

MEMO

JUL 12 2011

FROM:

[REDACTED]
Albany, NY [REDACTED]

TO:

USDOT/NHTSA
Office of Investigation (NVS-210)
1200 New Jersey Ave, S>E
West Building
Washington, DC 20590

RE:

ODI# 10408880 (AMENDMENT)

Attached is a copy of my complaint that was prompted by the recall of my vehicle.

Due to my failure in completing the form in error by stating the manufacturer was: 3M
COMPANY TRAFFIC SAFETY SYSTEMS DIVISION.

The manufacturer should be Mercedes-Benz. VIN # 4JGAB54E3YA [REDACTED]

Though my complaint was not related to the recall, I felt that the NHTSA should be
aware of the repeated problems I have had with my vehicle and determine if other similar
vehicles have had similar problems.

Please give this matter the attention it should receive and deserves.

Thank you.

[REDACTED]

NAM
072611
TGW



Complaints - Search Results

1 Record(s) Displayed.

Report Date : July 5, 2011 at 01:41 PM

ODI Numbers Searched : **10408880**

Make : 3M

Model : SERIES 963

Year : All Years

Manufacturer : 3M COMPANY TRAFFIC SAFETY SYSTEMS DIV.

Crash : No

Fire : No

Number of Injuries: 0

ODI ID Number : 10408880

Number of Deaths: 0

Date of Failure: June 1, 2004

Component: EQUIPMENT ADAPTIVE

Summary:

I HAVE BEEN THE OWNER OF A 2001 MERCEDES ML320 FOR ABOUT 6 YEARS. THE CAR WAS PURCHASED FROM THE DEALER WITH APPRO. 30,000 MILES. TODAY IT HAS APPROX 73,000 MILES. SINCE OWNING IT, I HAVE HAD SEVERAL PROBLEMS WHICH WERE ALL OUT OF WARRANTY AND WHICH I FEEL WERE UNWARRANTED AND WERE NOT SERIOUSLY ATTENDED TO BY MB OR THE DEALER: THIS COMPLAINT FORM WAS VERY DIFFICULT TO COMPLETE ACCORDING TO THE FIELDS PROVIDED. THE EQUIPMENT INFORMATION INCLUDED IS NOT CORRECT AND WAS INCLUDED JUST TO GET TO THE FORM. I FELT THAT THE PROBLEMS WITH THE CAR SHOULD BE REPORTED SPECIFICALLY THE ESP LIGHT AND THE AIR BAG PROBLEMS AT ABOUT 51,000 MILES, THE AIRBAG BECAME INOPERATIVE. I WAS TOLD THAT IT WOULD COST ABOUT \$2000 TO REPAIR AND CORRECT. DEALER OFFERED A SMALL ADJUSTMENT. I CHOSE NOT TO MAKE THE INVESTMENT. AT ABOUT 65,000 MILES, I BEGAN HAVING VERY LOUD NOISES THAT SEEMED TO COME FROM THE CRANKSHAFT AND APPEARED TO BE A BRAKE PROBLEM. DEALER DID TRY TO DETERMINE WHAT IT WAS, BUT COULDN'T ISOLATE THE PROBLEM UNLESS "HE HAD TO TAKE THE WHOLE CAR APART" THERE WAS A RELATED PROBLEM BECAUSE THE ESP LIGHT WOULD COME ON INTERMITTENTLY THAT THE DEALER ADVISED COULD NOT BE ISOLATED UNLESS I DID THE WORK ON THE BRAKE AND THE CRANKSHAFT:" AT ABOUT 72,000 MILES, THE CAR DEVELOPED OIL LEAKS FROM THE MOTOR. EST. COST OF REPAIR WAS \$2000. WE ARE WATCHING AND WAITING. IN MAY, I WAS ADVISED THAT THERE IS A RECAL NOTICE ON THE CRUISE CONTROL OF THE CAR. NO WORD ON THAT ISSUE SINCE. BECAUSE OF THE CRUISE CONTROL NOTICE I RECEIVED, I WAS PROMPTED TO WRITE YOU ABOUT THESE OTHER ISSUES AND BECAME FURTHER CONCERNED ABOUT THE ESP LIGHT AND THE FAULTY AIR BAG THE CARE HAS HAD., CAR IS DRIVEN AN AVERAGE OF 150 MILES A WEEK IN MOSTLY CITY DRIVING. CAR IS SERVICED BUT NOT BY THE DEALER BECAUSE OF THE HIGH COST AND RELATIVE DISATISFACTION FROM THE SERVICE PROVIDED.

1200 New Jersey Avenue, SE, West Building Washington DC 20590 USA
1.888.327.4236 TTY 1.800.424.9153



Albany NY

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