

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 118

Date Received

13-OCT-2000

 Od_or _____
 Rt_dt _____
 od_rt _____
 up_ltr _____

Reference No.

872945

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 windshield or driver's side) 4JGAB54E3YA167696	Vehicle Make MERCEDES BENZ	Vehicle Model ML320	Vehicle Year 2000	Current Odometer Reading
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Purchase Date	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 ☐ Motorbell ☐ Driverside Airbag ☐ 2-Point Belt ☐ Passengerside Airbag	Cruise Control ☐ Yes ☒ No	Drive Train ☐ Front ☐ Rear ☐ 4-Wheel	Vehicle Type ☐ Car ☐ Sport Ult ☐ Van ☐ Truck ☐ Minivan ☐ Motorcycle ☐ Other _____	Body Style ☐ 2-Door ☐ 4-Door ☐ Stationwagon ☐ Pick Up Truck ☐ Other _____
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FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☐ Original ☐ Replacement
No of Failures	Date(s) of Failure(s) 10-OCT-2000 Mileage at Failure(s) 3700 Vehicle Speed at Failure(s) _____	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	Number of Fatalities	Estimated Property Damage	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT 65 MPH ENGINE STALLED. AFTERING SHIFTING TO NEUTRAL DRIVER WAS ABLE TO RESTART THE ENGINE. VEHICLE WAS SHIFTED BACK TO DRIVE, TRANSMISSION WOULD NOT REENGAGE. DRIVER HAD TO SLOWDOWN TO A STOP BEFORE TRANSMISSION WOULD REENGAGE IN DRIVE AGAIN. DEALERSHIP HAS NOT BEEN CONTACTED ABOUT THE PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION. AK

CONTINUED ON BACK (11888)

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.



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OFFICE

DEFECTS INVESTIGATION

Od_or

rt_dt

od_rt

up_ltr

Reference No.

872945

Work Number

Home Number

OWNER INFORMATION (Type or Print)

646377

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 bottom of windshield on driver's side)	Vehicle Make	Vehicle Model	Vehicle Year	Current Odometer Reading
4JGAB54E3YA167696	MERCEDES BENZ	ML320	2000	3940

Purchase Date

7-20-2000

Dealer's Name Sears Imported Autos, Inc.

Engine Size

3.2 L

(CID/CC/L)

☐ Turbo☐ Diesel☒ Gas☒ Fuel Injection☒ New ☐ UsedCity Minnetonka State Mn. Zip Code 55305

No Cylinders

6

Transmission Type

☐ Manual☒ Automatic

Antilock Brakes

☒ Yes☐ No

Restraint System

☒ 3-Point Belt☐ Motorbelt☒ Driverside Airbag☐ 2-Point Belt☒ Passengerside Airbag☒ Side Airbags

Cruise Control

☒ Yes☐ No

Drive Train

☐ Front☐ Rear☒ 4-Wheel

Vehicle Type

☐ Car☐ Van☐ Minivan☐ Other☒ Sport Utl☐ Truck☐ Motorcycle

Body Style

☐ 2-Door☒ 4-Door☐ Stationwagon☐ Pick Up Truck☐ Other

FAILED COMPONENT(S)/PART(S) INFORMATION

Component 07300000	Part Name(s) POWER TRAIN:TRANSMISSION:AUTOMATIC	Location ☐ Left ☐ Right ☐ Front ☐ Rear	Failed Part(s) ☒ Original ☐ Replacement
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No of Failures

1

Date(s) of Failure(s) 10-OCT-2000Mileage at Failure(s) 3700Vehicle Speed at Failure(s) 65 mph

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 <u>0</u>	Number of Fatalities <u>0</u>	Estimated Property Damage <u>0</u>	Reported to Police ☐ Yes ☒ No
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NARRATIVE DESCRIPTION OF FAILURE(S), INCIDENT(S), INJURY(IES)

WHILE DRIVING ABOUT 65 MPH ENGINE STALLED. AFTERING SHIFTING TO NEUTRAL DRIVER WAS ABLE TO RESTART THE ENGINE. VEHICLE WAS SHIFTED BACK TO DRIVE, TRANSMISSION WOULD NOT REENGAGE. DRIVER HAD TO SLOWDOWN TO A STOP BEFORE TRANSMISSION WOULD REENGAGE IN DRIVE AGAIN. DEALERSHIP HAS ~~NOT~~ BEEN CONTACTED ABOUT THE PROBLEM. PLEASE PROVIDE ANY FURTHER INFORMATION.*AK

I have subsequently, purposefully to simulate the engine failure, shut the engine off during a drive on a quiet street at a speed about 25 mph. Again I shifted to neutral, restarted the engine and shifted to drive. Again the transmission would not reengage until coming to a complete stop, then shifting (over)

CONTINUE ON BACK IF NEEDED

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Fold to show Return Address (no stamp needed) Fasten with tape or staple and mail

INFORMATION ON TIRE FAILURE(S) (IF APPLICABLE)

TIRE IDENTIFICATION NO.*

D O T

MANUFACTURER/TIRE NAME

SIZE

* The identification number consists of 7 to 10 letters and numerals following the letters DOT. It is usually located near the rim flange on the side opposite the whitewall or on either side of a blackwall tire.

NARRATIVE DESCRIPTION (CONTINUED)

to park, then back to drive. After doing this procedure the transmission reengaged and seems to operate normally.

There is no transmission or drive power until coming to a complete stop. The vehicle is freewheeling in no gear until stopped.

Both the fact that the first incident happened on a busy freeway, and that the transmission was of no value to use in vehicle control presented quite serious concerns.

Also, since contacting NHTSA I have contacted our service manager at Maplewood Imports, Maplewood, Mn., and discussed this with him. He said he had no knowledge that this was a problem.

☆ U.S.G.P.O. 1982-623-897/8009

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

400 Seventh St., S.W.
Washington, D.C. 20580

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Penalty for Private Use \$300

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National Highway Traffic Safety Administration
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Washington, DC 20590

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