



U.S. Department of Transportation  
National 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 100192

Date Received

Repository

04-DEC-2003

Reference No.  
10050113

ADD TO 10050113  
Assign to Arman  
1/6/04

OWNER INFORMATION (Type or Print)

Name: [Redacted]  
Address: [Redacted]  
City: NEW ROCHELLE State: NY Zip Code: [Redacted]

Daytime Telephone Number: [Redacted] E-mail Address: [Redacted]

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle?  YES  NO  
In the absence of an authorized signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.  
Signature of Owner: [Redacted] Date: 12/1/03

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WDBRF61J13 [Redacted]  
Make: MERCEDES BENZ Model: 240 Model Year: 2003  
Date Purchased: December 2002 Dealer's Name and Telephone Number: Mercedes Benz of Vehicle Plans 974 949-4000  
Original Owner:  Dealer's City: NEW YORK State: NY Zip Code: 10606  
Transmission Type: [Redacted]  Antilock Brakes Powertrain: [Redacted]  Cruise Control  
Vehicle Component Code: 110000 ELECTRICAL SYSTEM  
Multiple Failure: 1 \*See during repair

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s): [Redacted] Failure Mileage: 10200 Failure Speed: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make: [Redacted] Tire Model (Name or Number): [Redacted] Tire Size (Example P215/65R15): [Redacted]  
DOT No. (Example: DOTM19ABC036): [Redacted]  Original Equipment Prior Repair Failure Location: [Redacted]  
Tire Component Code: [Redacted] Tire Failure Type: [Redacted]

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make: [Redacted] Date Manufactured: [Redacted] Model No./Name: [Redacted]  
Seat Type: [Redacted] Installation System: [Redacted]  
Child Seat Component Code: [Redacted] Failed Part: [Redacted]

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the incident(s), failure(s), crash(es), and injury(ies).)

Crash:  Yes  No Fire:  Yes  No Number of Persons Injured: 0 Number of Deaths: 0 Reported to Police:  Yes

Narrative Description of Incident(s), Crash(es), and 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).

VEHICLE EXPERIENCED BRAKE PROBLEMS, ELECTRICAL ISSUES, AND CATALYTIC CONVERTER. VEHICLE WAS IN AN ACCIDENT RESULTING IN \$7500.00 DOLLARS IN DAMAGES. MERCEDES WANTED TO GIVE THE OWNER A NEW VEHICLE, BUT WANTED \$4000.00 DOLLARS IN EXCHANGE BECAUSE OF TIME OWNED. PROVIDE FURTHER DETAILS. \*PH # SEE MY ATTACHED LETTER TO THE CEO

MR Hagita dated August 20, 2003. In addition to the sending the letter, I had to repair the starter and the transmission & the brakes again. The Brakes & electric car systems were repaired more than 4 times. It appeared to be the case, I will not drive the car ever again. The car is NO life - (S)

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.

Narrative Description of Incident(s), Failure(s), Crash(es), and Injury(ies)

On October 10th the car was in an accident due to the fuel  
function of the tank. The car was going 20 MPH speed  
and the damage cost was 7500.00 by the car. The driver at  
50 MPH I would be dead. (See number 10043973) The driver  
took the car to several times and the car was  
the car is a Dodge and should be taken by the car  
before some is killed or by the car. The car  
my resolution is I know I will not use the car  
again. I will not use the car again. I will not  
use the car again. I will not use the car again.  
On the other side of the 10043973 same year and model  
with my name and take a picture of the car  
for the safety of others.

ATTACH ADDITIONAL SHEETS IF NECESSARY

U.S. Department  
of Transportation

National Highway  
Traffic Safety  
Administration

400 Seventh St., S.W.  
Washington, D.C. 20590

Official Business  
Penalty for Private Use \$300



NO POSTAGE  
NECESSARY  
IF MAILED  
IN THE  
UNITED STATES

**BUSINESS REPLY MAIL**

FIRST CLASS PERMIT NO 73173 WASHINGTON, D.C.

POSTAGE WILL BE PAID BY NATL. HWY. TRAFFIC SAFETY ADMIN.

U.S. Department of Transportation  
National Highway Traffic Safety Administration  
Office of Defects Investigation, NVS-216  
400 7th Street, SW  
Washington, DC 20590



