

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

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: Follow up to ODI Complaint ----- 11447496-----
Date: Friday, April 1, 2022 8:46:13 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Thursday, March 31, 2022 12:15 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: Fwd: Follow up to ODI Complaint ----- 11447496-----

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Please note, I have read the complaint and state no charges are needed. Please proceed with filing this complaint as appropriately necessary.

Thanks

[REDACTED]

Phone: [REDACTED]

Sent from my iPhone

Begin forwarded message:

From: "EVOQ (NHTSA)" <EVOQ@dot.gov>
Date: March 31, 2022 at 6:47:15 AM CDT
To: [REDACTED]
Subject: FW: Follow up to ODI Complaint ----- 11447496-----

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

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

FOR AGENCY USE ONLY 100148

Date Received

14-JAN-2022

Repository Reference No.
11447496**OWNER INFORMATION (Type or Print)**

Name		
Address		
City	State	ZIP Code
Valley Cottage	NY	

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 4JGBB86E27A		MAKE MERCEDES BENZ	Model ML350	Model Year 2007
Date Purchased	Dealer's Name and Telephone Number Mercedes-Benz of Nanuet 8456713156		Engine: 3.5 No: Cylinders 6	Fuel Type: GAS
Original Owner <input type="checkbox"/>	Dealer's City: Nanuet	STATE NY	ZIP Code 10954	
Transmission Type	<input type="checkbox"/> Antilock Brakes <input type="checkbox"/> Cruise Control	Powertrain ALL WHEEL DRIVE	Multiple Failure:	Incident Date(s) 14-DEC-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 110000 ELECTRICAL SYSTEM, 220000 SEATS	Failure Mileage 95000.0	Failure Speed
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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: DOTMAL 9ABC036)	<input type="checkbox"/> Original Requirement <input type="checkbox"/> 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), Injury(ies).)*

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Number of Persons Injured	Number of Deaths	Reported to Police N
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Narrative Description of Incident(s), Crash(es), 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).

The contact owns a 2007 Mercedes-Benz ML350. The contact stated that while driving the front driver seat caught on fire while the seat heater was on. The contact stated that the back part of the seat was smoking and he stopped the vehicle, exited, and noticed the back of his jacket and seat had a hole. The contact stated that he was not injured. The contact did not see flames. The contact stated that he put his hand on the hole to stop the smoke. The vehicle was towed to the dealer. The contact stated that the failure cause was not diagnosed as he only received an estimate to replace the seat and heating system. The vehicle was currently at the dealer for repairs. The manufacturer was notified of the failure however, no assistance was offered. The approximate failure mileage was 95,000. Consumer has stated warranty has expired. Heated seat coil and electric wires/assembly was the cause of fire.

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.