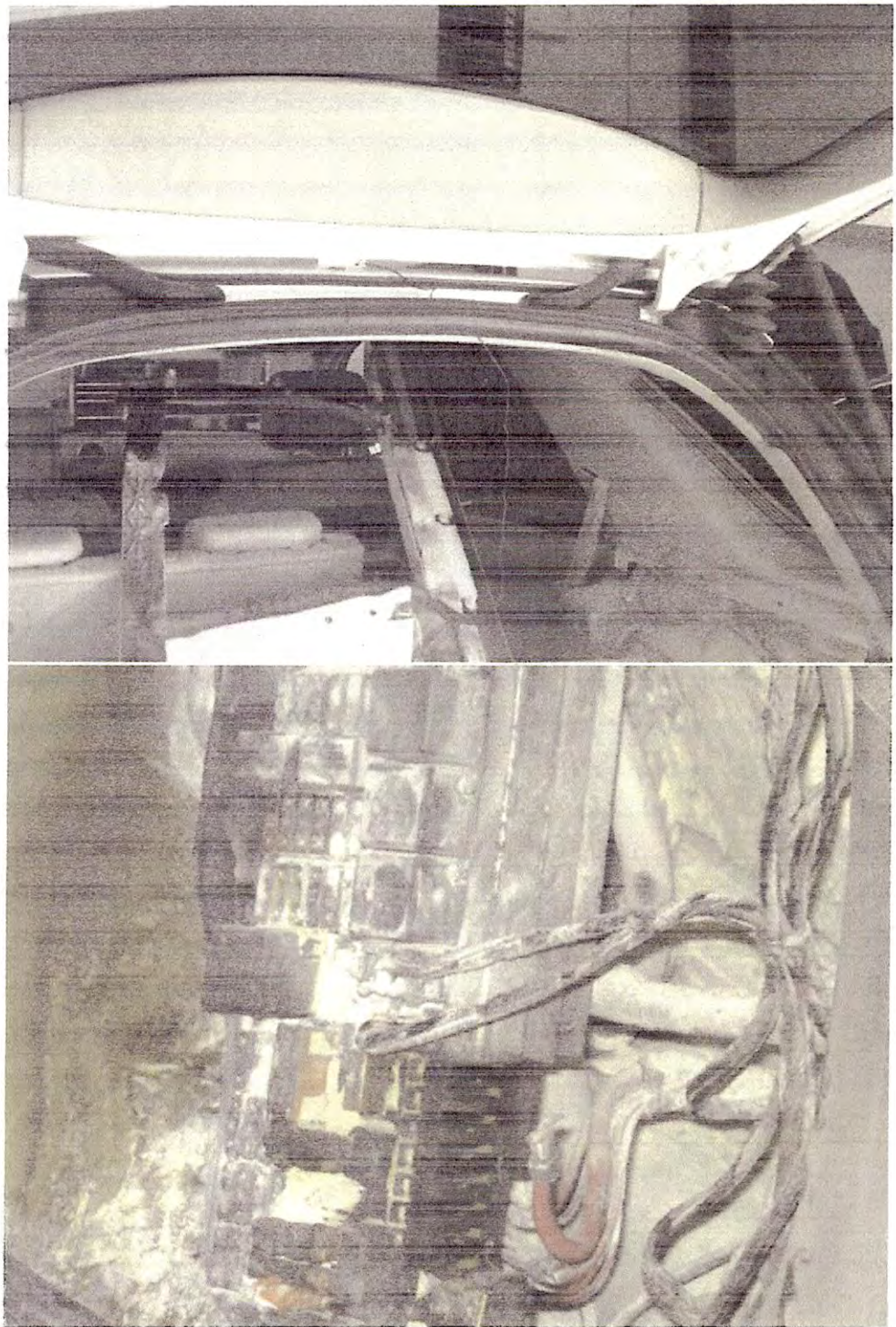
From: rose@twspins.com [mailto:rose@twspins.com]
 Sent: Thursday, March 17, 2011 11:30 AM
 To: Rosemarie Petraglia
 Subject: Fwd: [REDACTED] - pictures

----- Original Message -----
 From: Mark Resende <mark.resende@raycatenaunion.com>
 To: rose@twspins.com
 Cc: Rosemarie Petraglia <rosemarie.petraglia.qtd@statefarm.com>
 Date: February 1, 2011 at 10:49 AM
 Subject: [REDACTED] pictures