**VEHICLE  
OWNER'S  
QUESTIONNAIRE**

**DOT AUTO SAFETY HOTLINE**

TO REPORT VEHICLE SAFETY DEFECTS  
COMPLETE THIS FORM  
OR

**DASH2DOT**

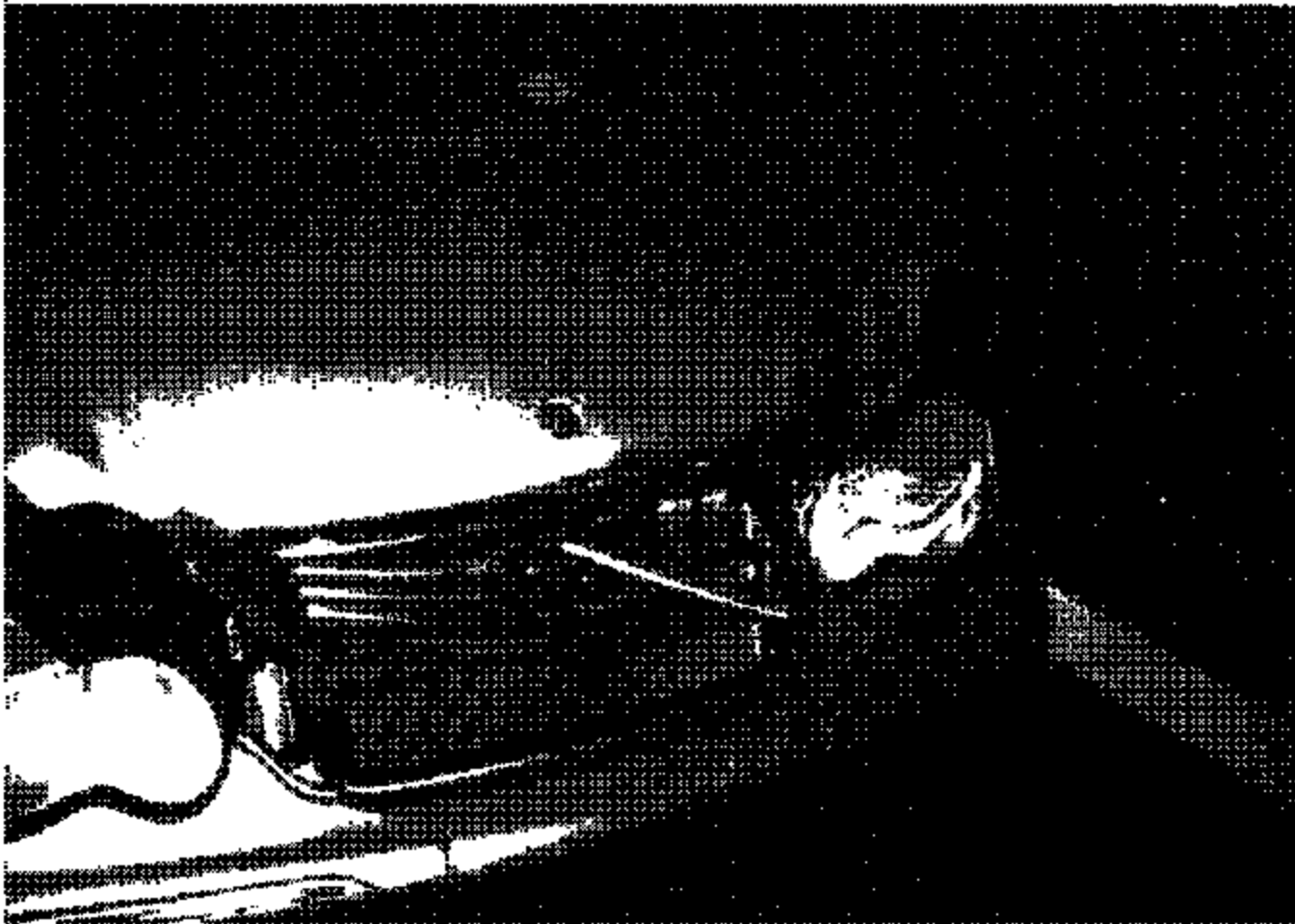
and dial toll free at

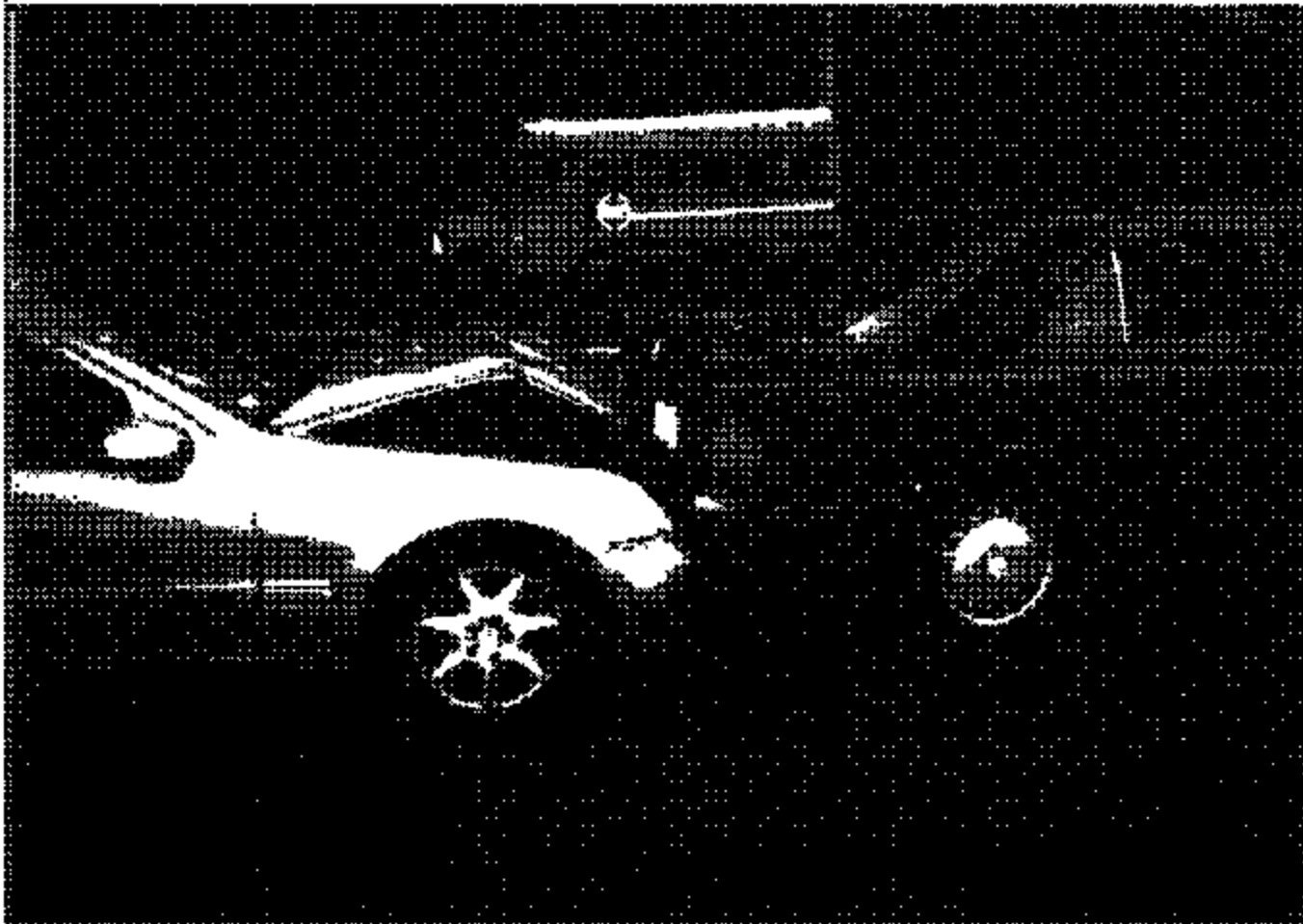
**1-888-DASH-2-DOT**  
**1-888-327-4238**

