



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

## Auto Safety Hotline

## Vehicle Owner's Questionnaire

NATIONWIDE 1-800-424-9393  
DC METRO AREA (202) 366-0123  
INTERNET: <http://www.nhtsa.dot.gov>

## FOR AGENCY USE ONLY 258

Date Received

18-JUN-2002

Od\_or \_\_\_\_\_  
rt\_dt \_\_\_\_\_  
pd\_rt \_\_\_\_\_  
rp\_lr \_\_\_\_\_

Reference No.

763201

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)<br><small>(Location at bottom of<br/>windshield and driver's side)</small><br><b>4JGAB54E1YA209895</b>                                                                                        |                                                                                           | Vehicle Make<br><b>MERCEDES BENZ</b>                                                                                                                                                                                             | Vehicle Model<br><b>ML320</b>                                                            | Vehicle Year<br><b>2000</b>                                                                                                                  | Current Odometer Reading                                                                                                                                                                                                                                        |
| Purchase Date<br><b>01-MAR-2001</b>                                                                                                                                                                                    | Dealer's Name _____                                                                       |                                                                                                                                                                                                                                  | Engine Size<br>(CID/CC/L) <b>V-6</b>                                                     | <input type="checkbox"/> Turbo<br><input type="checkbox"/> Diesel<br><input type="checkbox"/> Gas<br><input type="checkbox"/> Fuel Injection |                                                                                                                                                                                                                                                                 |
| <input type="checkbox"/> New <input checked="" type="checkbox"/> Used                                                                                                                                                  | City _____ State _____ Zip Code _____                                                     |                                                                                                                                                                                                                                  | No Cylinders _____                                                                       |                                                                                                                                              |                                                                                                                                                                                                                                                                 |
| Transmission Type<br><input type="checkbox"/> Manual<br><input type="checkbox"/> Automatic                                                                                                                             | Antilock Brakes<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Restraint System<br><input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt<br><input type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Bel<br><input type="checkbox"/> Passengerside Airbag | Cruise Control<br><input checked="" type="checkbox"/> Yes<br><input type="checkbox"/> No | Drive Train<br><input type="checkbox"/> Front<br><input type="checkbox"/> Rear<br><input checked="" type="checkbox"/> 4-Wheel                | Vehicle Type<br><input type="checkbox"/> Car <input type="checkbox"/> Sport Util<br><input type="checkbox"/> Van <input type="checkbox"/> Truck<br><input type="checkbox"/> Minivan <input type="checkbox"/> Motorcycle<br><input type="checkbox"/> Other _____ |
| Body Style<br><input type="checkbox"/> 2-Door<br><input type="checkbox"/> 4-Door<br><input type="checkbox"/> Stationwagon<br><input type="checkbox"/> Pick Up Truck<br><input checked="" type="checkbox"/> Other _____ |                                                                                           |                                                                                                                                                                                                                                  |                                                                                          |                                                                                                                                              |                                                                                                                                                                                                                                                                 |

## FAILED COMPONENT(S)/PART(S) INFORMATION

|                                                        |                                                                                               |                                                                                                                                          |                                                                                            |
|--------------------------------------------------------|-----------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------|
| Component<br><b>05100000<br/>06130000<br/>06135000</b> | Part Name(s)<br><b>ENGINE<br/>FUEL:FUEL LINES FITTINGS AND PUMP<br/>FUEL:FUEL FILTER LINE</b> | Location<br><input type="checkbox"/> Left <input type="checkbox"/> Right<br><input type="checkbox"/> Front <input type="checkbox"/> Rear | Failed Part's<br><input type="checkbox"/> Original<br><input type="checkbox"/> Replacement |
| No of Failure<br><b>5</b>                              | Date(s) of Failure(s) <b>24-APR-2002</b>                                                      | Failed Part(s)<br><input type="checkbox"/> Yes <input type="checkbox"/> No                                                               | NHTSA Previously<br><input type="checkbox"/> Yes <input type="checkbox"/> No               |
|                                                        | Mileage at Failure(s) <b>30111</b>                                                            |                                                                                                                                          |                                                                                            |
|                                                        | Vehicle Speed at Failure(s) <b>0</b>                                                          |                                                                                                                                          |                                                                                            |

## APPLICATION INCIDENT INFORMATION

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

|                                                                   |                                                                             |                           |                      |                          |                                                                                           |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|--------------------------|-------------------------------------------------------------------------------------------|
| Crash<br><input type="checkbox"/> Yes <input type="checkbox"/> No | Fire<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No | Number of Persons Injured | Number of Fatalities | Estimated Property Damag | Reported to Police<br><input type="checkbox"/> Yes <input checked="" type="checkbox"/> No |
|-------------------------------------------------------------------|-----------------------------------------------------------------------------|---------------------------|----------------------|--------------------------|-------------------------------------------------------------------------------------------|

## NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

ON 04/24/02 MY CAR STARTED STALLING OUT AND NOT STARTING. IT WAS TOWED TO THE NEAREST DEALERSHIP. THE FUEL PUMP, FUEL LINE, AND FUEL FILTER WERE REPAIRED BY 04/25/02. A TERRIBLE FUEL SMELL TOOK OVER THE CAR AND I RETURNED IT ON 04/26/02. IT WAS REPAIRED AND RETURNED TO ME ON 4/30/02. IT STARTED BREAKING DOWN AGAIN ON 05/05/02 AND I TOOK IT IN ON 05/06/02. THEY HAD IT FOR 10 DAYS (UNTIL 05/16/02) AND IT BROKE DOWN OUT OF TOWN ON 05/25/02 WHERE IT REMAINED FOR 21 DAYS (UNTIL 06/15/02). IT THEN BROKE DOWN ON THE DRIVE HOME (05/15/02) AND I TOOK IT TO THE SHOP TWO DAYS LATER (05/17/02, DEALERSHIP CLOSED). ALL OF THE PROBLEMS ARE DIRECTLY RELATED TO THE FUEL INJECTORS, FUEL PUMP AND THE ENTIRE SYSTEM RELATED TO THIS BUT I HAVE

CONTINUE ON REVERSE

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.