

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 130

Date Received

06-JUL-2000

Od_or _____
rt_dt _____
od_rt _____
up_ltr _____

Reference No.

864885

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.) <small>(located at bottom of windshield or driver's side)</small>	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4JGAB72E6XA113824	MERCEDES BEN	M CLASS	1999	

Purchase Date	Dealer's Name _____	Engine Size (CID/CCL) _____	<input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
<input checked="" type="checkbox"/> New <input type="checkbox"/> Used	City _____ State _____ Zip Code _____	No. Cylinders _____	

Transmission Type <input type="checkbox"/> Manual <input type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input type="checkbox"/> 3-Point Belt <input type="checkbox"/> Driver Side Airbag <input type="checkbox"/> Passenger Side Airbag <input type="checkbox"/> Inert Inert <input type="checkbox"/> 2-Point Belt	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input type="checkbox"/> 4-Wheel	Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input type="checkbox"/> Sport Util Truck <input type="checkbox"/> Motorcycle	Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Station Wagon <input type="checkbox"/> Pick Up Truck <input type="checkbox"/> Other
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 10220000	Part Name(s) VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR	Location <input type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
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No. of Failures	Date(s) of Failure(s) _____ Mileage at Failure(s) _____ Vehicle Speed at Failure(s) _____	Failed Part(s) Available? Yes No	NHTSA Previously Contacted? Yes No
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APPLICATION INCIDENT INFORMATION


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

Crash <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities	Estimated Property Damage	Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)**DESIGN DEFECT IN SIDE REARVIEW MIRRORS. IT WILL NOT EXTENDED FAR ENOUGH UP AND OUTWARDS, CAUSING POOR VISIBILITY.*AK**

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.

 DOT Auto Safety Hotline Vehicle Owner's Questionnaire (VOQ) U.S. Department of Transportation National Highway Traffic Safety Administration NATIONWIDE 1-888-DASH-2-DOT 1-888-327-4236 www.nhtsa.dot.gov/hotline		FOR AGENCY USE ONLY 160 Date Received <u>00 AUG -2 AM 1</u> <u>06-JUL-2000</u> OFFICE DEFECTS INVESTIGATION Reference No. <u>864885</u> Work Number _____ Home Number _____	
OWNER INFORMATION (Type or Print) [Redacted]			
Do you authorize NHTSA to provide a copy of report to the manufacturer of your vehicle? In the absence of your signature, please provide your name and address to the vehicle manufacturer. <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO Signature of Owner [Redacted] Date <u>7/25/00</u>			
VEHICLE INFORMATION			
Vehicle Ident. No. (VIN) (Located at bottom of windshield on driver's side) <u>4JGAB72E6XA113824</u>	Vehicle Make <u>MERCEDES BENZ</u>	Vehicle Model <u>M CLASS</u>	Vehicle Year <u>1999</u> Current Odometer Reading _____
Purchase Date <u>5/23/99</u> <input checked="" type="checkbox"/> New <input type="checkbox"/> Used	Dealer's Name <u>CALABASAS MOTOR CARS</u> City <u>CALABASAS</u> State <u>CA</u> Zip Code <u>91302</u>		Engine Size (CID/CC/L) <u>4.4 L</u> No. Cylinders <u>8</u> <input type="checkbox"/> Turbo <input type="checkbox"/> Diesel <input checked="" type="checkbox"/> Gas <input type="checkbox"/> Fuel Injection
Transmission Type <input type="checkbox"/> Manual <input checked="" type="checkbox"/> Automatic	Antilock Brakes <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	Restraint System <input checked="" type="checkbox"/> 3-Point Belt <input type="checkbox"/> Motorbelt <input checked="" type="checkbox"/> Driverside Airbag <input type="checkbox"/> 2-Point Belt <input checked="" type="checkbox"/> Passengerside Airbag	Cruise Control <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No Drive Train <input type="checkbox"/> Front <input type="checkbox"/> Rear <input checked="" type="checkbox"/> 4-Wheel Vehicle Type <input type="checkbox"/> Car <input type="checkbox"/> Van <input type="checkbox"/> Minivan <input type="checkbox"/> Other <input checked="" type="checkbox"/> Sport Utl <input type="checkbox"/> Truck <input type="checkbox"/> Motorcycle Body Style <input type="checkbox"/> 2-Door <input type="checkbox"/> 4-Door <input type="checkbox"/> Stationwagon <input type="checkbox"/> Pick Up Truck <input checked="" type="checkbox"/> Other <u>SVU</u>
FAILED COMPONENT(S)/PART(S) INFORMATION			
Component <u>10220000</u>	Part Name(s) <u>VISUAL SYSTEMS:MIRRORS:REARVIEW:EXTERIOR</u>	Location <input checked="" type="checkbox"/> Left <input type="checkbox"/> Front <input type="checkbox"/> Right <input type="checkbox"/> Rear	Failed Part(s) <input type="checkbox"/> Original <input type="checkbox"/> Replacement
No. of Failures	Date(s) of Failure(s) Mileage at Failure(s) Vehicle Speed at Failure(s)	Failed Part(s) Available? <input type="checkbox"/> Yes <input type="checkbox"/> No	NHTSA Previously Contacted? <input type="checkbox"/> Yes <input checked="" type="checkbox"/> 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 <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Fire <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	Number of Persons Injured	Number of Fatalities
Estimated Property Damage		Reported to Police <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	
NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)			
DESIGN DEFECT IN SIDE REARVIEW MIRRORS. IT WILL NOT EXTENDED FAR ENOUGH UP AND OUTWARDS, CAUSING POOR VISIBILITY.*AK <i>The drivers side sideview mirror lacks adjustment necessary for safe usage. As a 6' tall driver I see the rear door and door handle. Also the height to see cars is at bumper/guilla height. The lack of adjustment causes a "major" blind spot along the side of the vehicle. We have had numerous close</i>			
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 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.			