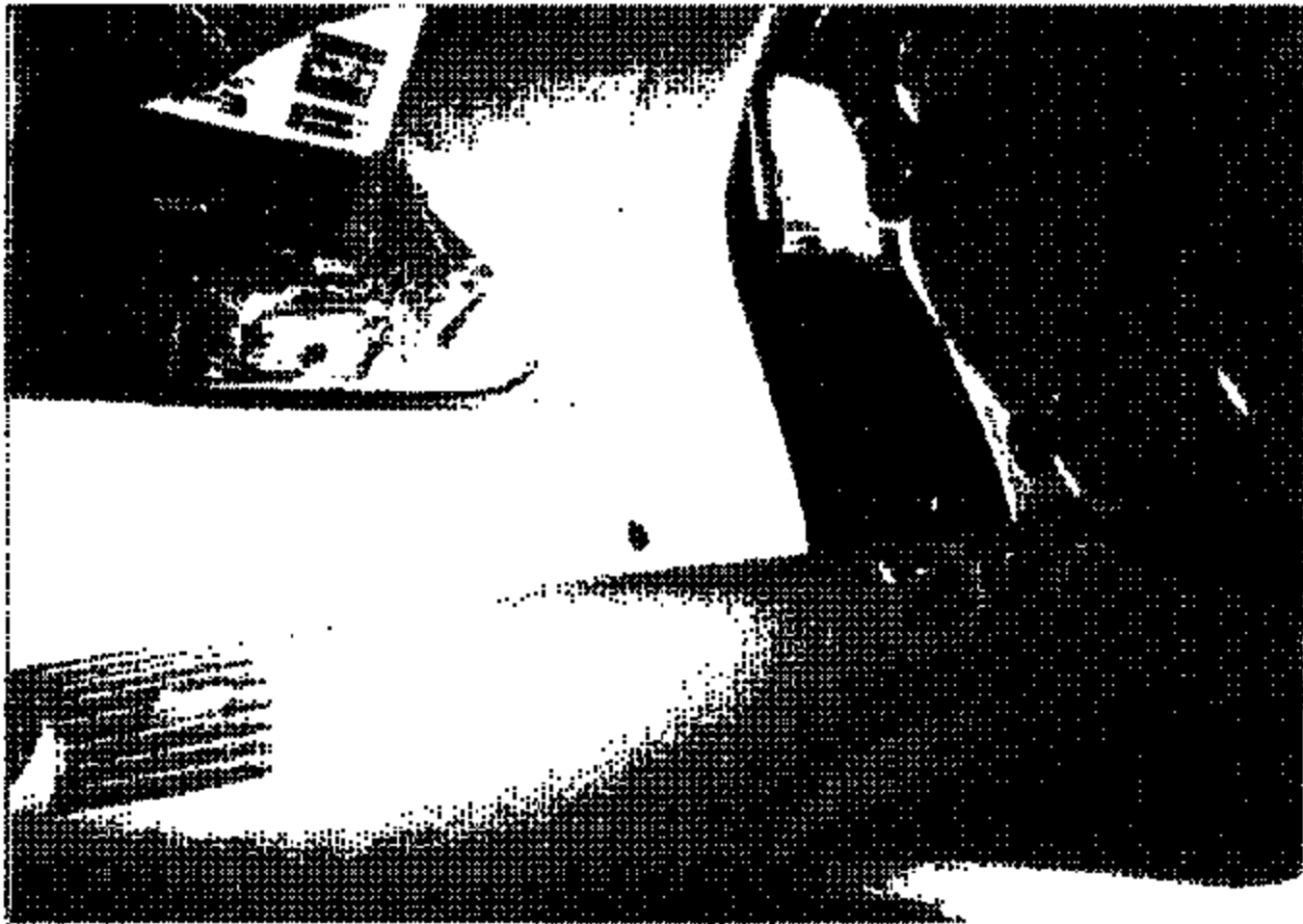
DOT Auto Safety Hotline  
(DASH) 2 DOT



U.S. Department of Transportation  
National Highway Traffic Safety  
Administration  
<http://www.nhtsa.gov>













## Office of Defects Investigation

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[Defect Investigations](#)

[Recalls](#)

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- » Equipment Manufacturer
- » Low Volume Manufacturer

**Sitemap**

**Contact**

1-888-DASH-2-DOY  
(1-888-327-4236)

### Request Preview - Step 1 of 2

[Help](#)

TYPE : VEHICLE
YEAR : 2003
MAKE : MERCEDES BENZ
MODEL : 240

Make : MERCEDES BENZ Model : 240 Year : 2003

Crash : No Fire : No Number of Injuries : 0

ODI ID Number : 10043973 Date of Failure: August 21, 2003 [Remove](#)

Component: SERVICE BRAKES, HYDRAULIC:ANTLOCK

[Continue](#)

[Update Items](#)

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New York State Dispute Resolution Association, Inc.

255 River Street, Troy, NY 12180-3215

Phone: 518-687-2240

Fax: 518-687-2245

Web: [www.nysdra.org](http://www.nysdra.org)

Email: [nysdra@nysdra.org](mailto:nysdra@nysdra.org)

December 2, 2003

[REDACTED]  
New Rochelle, NY [REDACTED]

RE: Attorney General's Case #32049  
Thompson v. Mercedes-Benz

Dear Ms. [REDACTED]

This is to acknowledge receipt of a New York Lemon Law Request for Arbitration form from the Attorney General's office on **December 2, 2003**.

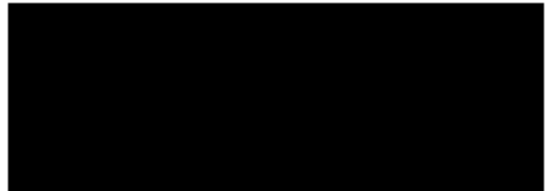
The administrative fee of \$250.00 is now due. In order to proceed with your case, this fee must be received in our office within thirty (30) days from the date of this letter. **Please make your check or money order payable to the New York State Dispute Resolution Association, Inc. and mail it to our office at 255 River Street, 4<sup>th</sup> Floor, Troy, NY, 12180.**

Sending your payment to a location other than the address provided will delay the processing of your case. **Please indicate the case number on your check or money order.**

Once payment is received, your case will be assigned to the dispute resolution program located in your county of residence. **Please notify our office in the event you withdraw or settle your case.**

If you have any questions, please feel free to call me, toll free, at 1-(888) 825-3656 (82-LEMON).

Sincerely,  
[REDACTED]



# Mercedes-Benz

Mercedes-Benz of White Plains

September 16, 2003

[REDACTED]

I am pleased to present you with this confirmation of our 9/1/2003 discussion.

Mercedes-Benz of North America will be providing you the following:

- 1) A new 2004 Mercedes-Benz C240 sedan equipped as follows:

- Pewter Silver Exterior
- Charcoal Leather Inserts
- Command System w/o Cassette
- Factory Installed CD Changer
- Heated Front Seats
- Sunroof Package

- 2) Installation of a new LoJack

You will be required:

- 1) To pay \$2016.00
- 2) To pay for the transfer of plates
- 3) To keep your current car in good running condition i.e. no damage, good tires, brakes, etc.

You will however not be penalized for any additional miles. We anticipate the arrival of your vehicle around the 15<sup>th</sup> of November 2003.

Thank you for choosing White Plains Mercedes-Benz. We look forward to seeing you in November.

Sincerely,

[REDACTED]

September 29, 2003

RE: 2003 C Class Mercedes-

Dear [REDACTED]

I write in response to your letter of September 16<sup>th</sup> and accept the terms upon the following concessions. I brought my car into your office for servicing 1 time and to the Greenwich office 6 times. I looked-up the mileage on Map quest. To your office it was 11.26 miles each way and to the Greenwich office it was 13.29 miles each way. Total number of miles to your location was 22.52 and to the Greenwich location was 26.58 times 6, when computed it totaled 182 miles. In Addition, I did not purchase the car with zero miles. Once these miles are adjusted as per the Lemon Law. I followed-up with the State to discuss my rights before addressing this matter and I was advised that I am within my rights to expect such an adjustment that these miles should be factored out. I will accept your decision with this modification as per the Lemon Law and await your written reply to this matter, I can be reached at [REDACTED]

Sincerely yours,

[REDACTED]

December 5, 2003

Dear 

As a follow-up to our conversation of last week, please advise the amount of additional monies (in addition to the \$2,106 dollars as stated in your letter of September 16, 2003) that Mercedes Benz is requesting that I pay. Kindly itemized what this increase is attributed to and why?

Sincerely,





Sincerely,



cc: Mercedes Benz Dealership of Greenwich Connecticut  
cc: Vehicle Department of White Plains  
cc: Department of Motor Vehicle  
cc: Better Business Bureau



Mercedes-Benz

Mercedes-Benz USA, LLC

Customer Assistance Center

September 10, 2003



Subject: Model 2003 C240  
Serial No. WDBRF6113 [REDACTED]



Thank you for your recent letter to our President and CEO, Paul Halata. After review, he has asked that we respond on his behalf.

