



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

Repository

13-AUG-2012

Reference No.
10470393

NOV 20 2012

OWNER INFORMATION (Type or Print)

Name

Address

City RIVERSIDE

State CA

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

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
4JGBB86E87A

Make
MERCEDES BENZ

Model
ML350

Model Year
2007

Date Purchased
9-3-2011

Dealer's Name and Telephone Number
COMSTAR MOTORS (818) 630-6410

Engine:
No: Cylinders

Fuel Type:
Premium

Original Owner

Dealer's City
Glendale

State CA Zip Code 91204

Transmission Type
Auto

Antilock Brakes
 Cruise Control

Powertrain
yes

Multiple Failure:

Incident Date(s)
23-NOV-2011

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: 100000 POWER TRAIN

Failure Mileage
58163

Failure Speed
50

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 2007 MERCEDES BENZ ML350. THE CONTACT STATED THAT WHILE DRIVING 50 MPH THE TRANSMISSION SHIFTED GEARS INDEPENDENTLY. THE CONTACT MENTIONED THAT HE WAS ABLE TO MANEUVER TO THE SHOULDER AND TURNED THE ENGINE OFF IN ORDER TO RESET THE SYSTEM. THE VEHICLE WAS TAKEN TO THE DEALER. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE WHO DID NOT OFFER ANY ASSISTANCE SINCE THE VEHICLE WAS NOT INCLUDED IN ANY RECALLS. THE FAILURE AND CURRENT MILEAGE WAS 58,163.

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.

PAID
PAID AUG 16 2012 **PAID**
BDB

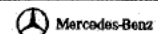
Invoice #: **583979**

Tag #: **TR494**

Customer #: **31627**

Service Advisor: **197 RODNEY S CARRY**

walter's



3213 Adams/Auto Center Drive · Riverside · CA 92504
 PHONE (951) 688-3332 · TOLL FREE (800) WALTSMB
 FAX (951) 688-2359
 waltsmb.com

RIVERSIDE, CA
 HOME [REDACTED] BUS: [REDACTED] CELL: [REDACTED]
 EMAIL: [REDACTED] HOME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BLACK	07	MERCEDES ML 350-K5	4JGBB86E87A	[REDACTED]	58167	58170			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.D. OPENED	READY
13JUL07	26JUN07	12JUL2011	17:30 16AUG12		0.00	CASH	16AUG12	08:12 16AUG12	16:51 16AUG12

OPTIONS: ENG:27296730661194 TRN:1641861A294963 AXL:040-141

Service Department Hours

Monday - Friday
 7:00 AM to 7:00 PM
Saturday
 8:00 AM to 4:00 PM

Thank You!

Become an eVIP Member of our dealership and start to save today!

By offering us your email address, you will receive special electronic sales and service discounts, factory recall notices, and service maintenance reminders...

all FREE!

ASK your Service Consultant For Details

A ALANA RETA.....3 59 8/15 ROD
 AAR APPOINTMENT MADE BY KELLY RETA
 947 CPR 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00 0.00

 B CHECK AND CORRECT AS NECESSARY--ALL TIRES FOR CORRECT PRESSURES
 TP CHECK AND CORRECT AS NECESSARY--ALL TIRES FOR CORRECT PRESSURES
 947 CPR 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00 0.00
 ,,,,58167 FRONT AND REAR TIRES AT 32 PSI

 C COMPLIMENTARY CAR WASH (\$19.95 VALUE) CLEAN EXTERIOR, DRESS TIRES,
 VACUUM INTERIOR AND CLEAN ALL WINDOWS INSIDE AND OUTSIDE
 WASH COMPLIMENTARY CAR WASH (\$19.95 VALUE) CLEAN EXTERIOR, DRESS TIRES,
 VACUUM INTERIOR AND CLEAN ALL WINDOWS INSIDE AND OUTSIDE
 947 CPR 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: 0.00 0.00

 D THIS LINE FOR ESTIMATE PURPOSES AS NECESSARY
 000 THIS LINE FOR ESTIMATE PURPOSES AS NECESSARY
 947 CPR 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE D: 0.00 0.00
 ,,,,58170 P/S LEAKING FROM TANK SEAL AND RACK CONTROL HEAD, ALSO NOTED
 ,,,,BRAKE WEAR LIGHT ON SINCE LAST VISIT.

 E REPLACE CONDUCTOR PLATE ON VALVE BODY SEE HIST FOR REC REPAIRS
 27 AUTOMATIC TRANSMISSION
 947 CPR 4.00
 1 000-270-17-00-88 REMAN-RS CTR 428.22 428.22 428.22
 1 220-271-03-80 GASKET 21.00 21.00 21.00
 1 007603-012102 RING,GENERAL 2.03 2.03 2.03
 1 251-271-00-97 PIPE 2.47 2.47 2.47

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER
 The factory warranty constitutes all of the warranties with respect to the sale of this item/items. The Seller hereby expressly disclaims all warranties either express or implied, including any implied warranty or merchantability or fitness for a particular purpose. Seller neither assumes nor authorizes any other person to assume for it any liability in connection with the sale of this item/items.

