

April 7, 2015
CL-10721950-5545

To: Mercedes Benz of North Haven

MAY 27 2015

Enclosed is a letter I sent to Mercedes Benz of North America.

I was told by the man that responded to my letter (Jorel A) to answer a questionnaire that he would send me.

I answered the questionnaire and he called me on April 6th and told me to make an appointment with Mercedes Benz ~~at~~ North Haven to have car inspected by your staff.

I was going to call you and try to give you all this info on the phone but I thought it would be better for you to read my letter & questionnaire and then you call me, or write to me to tell me who I should talk (Tech. #) to make appointment for inspection.

Questions:

1. Do I have to pay for inspection. I don't think I should have to.
2. I wouldn't think the inspection should take more than an hour. I imagine ~~you~~ you will do a on board diagnostic (OBD) test and a visual check.

Please call me. If I'm not home leave message & phone # (My Tel. [REDACTED])

NH
50715
SHD

March 12, 2015

To: Mercedes Benz USA - (North America)

From:

Guilford, CT. -

Tel.

Vehicle Identification #

WDBJF72F7VA

WDBJF72F7VA

I own a 1997 Mercedes Benz E-420. I bought it privately when it was five years old (2002). I love many things about the car. It now has 240,000 miles on it. I had to spend money on rebuilding the transmission, new rock & pinion, new front springs, rust repairs, etc., etc. but I do like so many things about the car. The engine never gave me any trouble.

Recently I was driving on Rte. 1 (Boston Post Rd) at 30 mph and I heard a loud sound like a bomb going off and ~~the~~ my seat belt contracted (tightened) me against my seat ~~it~~ with much force. Luckily there was a side street nearby that I turned into and with some manipulation I was able to release the seat belt. I'm [REDACTED] yrs. old and I thought my heart was going to stop. The next day I had to get to a Doctors appointment. Again I was going 30 mph on Rte 1 and the seat belt on the front passenger side which I keep connected so it won't rattle made the same loud noise like a bomb going off + tightened on the ~~pass~~ front passenger seat & it was so tight it ~~it~~ squashed the seat. I was never in accident

with this car or any other car I owned, when I got home I checked the rear seatbelts and they are working perfectly. The other thing is the air bags did not activate. Rear seat belts & air bags are fine.

I did nothing to cause the front seatbelts to activate. I'm lucky there was no traffic when all this happened.

I feel that this is something that should not have happened!

I'm willing to pay for normal repairs but I feel Mercedes should make the necessary repairs at no cost to me. Again, this is something that should not have happened!

When my seat belt activated it sent my head swiftly against the top back of my seat & the head rest & I have some throbbing pain at the rear base of my skull. The pain seems to be diminishing but is still there. I am an honest person and I don't want something for nothing, but this is something that should not have happened.

The red SRS light is on now but it wasn't on when my seatbelt was activated.

Please reply.

I am on a small pension
& S.S. I do not own
A computer.

Gaithford, CT.



Mercedes-Benz

Mercedes-Benz USA, LLC
Customer Assistance Center

March 20, 2015

[REDACTED]
Guilford, CT [REDACTED]

Subject: Model: 1997 E420
VIN: WDBJF72F7VA [REDACTED]

Dear [REDACTED]

At Mercedes-Benz, the safety and security of vehicle occupants has always been our foremost priority, and we appreciate the opportunity to review your questions.

In order for us to best assist you in the investigation of your concern, please complete the attached questionnaire. Reply to this letter with the completed questionnaire, appropriate photographs, and other documents attached. We request the completed form is returned at your earliest convenience within a week.

Thank you for your contact with our Customer Assistance Center.

Jorel A.

Case Manager
Mercedes-Benz USA

JA/dl



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Mercedes-Benz

Airbag / Collision Questionnaire

Return this form along with any relevant photographs by replying to your CAC Case Manager email or by emailing: [REDACTED] Please save a copy of this document for your records.

To assist us in fully understanding the events leading up to the incident you experienced, please take the time to complete all sections of this questionnaire with as much detail as possible.

Your name

[REDACTED]

Your address

[REDACTED]
Guilford, CT. - [REDACTED]

Phone number

[REDACTED]

Email

DO NOT HAVE E-MAIL

Date of incident

1st Incident 3-9-15 2nd Incident 3-11-15

Time of incident

(Please specify whether am/pm)

11:00 - Approx.