We are sorry to learn of the circumstance that generated your letter. Your authorized Mercedes-Benz dealer's Sales Manager, Roger Zlontz is in the best position to address matters of this nature. Arrangements have been made for your concerns to be reviewed by Mr. Zlontz; you may expect further contact shortly, if not already.

Sincerely,

Michael Rager  
Customer Relations

MR/vg



*Letter to editor:*

Dear Sir:

I would like to suggest that women think twice before purchasing a car from Pepe Mercedes-Benz of White Plains. After the dealership declared my car a lemon I have continued to get the run around. I wonder if things would be different if I were a man?

Last December I purchased a Mercedes Benz C240. After seven visits to the Service Department, my car was declared a lemon. The car's electrical system, its brakes were replaced on several occasions as were the transmission, the starter and the Cathodic Converter.

The dealership's Sales Manager, [REDACTED] said that the Lemon Law's excess mileage rate was 12,000 and that I would need to pay \$2,106 to receive a new car which I don't think is fair since the car was a lemon from day one.

[REDACTED] told me that the company would build me a car and to continue to drive the car in my possession. Before the new car could be delivered, my car's brakes gave way, causing an accident. It was a blessing that my daughter or grand children were not with me.

The original car has since been repaired to it's original value per the collision shop yet, the dealership has the new car, and has however advised me that it will now cost me \$6106.00--the original \$2,106 and an additional \$4,000, the assessed loss value due to the accident. Somehow I don't think this is fair. Again, I ask, would a man be treated like this?

Sincerely,

[REDACTED]

*Reporter Letter:*

Dear Sir:

Last December I bought a Mercedes Benz C240 from Pepe Mercedes-Benz of White Plains. My dream car has turned into a nightmare and I wonder if the run around I am receiving is because I am a woman.

The car was an indulgence, after working all of my life; I purchased with the proceeds from my employer buy-out my dream car. I paid approximately \$42,000 by certified check. It was a happy day when I drove the car off the lot, but my happiness was short-lived. Seven visits later the dealership declared my car a lemon. In order to try and make lemonade, the car's electrical system was replaced, the brakes were replaced 4 times as were the transmission, the starter and the Cathalic Converter.

██████████ the Sales Manager, told me that the Lemon Law's excess mileage rate was 12,000 miles and that I would need to pay \$2,106 to receive a new car. Which I found insulting, since the car was a lemon and fell apart since I owned it. Mr. Ziontz also told me that the company would build me a car exactly like the original one. I was delighted because when I purchased the car I was told that it was nearly unique, as there was only one other like it in the county.

Furthermore, he told me to continue driving the car in my possession. I asked for a loaner until my car arrived, but he told me to continue to drive this one. I was suspicious, but did as I was instructed. Before the new car could be delivered, the old car's brakes gave way, causing me the car to rear-end another car. It was a blessing that my daughter or grand children were not with me at the time, and that the car was only moving at a speed of 20-miles an hour. When I asked why the breaks did not stop, Don, the dealership's Service Manager, said that the breaks "don't stop on a dime, they are anti-locks." Following the accident, the car was towed to a Mercedes authorized repair shop. It sustained damage to the front end and the radiator had to be replaced, costing approximately \$7,500.

The original car has since been repaired; the dealership has the new car, however, it will now cost me \$6106.00 -the original \$2,106 and an additional \$4,000, the assessed loss value due to the accident. I contacted the collision shop and I was advised that the car is restored with all Mercedes parts and back to it's pre loss condition price, but he has to follow-up with Mercedes before sending me a letter stating that fact. I see some hanky panky here. I feel that these charges are unfair, since the car was a lemon and a problem when I purchased it and the faulty brakes caused the accident.

The persistent brake problem is well documented, as are the other problems. I also have correspondence with Mr. Habata, President of Mercedes-Benz USA. Should you decide to investigate my claims, I will make the material available to you. I am currently waiting on a court date from the New York Attorney General's office.

Thank you for your consideration.

Sincerely,

██████████

NEW YORK STATE DEPARTMENT OF TRANSPORTATION  
**POLICE ACCIDENT REPORT (NYC)**  
NY-1064A (7/01)

AMENDED REPORT

PLATE NO: [REDACTED] COUNTY: [REDACTED] CITY: [REDACTED] ZIP: [REDACTED]

DATE: [REDACTED] TIME: [REDACTED] STREET: [REDACTED] CITY: [REDACTED] STATE: [REDACTED] ZIP: [REDACTED]

DRIVER: [REDACTED] LICENSE NO: [REDACTED] CLASSIFICATION: [REDACTED]

VEHICLE 1: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED]

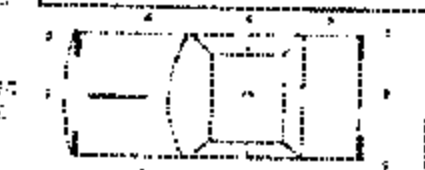
VEHICLE 2: [REDACTED] MAKE: [REDACTED] MODEL: [REDACTED] YEAR: [REDACTED]

VEHICLE 1 DAMAGE CODES  
1. FRONT END DAMAGE  
2. REAR END DAMAGE  
3. SIDE IMPACT  
4. UNDERBODY DAMAGE  
5. OTHER DAMAGE  
6. NO DAMAGE

VEHICLE 2 DAMAGE CODES  
1. FRONT END DAMAGE  
2. REAR END DAMAGE  
3. SIDE IMPACT  
4. UNDERBODY DAMAGE  
5. OTHER DAMAGE  
6. NO DAMAGE



VEHICLE DAMAGE CODES  
1. FRONT END DAMAGE  
2. REAR END DAMAGE  
3. SIDE IMPACT  
4. UNDERBODY DAMAGE  
5. OTHER DAMAGE  
6. NO DAMAGE



Cost of repairs to any one vehicle will be more than \$1000.  
 Checkmark  No

Place Where Accident Occurred:  Street  Alley  Highway  Other

Place Where Vehicle Registered: [REDACTED]

DESCRIPTION OF ACCIDENT: [REDACTED]

OFFICER: [REDACTED] RATED: [REDACTED]

REPORTING OFFICER: [REDACTED] SIGNATURE: [REDACTED]

Address

Address

Last Name First M.I. Highway Dist. at District  Yes  No

Date of Birth Month Day Year Telephone (Area Code) Street No.

ENTER INSURANCE POLICY NUMBER FROM INSURANCE IDENTIFICATION CARD, EXPIRATION DATE (IN ALL CASES), AND VIN.
Vehicle No. 767 0626
Expiration Date 12/07/03
VIN WDBRF61313

WITNESS Name Address

- Dept. of Motor Vehicles (if anyone is killed/injured)
Motor Transport Division (P.D. vehicle involved)
NYC Taxi & Limousine Comm. (if a licensed taxi or limousine involved)
Other City Agency (Specify)
Office of Comptroller
Personnel Safety Unit
Highway Unit

NOTIFICATIONS: (Enter name, address, and relationship of friend or relative notified. If aided person is unidentified, list Missing Person Squad member who was notified. In either case, give date and time of notification.)

