

INFORMATION Redacted PURSUANT TO THE FREEDOM OF



U.S. Department of Transportation
National Highway Traffic Safety Administration

INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6) FOR DATA COLLECTION ONLY 100148

Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

Date Received: 01-APR-2016
MAY 10 2016
Repository
Reference No. 10852989

OWNER INFORMATION (Type or Print)

Name: [Redacted]
Address: [Redacted]
City: DAVIDSONVILLE State: MD Zip Code: [Redacted]

Daytime Telephone Number: [Redacted]
Evening Telephone Number: [Redacted]
E-mail Address: [Redacted]

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: 4JGAB54E91A [Redacted]
Make: MERCEDES BENZ Model: ML320 Model Year: 2001
Date Purchased: [Redacted] Dealer's Name and Telephone Number: Herb Gordon 301 890 3030 Engine: No. Cylinders: 6 Fuel Type: GAS
Original Owner: Dealer's City: Silver Spring State: MD Zip Code: 20904
Transmission Type: Auto Antilock Brakes: Cruise Control: Powertrain: AWD Multiple Failure: ESP ABS BAS Incident Date(s): 01-FEB-2016

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Code: BRAKES (PWS) C1101 C1200 C1022 C1120 C1527 Failure Mileage: 150000 Failure Speed: 5 and up

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]
DOT No. (Example: DOTMAL9ABC036): [Redacted] Original Equipment: Prior Repair: Failure Location: [Redacted]
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]
Seat Type: [Redacted] Installation System: [Redacted]
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

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: [Redacted] Number of Deaths: [Redacted] 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. WHILE DRIVING 5 MPH, THE BRAKES APPLIED INDEPENDENTLY AND THE ABS LIGHT ILLUMINATED. THE FAILURE OCCURRED RANDOMLY. THE VEHICLE WAS NOT DIAGNOSED NOR REPAIRED. THE MANUFACTURER WAS NOT NOTIFIED OF THE FAILURE. THE FAILURE MILEAGE WAS APPROXIMATELY 150,000.

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.

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

on at least 7 occasions
the brakes where applied untill
car stopped without foot on brake
pedal and at different speeds

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**



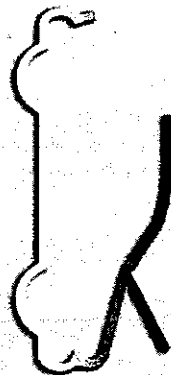
BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 1888 WASHINGTON, DC

POSTAGE WILL BE PAID BY ADDRESSEE

**US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
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

SERVICE CENTER INC

Service Invoice: [REDACTED]

Name	[REDACTED]	Company	[REDACTED]	Created	04/05/16	Year	2001
Address	[REDACTED]	Address 2	[REDACTED]	Time	3:17 PM	Make	MB
Home	Davidsonville, MD [REDACTED]	V.I.N. #	4JGAB54E91A [REDACTED] 163.154	Invoiced	04/07/2016	Model	ML320
Work	[REDACTED]	Engine #	112942 30 987287 662	Advisor	Jeff	Lic.#	[REDACTED]
Fax	[REDACTED]	TRANSMISS	722662 02 771106	Division	MB	NOTES	
				PO#		Color	040BLACK/261B
				Checked By	Jeff	Miles In	169,876
				Page#	1 of 2	Miles Out	169,878

Job Description

CUSTOMER STATES ABS KICKS IN ON ITS OWN WHEN DRIVING. BRAKES DON'T NEED TO BE APPLIED FOR IT TO HAPPEN. BAS/EAS LIGHT HAS BEEN INTERMITTENT OVER THE LAST FEW MONTHS. CUSTOMER HAS VISUALLY CHECKED THE WIRES TO THE ABS MODULE, AND SPRAYED WD40 INTO THE CONNECTOR, DIDN'T CHANGE ANYTHING. REPLACED BOTH FRONT WHEEL SPEED SENSORS WITH AFTERMARKET PARTS AND BRAKE LIGHT SWITCH WITH OE PART, AND NO CHANGE, MAYBE SLIGHTLY WORSE. CHECK AND ADVISE.

