

U.S. Department
of TransportationNational 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

Date Received

09-MAY-2019

Repository ☐Reference No.
11206495

OWNER INFORMATION (Type or Print)

Name [REDACTED]

Address [REDACTED]

City BELLE MEAD

State NJ

Zip Code [REDACTED]

Daytime Telephone Number

[REDACTED]

E-mail Address

[REDACTED]

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

4JGBF7BE1BA [REDACTED]

Make

MERCEDES BENZ

Model

GL450

Model Year

2011

Date Purchased

Dealer's Name and Telephone Number

Engine:

No: Cylinders

Fuel Type:

Original Owner



Dealer's City

State

Zip Code

Transmission Type

☐ Antilock Brakes

Powertrain

Multiple Failure:

Incident Date(s)

02-MAY-2018

☐ Cruise Control

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Component Codes: 100000 POWER TRAIN, 116100 ELECTRICAL SYSTEM: IGNITION: SWITCH

Failure Mileage
60000

Failure Speed

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

Number of Deaths

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 2011 MERCEDES-BENZ GL450. THE CONTACT STATED THAT IT WOULD TAKE NUMEROUS ATTEMPTS TO START THE IGNITION. NO WARNING LIGHTS ILLUMINATED. OPEN ROAD MERCEDES-BENZ (1250 US-22, BRIDGEWATER TOWNSHIP, NJ 08807 (908) 685-0800) DIAGNOSED THAT THE IGNITION SWITCH NEEDED TO BE REPAIRED. THE VEHICLE WAS REPAIRED. THE MANUFACTURER WAS MADE AWARE OF THE FAILURE. THE FAILURE MILEAGE WAS 60,000.

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 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.

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11206495-----
Date: Wednesday, June 19, 2019 10:09:17 AM
Attachments: [11206495.pdf](#)

Questionnaire

From: [REDACTED]
Sent: Wednesday, June 19, 2019 8:14 AM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: FW: Follow up to ODI Complaint ----- 11206495-----

The complaint looks accurate, except I would like following additional information be added to the narrative:

The failure issue is same as noted by Mercedes Benz in their service campaign (<https://testing-public.carmd.com/Tsb/Download/97801/218390>). On the 3rd page, there is a reference to the "GL" model cars and the year, however my car wasn't noted in that campaign, which should've been. I went through quiet an inconvenience as a result personally and monetarily by M. Benz's failure accurately include my vehicle as part of this service campaign.

Thanks.

[Sent from Yahoo Mail on Android](#)

----- Forwarded Message -----

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
To: [REDACTED]
Cc:
Sent: Wed, Jun 19, 2019 at 6:15 AM
Subject: FW: Follow up to ODI Complaint ----- 11206495-----

Please see the attached copy of your recent complaint and instructions. Please make any necessary edits and return via email to dataquality@dot.gov or fax to (202) 366-1767. Due to the volume of complaints we receive and our limited resources, we cannot respond to every complaint.

NHTSA/Office of Defects Investigation