PROPERTY DAMAGE

Rank Shield No. Div. Sq. No. Command

- Equipment in Use At Time of Accident
Siren Horn Turret Light Emergency Flasher High-Low Warning Lights Traffic Cones Headlights

- ACTIONS OF POLICE VEHICLE
Responding to Code Signal Pursuing Violator
Complying with Station House Directive Routine Patrol

ESTIMATE OF RECORD  
2003 BENZ C240 6-2.6L-FI 4D SED PENTER

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
6*	Refn	LT Molding Classic	0	0.00	0.0	0.3
7	Repl	License bracket	1	37.50	0.2	0.0
8*	Rpr	Reinf bar	0	0.00	1.0	0.0
9		FRONT LAMPS				
10	Repl	RT Headlamp assy w/o xenon lamps	1	228.00	0.3	0.0
11		lamps	0	0.00	0.5	0.0
12	Repl	LT Headlamp assy w/o xenon lamps	1	280.00	0.3	0.0
13		COOLING				
14	Repl	Upper tie bar	1	51.00	s 0.5	0.5
15	Repl	RT Strut	1	12.00	s 0.4	0.0
16	Repl	LT Strut	1	12.00	s 0.4	0.0
17	Repl	RT Mount frame	1	33.00	s 0.4	0.0
18	Repl	LT Mount frame	1	35.00	s 0.4	0.0
19*	Rpr	Lower c'member	0	0.00	s 1.0	0.5
20		Overlap Minor Panel	0	0.00	0.6	-0.2
21	Repl	Radiator	1	304.00	m Incl.	0.0
22	Repl	Fan assy	1	466.00	m Incl.	0.0
23		AIR CONDITIONER & HEATER				
24	Repl	Condenser	1	446.00	m 2.6	0.0
25		Evacuate & recharge	0	0.00	m 1.4	0.0
26		Refrigerant recovery	0	0.00	m 0.4	0.0
27		HOOD & GRILLE				
28	Repl	Hood	1	420.00	2.2	3.0
29		Add for Clear Coat	0	0.00	0.0	1.2
30		Add for Underside(Complete)	0	0.00	0.0	1.5
31	Repl	Insulation	1	60.00	Incl.	0.0
32	Repl	RT Lock upper	1	23.00	0.3	0.0
33	Repl	LT Lock upper	1	23.00	0.3	0.0
34	Repl	RT Lock lower	1	26.50	0.2	0.0
35	Repl	LT Lock lower	1	26.50	0.2	0.0
36	Repl	Safety catch	1	17.00	Incl.	0.0
37	Repl	Striker	1	10.00	Incl.	0.0
38	Repl	Handle	1	2.50	0.0	0.0
39	Repl	Release handle	1	10.00	0.3	0.0
40	Repl	Release cable front	1	18.50	0.4	0.0
41	Repl	Release cable rear	1	10.50	0.7	0.0
42	Repl	RT Hinge	1	52.00	0.3	0.3
43	Repl	LT Hinge	1	52.00	0.3	0.3
44	Repl	Grille w/o Sport	1	124.00	Incl.	0.0
45		FENDER				
46	Rsl	RT R&I fender assy	0	0.00	2.0	0.0
47*	Rpr	RT Fender	0	0.00	3.0	2.0
48		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
49		Add for Clear Coat	0	0.00	0.0	0.3
50	R&I	LT R&I fender assy	0	0.00	2.0	0.0
51*	Rpr	LT Fender	0	0.00	3.0	2.0

10/15/2003 at 11:02 AM

45507



ESTIMATE OF REPAIRS

2003 BENZ C240 6-2.6L-1.8 SED PANTER

2003 BENZ

REP CENTER

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
32		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
33		Add for Clear Coat	0	0.00	0.0	0.3
54*	Repl		1	14.00	0.2	0.0
55*	R&I		0	0.00	0.2	0.0
56*	Rpr		0	0.00	1.0	0.5
57		Overlap Minor Panel	0	0.00	0.0	-0.2
58*	Rpr	LT Apron assy w/o 4-Matic	0	0.00	2.0	0.5
59		Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
60		ELECTRICAL				
61	Repl	Horn w/o proximity cruise 400HZ	1	55.00	0.3	0.0
62	Repl	Horn w/o proximity cruise 500HZ	1	55.00	0.3	0.0
63		FRONT SUSPENSION				
64	Repl	Align front	1	0.00	1.2	0.0
65		FILLERS, a FLOOR				
66	R&I	RT Rocker molding w/o Sport	0	0.00	0.4	0.0
67	R&I	LT Rocker molding w/o Sport	0	0.00	0.4	0.0
68		FRONT DOOR				
69	Blnd	RT Door shell	0	0.00	0.0	1.0
70	Blnd	LT Door shell	0	0.00	0.0	1.0
71	R&I	RT Door w/strip lower	0	0.00	0.2	0.0
72	R&I	LT Door w/strip lower	0	0.00	0.2	0.0
73*	R&I		0	0.00	0.3	0.0
74*	R&I		0	0.00	0.3	0.0
75	R&I		0	0.00	0.3	0.0
76	R&I	LT Belt mc	0	0.00	0.3	0.0
77	R&I	RT Mirror w/o folding mirror	0	0.00	0.6	0.0
78	R&I	LT Mirror assy w/o folding mirror	0	0.00	0.6	0.0
79*	R&I		0	0.00	0.3	0.0
80*	R&I		0	0.00	0.3	0.0
81	R&I		0	0.00	1.0	0.0
82	R&I		0	0.00	1.0	0.0
83#		B-T-IP, 2.5L-3.0L, 1.8L	1	0.00	4.0	0.0
84#		FLEX	1	15.00	0.0	0.0
85#		RUST CORROSION	1	12.00	0.0	0.0
86#			1	5.00	0.0	0.0
87#		GLASS CLEAN & POLISH	1	0.00	1.5	0.0
88#	Repl	FREON	1	50.00	0.0	0.0
89#	Repl	ANTI-SEIZE	1	12.00	0.0	0.0
90#		MIST CLEAN-UP	1	15.00	0.0	0.0
91						
92#		E.P.C.	1	8.00		
93#		Towing	1	100.00		
Subtotals				3757.00	64.4	17.2



**ESTIMATE OF RECORD**  
2003 BENZ C240 6-2.6L-FI 4D SED SEWER

estimate for:  
ALL DAMAGE  
BODY METAL

Parts		1477.00
Body Labor	44.4 hrs @ \$ 35.00/hr	1554.00
Paint Labor	17.2 hrs @ \$ 35.00/hr	602.00
Paint Supplies	17.2 hrs @ \$ 18.00/hr	309.60
Sublet/Misc.		77.00
Other Charges		203.00

Sub Total \$ 6407.40  
Sales Tax \$ 544.63

TOTAL COST OF REPAIRS \$ 6952.03

ADJUSTMENTS:  
Deductible \$ 500.00

TOTAL ADJUSTMENTS \$ 500.00  
NET COST OF REPAIRS \$ 6452.03

THIS IS NOT AN AUTHORIZATION TO REPAIR

NO EQUIPMENT WILL BE RENTED UNLESS AUTHORIZED BY DEALER

NOTICE : NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER OR  
OTHER REPAIRS. NEW OPTIONS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLES.  
MAKE SURE THAT YOUR SHOP HAS THE CORRECT EQUIPMENT TO REPAIR YOUR VEHICLE.