CUSTOMER SIGNATURE

(SIGNED) DEALER, GENERAL MANAGER OR AUTHORIZED PERSON (DATE)

Notice to Consumer: Please read important information on back.
APPOINTMENTS: 951-688-3390

DESCRIPTION	TOTALS
LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

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PHONE (951) 688-3332 · TOLL FREE (800) WALTSMB
FAX (951) 688-2359
waltsmb.com

Invoice #: 583979

Tag #: TR494

Customer #: 31627

Service Advisor: 197 RODNEY S CARRY

BAR# ARD00003021 EPA# CAL000248190

RIVERSIDE, CA

HOME [REDACTED] BUS: [REDACTED]

CELL: [REDACTED]

EMAIL: [REDACTED] HOME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN	MILEAGE OUT			
BLACK	07	MERCEDES ML 350 K5	4JGBB86E87A	[REDACTED]	58167	58170			
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
13JUL07	26JUN07	12JUL2011	17:30 16AUG12		0.00	CASH	16AUG12	08:12 16AUG12	16:51 16AUG12

OPTIONS: ENG:27296730661194 TRN:1641861A294963 AXL:040-141

EST: 1,280.00 16AUG12 08:12 SA: 197

Service Department Hours

Monday - Friday
7:00 AM to 7:00 PM
Saturday
8:00 AM to 4:00 PM

Thank You!

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By offering us your email address, you will receive special electronic sales and service discounts, factory recall notices, and service maintenance reminders...

all FREE!

ASK your Service Consultant For Details

ORIGINAL ESTIMATE \$
AUTHORIZED ESTIMATE \$
I ACKNOWLEDGE NOTICE OF AN INCREASE IN THE ORIGINAL ESTIMATED PRICE AND ADDITIONAL CUST OR WARRANTY WORK PERFORMED, AND/OR RECEIPT OF VEHICLE.
X

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DESCRIPTION	TOTALS
LABOR AMOUNT	616.00
PARTS AMOUNT	453.72
GAS, OIL, LUBE	45.00
SUBLET AMOUNT	0.00
MISC. CHARGES	-107.74
TOTAL CHARGES	1006.98
ADJUSTMENTS	0.00
SALES TAX	35.13
PLEASE PAY THIS AMOUNT	1042.11

Invoice #: 583979

Tag #: TR494

Customer #: 31627

Service Advisor: 197 RODNEY S CARRY

walter's



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waltsmb.com

RIVERSIDE, CA

HOME BUS:

CELL:

EMAIL: HOME

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	BAR#	MILEAGE IN	EPA#	MILEAGE OUT
BLACK	07	MERCEDES ML 350-K5	4JGBB86E87A		ARD00003021	58167	CAL000248190	58170
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED
13JUL07	26JUN07	12JUL2011	17:30 16AUG12		0.00	CASH	16AUG12	08:12 16AUG12
OPTIONS: ENG:27296730661194 TRN:1641861A294963 AXL:040-141								READY
								16:51 16AUG12

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all FREE!

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MISC HAZARDOUS WASTE FEE: ATF

LUBE 6 QTS OF ATF CSC 3.73 3.73
 PARTS: 453.72 LABOR: 616.00 OTHER: 48.73 TOTAL LINE E: 45.00 45.00

 58170 CONDUCTOR PLATE FOR TRANS FAULTY 4.00 INSPECTED FRO SHIFT 1118.45
 CONCERN, SHORT TEST. FOUND CODE 2768 INTERNAL SPEED SENSOR DEFECTIVE.
 FOLLOWED ON SCREEN INSTRUCTIONS, CONDUCTOR PLATE ON VALVE BODY
 REPLACED. SET FLUID LEVEL, 6 QTS BULK 134 FLUID. REPLACED TRANS FILTER,
 AFTER CONDUCTOR PLATE INSTALLED CODED NEW PART TO VEHICLE. VEHICLE
 SHIFTING AS DESIGNED AFTER REPAIRS. CLEARED CODES. NO CODES AFTER
 REPAIRS. MILEAGE IN 58167 MILEAGE OUT 58170

F Open Date: 08/13/12 Mileage: 58167 Service Logon: WALT-S
INFO THIS LINE CREATED FOR ADDITIONAL INFORMATION

ENTRY
 947 CPR 0.00
 PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE F: 0.00 0.00

G APPLY 10% DISCOUNT PARTS AND LABOR DIS DISCOUNT AMOUNT(S) APPLIED FOR CLIENT SATISFACTION

947 CPR 0.00
 MISC 10% LABOR DISCOUNT PER ADVISOR 0.00 0.00
 CLD
 MISC 10% PARTS DISCOUNT PER ADVISOR -66.10 -66.10
 CPD
 PARTS: 0.00 LABOR: 0.00 OTHER: -111.47 TOTAL LINE G: -45.37 -45.37

 -111.47

9513219232

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APPOINTMENTS: 951-688-3390

LABOR AMOUNT	
PARTS AMOUNT	
GAS, OIL, LUBE	
SUBLET AMOUNT	
MISC. CHARGES	
TOTAL CHARGES	
ADJUSTMENTS	
SALES TAX	
PLEASE PAY THIS AMOUNT	

WALTERS MERCEDES
3213 ADAMS ST
RIVERSIDE, CA 92504-4002
951 688-3332

Merchant ID: 010002329
Term ID: 7532

Sale

DEBIT

XXXXXXXXXX [REDACTED]

Entry Method: Swiped

Approved: Online Batch#: 000000

08/16/12 17:32:51

Debit Ref #: 982

Inv#: 00000048 Appr Code: 860236

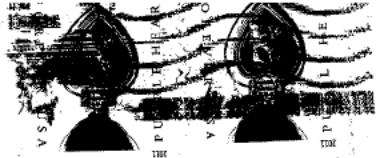
Total: \$ 1,042.11

Customer Cop:

THANK YOU

SN BERNARDINO CA 923

08 NOV 2012 PM 7 L



Riverside, CA

U.S. Department of Transportation
National Highway Traffic Safety Admin.
Office of Defects Investigation, NVS-210
1200 New Jersey Avenue SE.
Washington, DC 20077-9382

200779382