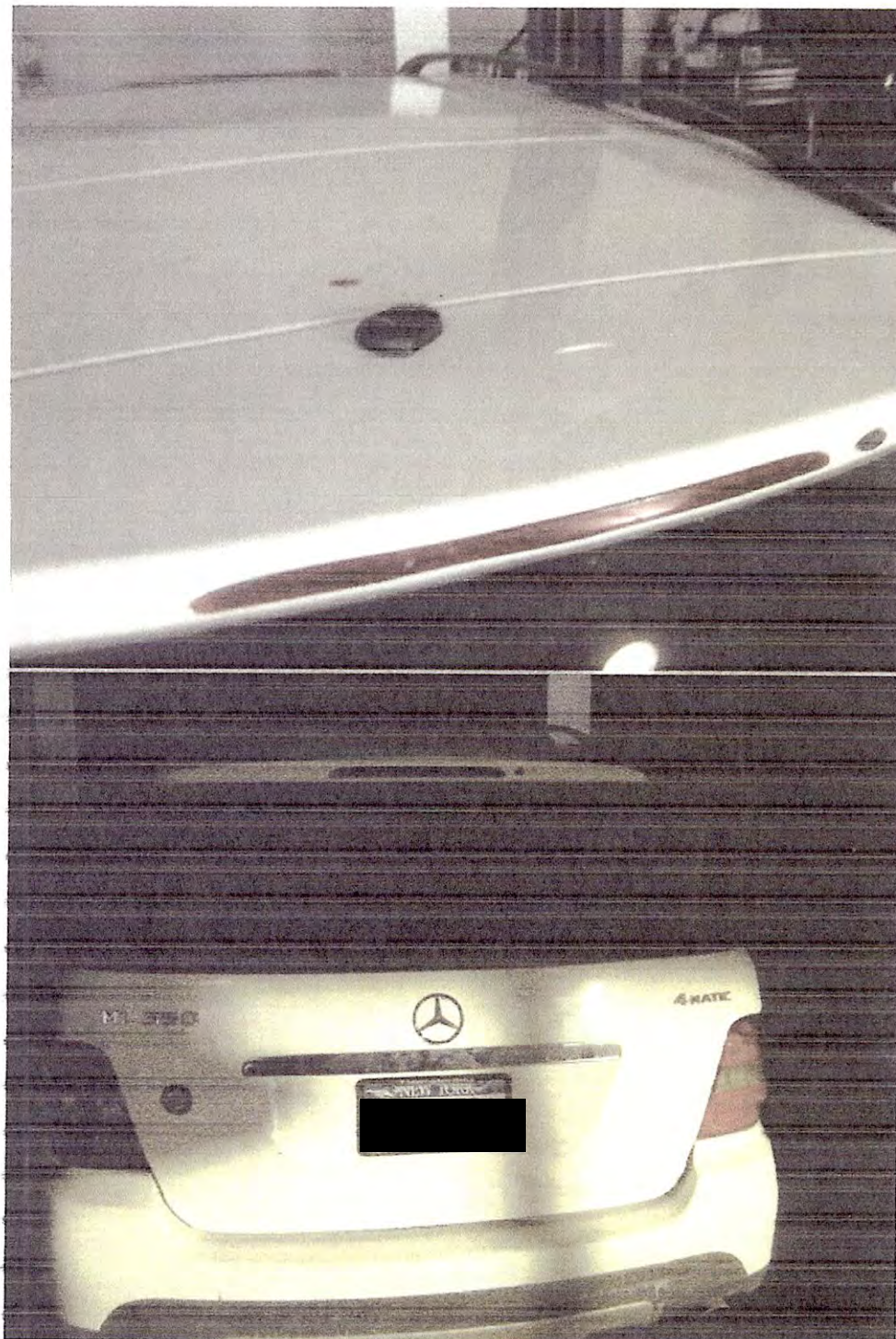
Mark Resende
 Service Advisor
 Ray Catena Mercedes Benz of Union, NJ
 Phone: 908.379.7201
 Fax: 908.379.7288
 E-mail: mark.resende@raycatenaunion.com

Only: IPADS for \$14.06
 auction site to give away...

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 JV Looks to Ship New Rare
 out of Mongolia Next...







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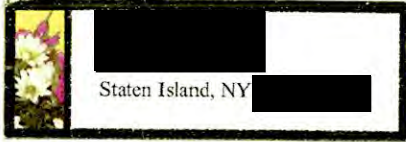
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Staten Island, NY

PAID



US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE
Washington, D.C. 2007-9382

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