Estimate based on NHTSA crash reports. Unless otherwise noted all items are derived from  
the NHTSA crash reports. Data is for 2003 and the parts selected are the parts manufactured by the  
original equipment manufacturer. After 2003, all similar vehicles are included and the  
parts and labor information provided by NHTSA may have been modified or may have come from a  
different source. For Original Equipment Manufacturer aftermarket parts are identified as  
OE (Original Equipment) or OE (Original Equipment) parts which stands for complete High strength parts. Used parts are  
identified as U/P, Used Part Parts, P/O, or O/S. Reconditioned parts are identified as R/O  
Repaired parts are described as R/O. NHTSA Test Methods and criteria are provided from National  
Auto Care Specifications. The parts are listed in their respective manual entries.

Estimate - A product of CCC Information Services Inc.



GEICO  
BRONX



BRONX NY



**SUPPLEMENT OF RECORD 1 WITH SUMMARY**

Written By: John DeFreitas 11/26/2003 02:43 PM  
Adjuster: JEFF SCHUMAN

Insured: [Redacted]  
Owner: [Redacted]  
Address: [Redacted]  
NEW ROCHELLE, NY [Redacted]  
Evening: [Redacted]  
Business: [Redacted]

Claim # [Redacted]  
Policy # [Redacted]  
Date of Loss: 10/09/2003 at 12:00 AM  
Type of Loss: Collision  
Point of Impact: 12. Front

Inspect S & L COLLISION CENTER  
Location: 481 COMMERCE ST  
HAWTHORNE, NY 10532

REPAIR\_SHOP

Repair S & L COLLISION CENTER  
Facility: 481 COMMERCE ST  
HAWTHORNE, NY 10532

Business: (914)741-5230  
15 Days to Repair:  
License # 7061797

2003 BENZ C240 6-2.6L-FI 4D SED CENTER

VIN: WDBRF61D1E [Redacted] Lac: [Redacted] NY Prod Date: Odometer: 20399

Air Conditioning	Rear Defogger	Tilt Wheel
Cruise Control	Telescopic Wheel	Intermittent Wipers
Climate Control	Keyless Entry	Theft Deterrent/Alarm
Steering Wheel Controls	Body Side Moldings	Dual Mirrors
Traction Control	Fog Lamps	Clear Coat Paint
Power Steering	Power Brakes	Power Windows
Power Locks	Power Driver Seat	Power Passenger Seat
Power Mirrors	AM Radio	FM Radio
Stereo	Cassette	Search/Seek
CD Changer/Stacker	Anti-Lock Brakes (4)	Driver Air Bag
Passenger Air Bag	Front Side Impact Air Bag	Rear Side Impact Air Bags
4 Wheel Disc Brakes	Restraction	Leather Seats
Bucket Seats	Recline/Lounge Seats	Automatic Transmission
Overdrive	Aluminum/Alloy Wheels	

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper	0	0.00	2.5	0.0
3	Repl	Bumper cover Avantgarde w/o Imp wshr	1	488.00	Incl.	0.4
4		Add for Clear Coat	0	0.00	0.0	1.0
5*	Repl	PI Molding Classic	1	53.00	Incl.	0.0

12/08/2003 at 11:33 AM  
47322

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2003 BENZ C240 6-2.6L-FI 4D SED PENTER

NO.	QP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	TAXES
6*	Refs	LT Molding Classic	0	0.00	0.0	0.3
7	Repl	License bracket	1	37.50	0.2	0.0
8#	Rpr	Reinf bar	0	0.00	1.0	0.0
9		FRONT LAMPS				
10	S01	O/R radiator supt	0	0.00	s 6.5	0.0
11	Repl	RT Headlamp assy w/o xenon lamps	1	208.00	Incl.	0.0
12		Aim headlamps	0	0.00	0.5	0.0
13	Repl	LT Headlamp assy w/o xenon lamps	1	260.00	Incl.	0.0
14		COOLING				
15	Repl	Upper tie bar	1	51.00	s Incl.	0.5
16	Repl	RT Strut	1	12.00	s Incl.	0.0
17	Repl	LT Strut	1	12.00	s Incl.	0.0
18	Repl	RT Mount frame	1	33.00	s Incl.	0.0
19	Repl	LT Mount frame	1	35.00	s Incl.	0.0
20*	Rpr	Lower c'member	0	0.00	s 1.0	0.5
21		Overlap Minor Panel	0	0.00	0.0	-0.2
22	Repl	Radiator	1	304.00	m Incl.	0.0
23	Repl	Fan assy	1	466.00	m Incl.	0.0
24	S01	Repl Motor cover front w/o 4-Matic	1	53.00	Incl.	0.0
25		AIR CONDITIONER & HEATER				
26	Repl	Condenser	1	446.00	m Incl.	0.0
27		Evacuate & recharge	0	0.00	m 1.4	0.0
28		Refrigerant recovery	0	0.00	m 0.4	0.0
29		HOOD & GRILLE				
30	Repl	Hood	1	420.00	2.2	3.0
31		Add for Clear Coat	0	0.00	0.0	1.2
32		Add for Underside(Complete)	0	0.00	0.0	1.5
33	Repl	Insulation	1	60.00	Incl.	0.0
34	Repl	RT Lock upper	1	23.00	0.3	0.0
35	Repl	LT Lock upper	1	23.00	0.3	0.0
36	Repl	RT Lock lower	1	26.50	Incl.	0.0
37	Repl	LT Lock lower	1	26.50	Incl.	0.0
38	Repl	Safety catch	1	17.00	Incl.	0.0
39	Repl	Striker	1	10.00	Incl.	0.0
40	Repl	Handle	1	2.50	0.0	0.0
41	Repl	Release handle	1	10.00	0.3	0.0
42	Repl	Release cable front	1	10.50	0.4	0.0
43	Repl	Release cable rear	1	10.50	0.7	0.0
44	Repl	RT Hinge	1	52.00	0.3	0.3
45	Repl	LT Hinge	1	52.00	0.3	0.3
46	Repl	Grille w/o Sport	1	124.00	Incl.	0.0
47	S01	Repl RT Lift cylinder	1	36.00	0.3	0.0
48		FENDER				
49	R&I	RT R&I fender assy	0	0.00	2.0	0.0
50*	Rpr	RT Fender	0	0.00	3.0	2.0
51		Overlap Major Adj. Panel	0	0.00	0.0	-0.4

SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2003 BENZ C240 6-2.6L-RT 4D SED PENTER

