

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)



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

MAY 22 2013
08-APR-2013

Repository

Reference No.
10507518

OWNER INFORMATION (Type or Print)

Name: [REDACTED]
Address: [REDACTED]
City: SAN FRANCISCO State: CA Zip Code: [REDACTED]

Daytime Telephone Number

Evening Telephone Number

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: 4JGAB54E31A [REDACTED]
Make: MERCEDES BENZ Model: ML320 Model Year: 2001
Date Purchased: Sep 2000 Dealer's Name and Telephone Number: MERCEDES SAN FRANCISCO (415) 673-2500 Engine: No: Cylinders: 6 Fuel Type: Gasoline
Original Owner: Dealer's City: San Francisco State: CA Zip Code: 94
Transmission Type: Antilock Brakes Cruise Control Powertrain: AUTOMATIC Multiple Failure: N/A Incident Date(s): 07-APR-2013

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: VISIBILITY/WIPER (PWS)
MOON ROOF TOP (GLASS) Failure Mileage: 55000 Failure Speed: 65 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: DOTMAL9ABC036): _____ 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 2001 MERCEDES-BENZ ML320. THE CONTACT STATED THAT WHILE DRIVING AT UNKNOWN SPEEDS, THE SUNROOF SUDDENLY SHATTERED. THE VEHICLE WAS NOT REPAIRED. THE MANUFACTURER WAS CONTACTED. THE FAILURE MILEAGE WAS NOT AVAILABLE.

Repaired via insurance - see attached insurance paperwork.

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)

On Sunday April 7th, at around 1:30pm, I was driving at the speed of 65 miles per hour on highway 101 near San Francisco International Airport, the sun roof exploded. I nearly lost control of my car. I had a clear vision, no vehicles near me.

I called Mercedes of San Francisco where I purchased the car brand new from them. I was told the damage was no longer covered under warranty. They have never heard of an incident as such. I later discover over the internet many customers have had same experience with their Mercedes. My car was repaired through car insurance with \$25000 deductible.

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

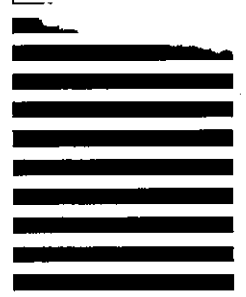
BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 1888

WASHINGTON, DC

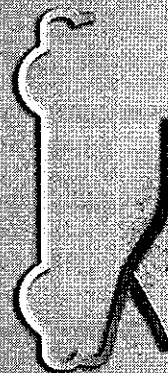
POSTAGE WILL BE PAID BY ADDRESSEE



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



DYNAMIC MOTORS, INC.
351 VALENCIA STREET
SAN FRANCISCO, CA 94103
PHONE:(415)621-6218 FAX:(415)621-6048
B.A.R. #AD 188778

*** PRELIMINARY SUPPLEMENT 1 ***

S1 04/16/2013
04/17/2013 09:33 AM

Owner

Owner: [REDACTED]
Address: [REDACTED]
City State Zip: SAN FRANCISCO, CA
Email: [REDACTED]

Home/Day: [REDACTED]

Cell: [REDACTED]

Control Information

Claim #: [REDACTED]
Loss Date/Time: 04/07/2013 05:00 AM
Deductible: \$250.00

Insured Policy #: XXXXX
Loss Type: Comprehensive

Ins. Company: Liberty Mutual
Address: 1750 HOWE AVE STE#550
City State Zip: Sacramento, CA 95813-9900

Work/Day: (800)565-5505
FAX: (866)916-7366

Insured: [REDACTED]
Address: [REDACTED]
Email: [REDACTED]

Home/Day: [REDACTED]

Claim Rep: Chairez

Inspection

Inspection Date: 04/16/2013 08:53 AM
Inspection Location: Home
City State Zip: San Francisco, CA [REDACTED]
Primary Impact: Roof
Driveable: Yes

Inspection Type: Field
Contact:

Secondary Impact:
Rental Assisted:

Assigned Date/Time:
First Contact Date/Time:

Received Date/Time: 04/15/2013 04:15 PM
Appointment Date/Time: 04/18/2013 05:00 AM

Company: WESTWIND AUTOMOTIVE
Address: 351 VALENCIA STREET
City State Zip: San Francisco, CA 94103
Email: nissim@westwindautomotive.com

Appraiser License #:
Work/Day: (415)621-6218
FAX: (415)621-6048
FAX:

Orig Appraiser Name: JOHN WALDSCHMIDT
Address:

Appraiser License #:
Work/Day: (510)815-2663

Repairer

Repairer: DYNAMIC MOTORS
Address: 351 VALENCIA STREET
City State Zip: SAN FRANCISCO, CA 94103

Contact: NISSIM NINIO
Work/Day: (415)621-6218
FAX: (415)621-6048

Remarks

*****SUPPLEMENT NOTICE*****

All supplements require prior approval by a Liberty Mutual Representative. Please email your supplement to FX866-513-6927@libertymutual.com and include the supplement estimate, photos, invoices and location of the vehicle (at shop or with customer). The subject line should include the claim #. You may also fax the supplement to 866-513-6927 or call in the in the supplement to 800-565-5505 x 85478.

