

U.S. Department
of TransportationNational Highway
Traffic Safety
Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire (VOQ)

NATIONWIDE 1-888-DASH-2-DOT

1-888-327-4236

www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY

258

Date Received

12-SEP-2000

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Reference No.

731192

Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? ☐ YES ☐ NO
 In the absence of an authorization, NHTSA WILL NOT provide your name and address to the vehicle manufacturer.

Signature of Owner

Date ____/____/____

VEHICLE INFORMATION

Vehicle Ident. No. (VIN) (located at front of vehicle or on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4JGAB54E1YA196999	MERCEDES BEN	ML320	2000	

Purchase Date 01-JUL-2000	Dealer's Name _____	Engine Size (CID/CC/L) _____	☐ Turbo ☐ Diesel ☐ Gas ☐ Fuel Injection
☒ New ☐ Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type ☐ Manual ☐ Automatic	Antilock Brakes ☒ Yes ☐ No	Restraint System ☒ 3-Point Belt ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☒ Yes ☐ No	Drive Train ☐ Front ☐ Rear ☒ 4-Wheel	Vehicle Type ☐ Car ☐ Van ☐ Minivan ☐ Other _____	Body Style ☐ Sport Vlt ☐ Truck ☒ Motorcycle ☐ 2-Door ☒ 4-Door ☐ Station wagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 04100000	Part Name(s) EMERGENCY PARKING BRAKE:MECHANICAL	Location ☐ Left ☐ Front ☐ Right ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No. of Failures	Date(s) of Failure(s) 01-SEP-2000 Mileage at Failure(s) 1910 Vehicle Speed at Failure(s) 2	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No

APPLICATION INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies) on the back of this form)

Crash ☐ Yes ☐ No	Fire ☐ Yes ☒ No	Number of Persons Injured 0	Number of Fatalities 0	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

THIS VEHICLE FREELY ROLLS IN REVERSE ON ANY STEEP INCLINE. I HAVE HAD VEHICLES THAT MIGHT DRIFT BACK ON A INCLINE, BUT THIS SUV FREELY ROLLS BACKWARDS. ANY AUTOMOBILE THAT MIGHT BE CLOSE BEHIND, YOU STAND THE GOOD CHANCE OF DRIFTING BACK INTO IT BEFORE YOU CAN ACCELERATE TO GO FORWARD. I FIND THE DANGER OF HOLDING MY VEHICLE WITH MY LEFT FOOT, KEEPING MY RIGHT FOOT ON THE ACCELERATOR TO SIMUTANEOUSLY ACCELERATE WHILE RELEASING THE BRAKE. THE MERCEDES DEALERSHIP STATES THIS IS NORMAL FOR THIS VEHICLE, IF IT IS THEN I WOULD THINK IT MIGHT ALSO BE A SAFETY ISSUE. I OWN A 1990 MERCEDES 300SEL AND I HAVE NEVER EXPERIENCED THIS TYPE OF PROBLEM. I LOOK FORWARD TO YOUR ANALYSIS OF THIS PROBLEM, MEANWHILE I WILL AVOID AS MANY INCLINES OF POSSIBLE.

CONTINUE ON BACK IF NEEDED

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.