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINTE
52		Add for Clear Coat	0	0.00	0.0	0.3
53	R&I	LT R&I fender assy	0	0.00	2.0	0.0
54*	Rpr	LT Fender	0	0.00	3.0	2.0
55		Overlap Major Adj. Panel	0	0.00	0.0	-0.4
56		Add for Clear Coat	0	0.00	0.0	0.3
57*	Repl	RT Body side mldg Classic	1	14.00	0.2	0.0
58*	R&I	LT Body side mldg Classic	0	0.00	0.2	0.0
59*	Rpr	RT Apron assy w/o 4-Matic	0	0.00	\$ 1.0	0.5
60	S01	Overlap Minor Panel	0	0.00	0.0	-0.2
61*	Rpr	LT Apron assy w/o 4-Matic	0	0.00	\$ 2.0	0.5
62		Overlap Major Non-Adj. Panel	0	0.00	0.0	-0.2
63*	S01	Rpr LT Side rail	0	0.00	\$ 2.0	1.0
64	S01	Overlap Major Adj. Panel	0	0.00	0.0	-0.4
65		ELECTRICAL				
66	Repl	Horn w/o proximity cruise 400HZ	1	55.00	Incl.	0.0
67	Repl	Horn w/o proximity cruise 500HZ	1	55.00	Incl.	0.0
68		FRONT SUSPENSION				
69	Repl	Align front wheels	1	0.00	m 1.2	0.0
70		PILLARS, ROCKER & FLOOR				
71	R&I	RT Rocker molding w/o Sport	0	0.00	0.4	0.0
72	R&I	LT Rocker molding w/o Sport	0	0.00	0.4	0.0
73		FRONT DOOR				
74	Bind	RT Door shell	0	0.00	0.0	1.0
75	Bind	LT Door shell	0	0.00	0.0	1.0
76	R&I	RT Door w'strip lower	0	0.00	0.2	0.0
77	R&I	LT Door w'strip lower	0	0.00	0.2	0.0
78*	R&I	RT Body side mldg w/o sport	0	0.00	0.3	0.0
79*	R&I	LT Body side mldg w/o sport	0	0.00	0.3	0.0
80	R&I	RT Belt molding	0	0.00	0.3	0.0
81	R&I	LT Belt molding	0	0.00	0.3	0.0
82	R&I	RT Mirror assy w/o folding mirror	0	0.00	0.6	0.0
83	R&I	LT Mirror assy w/o folding mirror	0	0.00	0.6	0.0
84*	R&I	RT Handle, outside w/o sport	0	0.00	0.3	0.0
85*	R&I	LT Handle, outside w/o sport	0	0.00	0.3	0.0
86	R&I	RT R&I trim panel	0	0.00	1.0	0.0
87	R&I	LT R&I trim panel	0	0.00	1.0	0.0
88#		SET-UP / MEASURE / PULL	1	0.00	4.0	0.0
89#	Repl	FLEX	1	15.00	T 0.0	0.0
90#	Repl	RUST CORROSION	1	12.00	T 0.0	0.0
91#		CAR COVER	1	5.00	0.0	0.0
92#		COLOM SAND & POLISH	1	0.00	1.5	0.0
93#	Repl	FRESH	1	50.00	T 0.0	0.0
94#	Repl	ANTIFREEZE	1	12.00	0.0	0.0
95#		MISC HARDWARE	1	15.00	0.0	0.0

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SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2003 BENZ C240 6-2.6L-PI 4D SED PWTWR

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
96	S01	STEERING GEAR & LINKAGE				
97*	S01	Repl Pressure hose C240, C320 w/o 4-Matic	1	96.00	m 1.2	0.0
98*	S01	Repl lwr return hose w/o 4-Matic	1	76.00	m 0.7	0.0
99#	S01	FLUID POWER STERLING	1	20.00	0.0	0.0
100		OTHER CHARGES				
101#		E.P.C.	1	3.00		
102#		Towing	1	200.00		
Subtotals ==>				4038.00	48.8	17.8

Estimate Notes:  
OLD DAMAGE  
NONE NOTED

PARTS		3758.00
Body Labor	48.8 hrs @ \$ 38.00/hr	1854.40
Paint Labor	17.8 hrs @ \$ 38.00/hr	676.40
Paint Supplies	17.8 hrs @ \$ 18.00/hr	320.40
Sublet/Misc.		77.00
Other Charges		203.00
SUBTOTAL		\$ 6889.20
Sales Tax	\$ 6889.20 @ 8.5000%	585.58
TOTAL COST OF REPAIRS		\$ 7474.78
ADJUSTMENTS:		
Deductible		500.00
TOTAL ADJUSTMENTS		\$ 500.00
NET COST OF REPAIRS		\$ 6974.78

THIS IS NOT A NOTICE TO REPAIR

NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO DIRECT

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.

**SUPPLEMENT OF RECORD 1 WITH SUMMARY**  
**2003 BENZ C240 6-2.6L-FI 4D SED PENTER**

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted all items are derived from the Guide ERI5775 Database Date 9/2003 and the parts selected are OEM-parts manufactured by the vehicles Original Equipment Manufacturer. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as AM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as LKQ, Qual Recy Parts, SP, or PPSO. Reconditioned parts are described as Recon. Restored parts are described as Restored. OAS Part Numbers and Lines are provided for National Auto Glass Specifications, Inc. Pound sign (#) items indicate manual entries.

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SUPPLEMENT OF RECORD 1 WYTE SUMMARY  
2003 BENZ C240 6-2.6L-FI 4D SED PWTRK

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
----- CHANGED ITEMS -----						
9		Repl RT Headlamp assy w/o xenon lamps	1	-229.00	-0.3	0.0
11	S01	Repl RT Headlamp assy w/o xenon lamps	1	228.00	Incl.	0.0
11		Repl LT Headlamp assy w/o xenon lamps	1	-280.00	-0.3	0.0
13	S01	Repl LT Headlamp assy w/o xenon lamps	1	280.00	Incl.	0.0
13		Repl Upper tie bar	1	-51.00	s -0.5	-0.5
13	S01	Repl Upper tie bar	1	51.00	s Incl.	0.5
14		Repl RT Strut	1	-12.00	s -0.4	0.0
16	S01	Repl RT Strut	1	12.00	s Incl.	0.0
16		Repl LT Strut	1	-12.00	s -0.4	0.0
17	S01	Repl LT Strut	1	12.00	s Incl.	0.0
16		Repl RT Mount frame	1	-33.00	s -0.4	0.0
18	S01	Repl RT Mount frame	1	33.00	s Incl.	0.0
17		Repl LT Mount frame	1	-35.00	s -0.4	0.0
19	S01	Repl LT Mount frame	1	35.00	s Incl.	0.0
23		Repl Condenser	1	-446.00	m -2.6	0.0
26	S01	Repl Condenser	1	446.00	m Incl.	0.0
33		Repl RT Lock lower	1	-26.50	-0.2	0.0
36	S01	Repl RT Lock lower	1	26.50	Incl.	0.0
34		Repl LT Lock lower	1	-26.50	-0.2	0.0
37	S01	Repl LT Lock lower	1	26.50	Incl.	0.0
60		Repl Horn w/o proximity cruise 400HZ	1	-55.00	-0.3	0.0
66	S01	Repl Horn w/o proximity cruise 400HZ	1	55.00	Incl.	0.0
61		Repl Horn w/o proximity cruise 500HZ	1	-55.00	-0.3	0.0
67	S01	Repl Horn w/o proximity cruise 500HZ	1	55.00	Incl.	0.0
----- DELETED ITEMS -----						
57		Overlap Minor Panel	0	-0.00	-0.0	0.2
----- ADDED ITEMS -----						
10	S01	O/R radiator supt	0	0.00	s 6.5	0.0
24	S01	Repl Motor cover front w/o 4-Matic	1	53.00	Incl.	0.0
47	S01	Repl RT Lift cylinder	1	36.00	0.3	0.0
60	S01	Overlap Minor Panel	0	0.00	0.0	-0.2
63*	S01	Rpr LT Side rail	0	0.00	s 2.0	1.0
64	S01	Overlap Major Adj. Panel	0	0.00	0.0	-0.4
STEERING GEAR & LINKAGE						
97*	S01	Repl Pressure hose C240, C320 w/o 4-Matic	1	96.00	m 1.2	0.0
98*	S01	Repl Lwr return hose w/o 4-Matic	1	76.00	m 0.7	0.0
99#	S01	FLUID POWER STEERING	1	20.00	0.0	0.0