Only the SRS light was on at arrival. We test drove the vehicle about 2 miles and had no issues. We scanned for codes and found many in the traction control module:

- C1101 Right front speed sensor, electrical fault
- C1200 Stop lamp switch plausibility
- C1210 Brake fluid level switch, open or short circuit, check level
- C1022 CAN communication with engine system is faulty
- C1140 Steering angle sensor not initialized
- C1120 ESP yaw rate sensor signal cable open or short circuit
- C1527 Implausible ESP control, control time >15s

All of these faults were stored, but none current. We cleared all codes and went to drive it again. When backing out of the shop, the BAS light came on. When we rechecked codes, the C1120 Yaw rate sensor code was the only one that returned, and is not current. Recommend accessing the sensor to diagnose if it is the sensor or wiring.

We accessed the yaw sensor, which is underneath the center console. Connector and wires look ok, no damage noted. We monitored actual values and the yaw sensor reads between 25 and 48 with the vehicle sitting still, and changes very little when rocking the vehicle. The lateral acceleration sensor reads 0 when sitting still, and jumps a round quite a bit when rocking the vehicle. Recommend replacing yaw sensor.

A 002542 9418 A1635426340 Q02

Customer declined repairs and has chosen to drive the vehicle home as is. We have advised against driving it, as the brakes still have the possibility of locking up on him.

Line Total	330.75
3 Hours Labor	330.75
Parts	0.00
Sublets	0.00

24 Old South River Rd. | Edgewater, MD 21037
410.263.7444 | Fax 410.263.7827

WARRANTY: Parts and labor for 12 months from date of invoice on replacement parts, excludes adjustments, repaired parts, used parts, and damage due to neglect or abuse. LABOR RATE: \$110.25 PER FLAT RATE HOUR. There will be a \$25 fee on

Invoice Total	
Labor	\$330.75
Parts	\$0.00

Home Work Fax		V.I.N. #	4JGAB54E91A [REDACTED] 163.154	Division	MB	NOTES	040BLACK/261B
		Engine #	112942 30 987287 662	PO#		Color	
		TRANSMISS	722662 02 771106	Checked By	Jeff	Miles In	169,898
				Page#	1 of 1	Miles Out	169,903

Job Description

REPLACE YAW SENSOR WITH USED PART AND PROGRAM TO VEHICLE

Line Total	360.38
1.5 Hours Labor	165.38
Parts	195.00
Sublets	0.00

Sensor installed and programmed. All codes cleared. We test drove the vehicle and the ESP light remained off with no brake application.

Part Number	Description	QTY	Each	Total
003-542-23-18U	USED YAW SENSOR	1	195.00	195.00

Vacuumed front floor area. *Silver Star Extra*

Washed vehicle. *Silver Star Extra*

Both Right and Left front wheel sensors were replaced and stop switch \$ 200.00

SILVER STAR SERVICE
24 OLD SOUTH RIVER ROAD
EDGEWATER, MD. 21037
410-263-7444

Sale

XXXXXXXXXX [REDACTED]
ISA Entry Method: Chip

Total: \$ 384.35

4/12/16 16:49:29

nv #: [REDACTED] Appr Code: [REDACTED]

Approved: OnLine

ISA CREDIT

ID: [REDACTED]

VR: 00 80 00 80 00

SI: FC 00

Customer Copy

THANK YOU!

hrs from date of invoice on replacement parts, used parts, and damage due to neglect or abuse. RATE HOUR. There will be a \$25 fee on

If returned checks.

WHILE YOUR MOTOR VEHICLE IS ON THE PREMISES OF OUR AUTOMOTIVE REPAIR FACILITY, THE AUTOMOTIVE REPAIR FACILITY MAY NOT BE RESPONSIBLE FOR DAMAGE TO YOUR MOTOR VEHICLE UNDER CERTAIN CIRCUMSTANCES. YOU SHOULD ASK A REPRESENTATIVE OF OUR AUTOMOTIVE REPAIR FACILITY ABOUT THE EXTENT OF ITS RESPONSIBILITY, INCLUDING THE EXTENT OF THE INSURANCE COVERAGE OF THE AUTOMOTIVE REPAIR FACILITY.

Invoice Total	
Labor	\$165.38
Parts	\$195.00
Sublets	\$0.00
Supplies	\$11.58
Subtotal	\$371.96
Tax	\$12.39
Total	\$384.35