



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 ☐

15-OCT-2018

FEB 01 2019

Reference No.

11140453

OWNER INFORMATION (Type or Print)

Name

Address

City

AVENAL

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

4JGBB5GBXBA

Make

MERCEDES BENZ

Model

ML350

Model Year

2011

Date Purchased

9-26-12

Dealer's Name and Telephone Number

Songera Bakersfield, CA

Engine:

No: Cylinders 6

Fuel Type:

unlead

Original Owner

☐

Dealer's City

Bakersfield

State

CA

Zip Code

93

Transmission Type

☐ Antilock Brakes

Powertrain

☒ Cruise Control

Multiple Failure: Seat belt
air bag

Incident Date(s)

10/9/18

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 140000 AIR BAGS, 180000 VEHICLE SPEED CONTROL, 030000 BRAKES (PWS)

Failure Mileage

171,000

Failure Speed

5

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

N/A

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:

N/A

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

1

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* TAKATA RECALL. THE CONTACT OWNS A 2011 MERCEDES-BENZ ML350. THE CONTACT RECEIVED NOTIFICATION OF NHTSA CAMPAIGN NUMBER: 16V081000 (AIR BAGS). THE CONTACT CALLED THE DEALER (MERCEDES-BENZ OF BAKERSFIELD, 5600 GASOLINE ALLEY DR, BAKERSFIELD, CA 93313, (661) 451-1400) EVERY THIRTY DAYS TO DETERMINE WHEN THE PARTS WOULD BE SUPPLIED FROM THE MANUFACTURER. THE DEALER DID NOT KNOW WHEN THE PARTS WOULD BECOME AVAILABLE. THE CONTACT STATED THAT THE FAILURE WAS IDENTICAL TO WHAT WAS LISTED IN NHTSA CAMPAIGN NUMBER: 12E028000 (EQUIPMENT). THE CONTACT STATED THAT THE ACCELERATOR PEDAL WOULD BECOME STUCK AND WOULD NOT RELEASE PROPERLY WHEN NECESSARY; HOWEVER, IT WAS NOT THE FLOOR MAT THAT CAUSED THE FAILURE, AS NOTED IN THE RECALL CAMPAIGN. WHILE EXITING A CAR WASH TERMINAL, THE ACCELERATOR PEDAL FAILED TO RELEASE. THE CONTACT MANEUVERED THE BRAKE PEDAL AND CRASHED INTO A CONCRETE WALL. THE VEHICLE WAS NOT DIAGNOSED. THE VEHICLE WAS TOWED TO THE CONTACT'S RESIDENCE. THE DRIVER SUSTAINED CHEST PAINS, PAINS TO THE BREASTS, A BRUISED MOUTH THAT WAS BLEEDING, AND A HEAD INJURY. MEDICAL ATTENTION WAS REQUIRED. NONE OF THE AIR BAGS DEPLOYED. A POLICE REPORT WAS NOT FILED. THE INSURANCE COMPANY WAS NOTIFIED OF THE CRASH. THE MANUFACTURER WAS ALSO NOTIFIED. THE FAILURE MILEAGE WAS NOT AVAILABLE. VIN TOOL CONFIRMS PARTS NOT AVAILABLE.

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.