*****ATTENTION*****

WE RESERVE THE RIGHT TO REFUSE OR DENY ANY SUPPLEMENT NOT NOT REQUESTED PRIOR TO REPAIRS BEING COMPLETED.

Both Materials & Labor for tint color and cover car are included operations within the Audatex database.
 Copy of appraisal emailed to vehicle owner.
 Old Damage: See Unrelated Prior

Vehicle

2001 Mercedes-Benz ML320 STD 4 DR Wagon
 6cyl Gasoline 3.2
 5 Speed Automatic

Lic.Plate: [REDACTED]
 Lic Expire:
 Prod Date:
 Veh Insp# :
 Condition:
 Ext. Color: DESERT SILVER PRL MET
 Ext. Refinish: Two-Stage
 Ext. Paint Code: DB693

Lic State: CA
 VIN: 4JGAB54E31A [REDACTED]
 Mileage: 55,125
 Mileage Type: Actual
 Code: 31803A
 Int. Color:
 Int. Refinish:
 Int. Trim Code:

Options - AudaVIN Information Received

AM/FM Stereo Tape	Air Conditioning	Alarm System
Aluminum/Alloy Wheels	Anti-Lock Brakes	Automatic Dimming Mirror
Bose Sound System	Center Console	Compact Disc Changer
Cruise Control	Dual Airbags	Dual Power Seats
Emergency S.O.S. System	Fog Lights	Garage Door Opener
Head Airbags	Heated Power Mirrors	Intermittent Wipers
Keyless Entry System	Leather Seats	Leather Steering Wheel
Lighted Entry System	Metallic Paint	Power Brakes
Power Door Locks	Power Moonroof	Power Steering
Power Windows	Privacy Glass	Rear Side Airbags
Rear Window Defroster	Rear Window Wiper/Washer	Rem Trunk-L/Gate Release
Roof/Luggage Rack	Side Airbags	Tachometer
Tilt Steering Wheel	Tinted Glass	Traction Control System
Trip Computer	Wood Interior Trim	

AudaVIN options are listed in bold-italic fonts

Damages

Line	Op	Guide	MC	Description	MFR.Part No.	Price	ADJ%	B%	Hours	R
1	EU	343		Glass Panel,Roof >> LKQ Northern California 866-605-7498 >> 2850 Viking Way >> Redding CA 96003	LIKE KIND & QUALITY	\$155.00	+25.00		0.7	SM

1 Items

Estimate Total & Entries

Other Parts		\$155.00	
Line Item Markup		\$38.75	
Parts & Material Total			\$193.75
Tax on Parts & Material	@ 8.750%		\$16.95

Labor	Rate	Replace Hrs	Repair Hrs	Total Hrs	
Sheet Metal (SM)	\$78.00	0.7		0.7	\$54.60
Mech/Elec (ME)	\$78.00				
Frame (FR)	\$78.00				
Refinish (RF)	\$78.00				
Paint Materials	\$30.00				

Labor Total	0.7 Hours	\$54.60
Gross Total		\$265.30
Less: Deductible		\$250.00-
Net Total		\$15.30
Less: Previous Net Total		\$15.30-
Net Supplement Total		\$0.00

Alternate Parts Y/00/00/00/00/00 CUM 00/00/00/00/00 Zip Code: 94103 Geo 94103
Recycled Parts Y/1/0 Zip Code: 94103 INV DATE: 04/17/2013

Audatex Estimating 6.0.925 S1 04/19/2013 09:07 AM REL 6.0.925 DT 04/01/2013 DB 04/15/2013
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THE REPAIR PARTS LISTED IN THIS ESTIMATE FOR THE REPAIR OF YOUR VEHICLE AS NON-OEM CRASH PARTS ARE NOT MANUFACTURED BY THE ORIGINAL MANUFACTURER OF YOUR VEHICLE. LIBERTY MUTUAL WARRANTS THE NON-OEM CRASH PARTS ARE AT LEAST EQUAL TO THE ORIGINAL EQUIPMENT MANUFACTURER PARTS IN TERMS OF LIKE KIND, QUALITY, SAFETY, FIT, AND PERFORMANCE. A NON-OEM CRASH PART MEANS A REPLACEMENT CRASH PART, AS DEFINED IN CA. ADMIN. CODE TIT. 10, § 2695.2, NAMELY ANY OF THE NONMECHANICAL SHEET METAL OR PLASTIC PARTS WHICH GENERALLY CONSTITUTE THE EXTERIOR OF A MOTOR VEHICLE, INCLUDING INNER AND OUTER PANELS.

SUPPLEMENT REQUESTS: FAX 866-513-6927 OR
EMAIL: FX866-513-6927@LIBERTYMUTUAL.COM
PLEASE INCLUDE PHOTOS OF THE SUPPLEMENTAL ITEMS.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. THE AFTERMARKET CRASH PARTS USED IN THE PREPARATION OF THIS ESTIMATE ARE WARRANTED BY THE MANUFACTURER OR DISTRIBUTOR OF SUCH PARTS RATHER THAN THE MANUFACTURER OF YOUR VEHICLE.