June 24, 1999

Mr. Mike Jackson
Mercedes Benz NA
1 Mercedes Drive
Montvale, N.J. 07645

Dear Mr. Jackson:

I took delivery of a new 1999 ML430 in May from a local dealer in Southern California with the expectation that a safety design defect would be remedied within a reasonable time.

I am writing to you, directly, as I want to insure the design problem gets to a high enough person in your organization to insure that appropriate priority and urgency is placed on its cure. The problem stems from the lack of adjustment range on the drivers side, side view mirror. With the driver's seat in the full back position and the mirror in the full "outward" position, the driver's view is centered on the "rear door handle". The mirror does not allow adjustment to cover the blind spot next to and to the rear of the vehicle, which is the reason side view mirrors were invented in the first place!

As a point of information, we checked several other vehicles at the dealer and the problem was universal. I delayed accepting delivery for two weeks until a Regional Representative could meet me at the dealer. He acknowledged the problem, informed me that they had heard the complaint before and that Mercedes needs to conform to some "federal guideline on side view mirror specifications". (I have not checked these guide lines with NHTSA as yet). Also, for your information I am of fairly average size: 6' tall, 185 pounds, so unique size is not an issue.

With Mercedes great emphasis on safety in the design of their vehicles, I am quite sure "a fix" can be orchestrated in an expeditious manner, and, given this emphasis on safety, that it is needed to avoid unnecessary accidents.

This is my first Mercedes Benz and I must sadly admit that my "initial customer impression" (as J.D. Powers would say) has not been at all positive. I am sure that this impression has been exacerbated by the coincidental fact that I purchased my first BMW, a 5 series, one month prior! The BMW was delivered

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in perfect shape, properly prepped (the Mercedes was back within three days for numerous repairs) and just a much more professional delivery. Hopefully this initial impression will change with time.

I trust that I can count on you and your experienced organization to correct the problem in the very near future. I look forward to hearing from Mercedes Benz shortly.

Very truly yours,

[REDACTED]

PS: The vehicle is registered at my primary residence in Incline Village, NV. However, I am easier to contact at my home at [REDACTED]. Due to some internal political issues at Mercedes the dealer for Northern Nevada is not permitted to sell or service M Class vehicles.
VIN# 4JGAB72E6XA113824



Mercedes-Benz

Mercedes-Benz USA, Inc.
Client Assistance Center

July 12, 1999

[REDACTED]

Subject: Model 1999 ML430
Serial No. 4JGAB72E6XA113824

Dear Mr. [REDACTED]

Thank you for your recent correspondence.

We regret to learn of your disappointment with the driver's rearview mirror on your ML430.

Immediately after receiving your letter, we contacted our Regional Manager, Dan Berberian, as well as our Safety Engineering Department for review.

Our Safety Engineering Department confirms that the ML430 driver's outside rearview mirror meets all the requirements of the Federal Motor Vehicle Safety Standard 111 for rearview mirrors. (This standard specifies requirements for the performance and location of rearview mirrors, including field of view requirements for the driver's outside rearview mirror).

It is our understanding that Mr. Berberian has been in contact with you to review this issue. As you are aware, he has confirmed that the driver's outside rearview mirror in your vehicle performs as designed and that at this time, we cannot offer any further adjustment (such as you suggest).

Mr. [REDACTED], while we recognize your concern, we solicit your understanding that we are unable to alter the vehicle to meet your personal needs.

Sincerely,

Denise Nowicky
National Client Assistance Representative