12/08/2003 at 11:33 AM  
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SUPPLEMENT OF RECORD 1 WITH SUMMARY  
2003 BENZ C240 6-2.6L-FI 4D SED PENTER

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
Subtotals ==>				281.00	4.4	0.6

Estimate Notes:  
OLD DAMAGE  
NONE NOTED

Parts			281.00
Body Labor	10.7 hrs @ \$ 38.00/hr		406.60
Paint Labor	0.4 hrs @ \$ 38.00/hr		15.20
Additional Supplement Labor			-231.80
Paint Supplies	0.4 hrs @ \$ 18.00/hr		7.20
Additional Supplement Materials/Supplies			3.60
SUBTOTAL			\$ 481.80
Sales Tax			\$ 481.80 @ 8.5000%
TOTAL SUPPLEMENT AMOUNT			\$ 522.75
NET COST OF SUPPLEMENT			\$ 522.75

Estimate 6952.03 JEFF SCHULMAN  
Supplement \$1 522.75 John DeFreitas

Workfile Total \$ 7474.78

TOTAL ADJUSTMENTS \$ 500.00  
NET COST OF REPAIRS \$ 6974.78

THIS IS NOT A NOTICE TO REPAIR

NO SUPPLEMENT WILL BE HONORED UNLESS AUTHORIZED BY GEICO DIRECT

NOTICE: NEW HIGH STRENGTH STEELS MAY REQUIRE THE USE OF A MIG WELDER FOR PROPER REPAIRS. NEW DESIGNS REQUIRE MEASUREMENT TO PROPERLY ALIGN THE VEHICLE. MAKE SURE YOUR SHOP HAS THE RIGHT EQUIPMENT TO REPAIR YOUR VEHICLE.

Estimate based on MOTOR CRASH ESTIMATING GUIDE. Unless otherwise noted, all prices are subject to the Guide BR15775 Database Date 9/2003 and the parts selected are the parts manufactured by the vehicle's Original Equipment Manufacturer. Asterisk (\*) or Double Asterisk (\*\*) indicates that the parts and/or labor information provided by MOTOR may have been modified or may have come from an alternate data source. Non-Original Equipment Manufacturer aftermarket parts are described as OM, Qual Repl Parts or Comp Repl Parts which stands for Competitive Replacement Parts. Used parts are described as UHQ, Qual Recy Parts, RCY, or USED. Reconditioned parts are described as Recon. Recused parts are described as Recore. NASS Part Numbers and Sizes are provided from National Auto Glass Specifications, Inc. Pound sign (\$) items indicate manual entries.

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10/15/2003 at 11:02 AM  
45507



GMICO  
[Redacted]



BRONX, NY 10475



ESTIMATE OF RECORD

Written By: JEFF SCHUMAN 10/15/2003 10:53 AM  
Adjuster: JEFF SCHUMAN

Insured: [Redacted]  
Owner: [Redacted]  
Address: [Redacted]  
Evening: [Redacted]  
Business: [Redacted]

Claim # [Redacted]  
Policy # [Redacted]  
Date of Loss: 10/09/2003 at 12:00 AM  
Type of Loss: Collision  
Point of Impact: 12. Front

Inspect S & L COLLISION CENTER  
Location: 451 COMMERCE ST  
HAWTHORNE, NY 10532

REPAIR SHOP

Repair S & L COLLISION CENTER  
Facility: 451 COMMERCE ST  
HAWTHORNE, NY 10532

Business: (914)741-5230  
15 Days to Repair  
License # 7061797

2003 BENZ C240 6-2.6L-FI 4D SED PWTR  
VIN: WDBRF61J1SP347577 Lic: MS G 03 NY Prod Date: Odometer: 20398

- |                         |                           |                           |
|-------------------------|---------------------------|---------------------------|
| Air Conditioning        | Rear Defogger             | Tilt Wheel                |
| Cruise Control          | Telescopic Wheel          | Intermittent wipers       |
| Climate Control         | Keyless Entry             | Theft Deterrent/Alarm     |
| Steering Wheel Controls | Body Side Moldings        | Dual Mirrors              |
| Traction Control        | Fog Lamps                 | Clear Coat Paint          |
| Power Steering          | Power Brakes              | Power Windows             |
| Power Locks             | Power Driver Seat         | Power Passenger Seat      |
| Power Mirrors           | AM Radio                  | FM Radio                  |
| Stereo                  | Cassette                  | Search/Seek               |
| CD Changer/Stacker      | Anti-Lock Brakes (4)      | Driver Air Bag            |
| Passenger Air Bag       | Front Side Impact Air Bag | Rear Side Impact Air Bags |
| 4 Wheel Disc Brakes     | Positraction              | Leather Seats             |
| Bucket Seats            | Recline/Lounge Seats      | Automatic Transmission    |
| Overdrive               | Aluminum/Alloy Wheels     |                           |

NO.	OP.	DESCRIPTION	QTY	EXT. PRICE	LABOR	PAINT
1		FRONT BUMPER				
2		O/H front bumper	0	0.00	2.5	0.0
3	Repl	Bumper cover Avantgarde w/o Imp wabr	1	488.00	Incl.	2.4
4		Add for Clear Coat	0	0.00	0.0	1.0
5+	Repl	RT Molding Classic	1	53.00	Incl.	0.0

THE ATTACHMENTS TO THIS  
DOCUMENT HAVE BEEN REMOVED  
TO PROTECT UNWARRANTED  
INVASION OF PERSONAL PRIVACY  
PURSUANT TO EXEMPTION 6 OF  
THE FREEDOM OF INFORMATION  
ACT (FOIA), 5 U.S.C. 552(b)(6).