☒ A.M.

☐ P.M.

Vehicle details

Model

MERCEDES
1997-E-420

VIN

(Found in lower left corner of windshield, drive door frame, insurance card, or vehicle registration.)

WDBJF71FTVA [REDACTED]

Date of Purchase

2002

Mileage

240,000

Vehicle owner's
address

PREVIOUS OWNER

[REDACTED]

PAULINE NY

Where is the vehicle
located now?

(Please provide address and
phone contact details for the
current location of the vehicle)

[REDACTED]
Guilford, CT. - [REDACTED]
[REDACTED]

Most recent service or

repair details (Please provide
name, address, contact number
of the last servicing workshop
and date and mileage at the time
of the last workshop visit)

rack & pinion replacement - 11/15/12
J & J AUTOWORKS LTD. - 240 BOSTON POST RD
MADISON, CT. - 06443
228,618 MILES

Vehicle insurance details
(Insurance company and claim
number, if applicable)

MET LIFE Auto & HOME
Policy # [REDACTED]



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Details of incident

Name of driver at time of incident



Location of incident

(e.g. road name/highway, town)

RTE 1 (Boston Post Rd., - Guilford, CT. - 1st occurrence
RTE 1 (Boston Post Rd., - Madison, CT. - 2nd occurrence

Weather conditions at the time of incident

(e.g. outside temperature, snowing, wet/dry road, etc.)

approx. 35°F - Roads were Dry. It was NOT snowing
Sun was shining.

Description of the incident

Please describe in as much detail as possible the trip leading up to the incident (e.g. straight/winding road, negotiating a corner, etc.)

Road is straight. I was traveling at 32 mph.
No car close to my rear. No car close to front.
I was very relaxed until the noise (louder than a bomb)
went off & I was suddenly strapped tightly to my ~~seat~~ seat.
Very scary!

Was there a police report filed? Please provide a copy of report or report number.

Yes ☐ No ☒

How long was the trip immediately before the incident?

(e.g. after a few minutes of driving, after a few hours, etc.)

(After several minutes of driving)

Did the vehicle display any warning lamps or instrument cluster messages before the incident?

Yes ☐ No ☒ I did not hear any OR see any.

If yes, please provide details



Did the vehicle display any warning lamps or instrument cluster messages after the incident?

Yes ☒ No ☒ SRS Light came ON

If yes, please provide details

SRS Light is still ON.

Has the vehicle had any problems with the airbag system in the past?

Yes ☐ No ☒



Mercedes-Benz

Were there any witnesses? Yes ☐ No ☒

If yes, please provide their name(s) and contact details

Did any Supplemental Restraint System components deploy? Yes ☒ No ☐

If so, which systems did you notice activating?

1st occurrence - my Seat Belt activated
2nd occurrence - Front Passenger seat Belt activated (Seat Belt was connected but No passenger in seat)

Was the driver or any passengers injured in the incident/taken to hospital? Yes ☐ No ☒

I had Throbbing Neck pain but its mostly Healed.
If so, please provide details of their injuries

There was no passengers

Driver's name Injured? Yes ☐ No ☐

Injuries (if any)

Neck Pain from my head being thrown back against
Top of rear seat a head restraint

Name of front passenger Injured? Yes ☐ No ☐

Injuries (if any)

If a minor, how old?

Child/booster seat used? If so, please specify what make and model

Name of rear passenger Injured? Yes ☐ No ☐

(behind driver)

Injuries (if any)



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If a minor, how old?

Child/booster seat used? If so, please specify what make and model

Name of rear passenger
(middle seat)

NONE

Injured?

Yes

No

Injuries (if any)

If a minor, how old?

Child/booster seat used? If so, please specify what make and model

Name of rear passenger
(behind front passenger)

NONE

Injured?

Yes

No

Injuries (if any)

If a minor, how old?

Child/booster seat used? If so, please specify what make and model

Details of vehicle damage (if any)

Main point of impact

There was No Impact. There is no vehicle damage.

Describe key areas of body damage

No impact - No body damage.

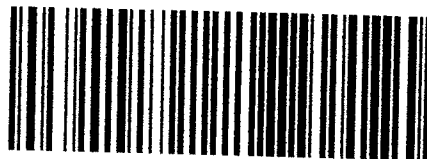


- ☒ I affirm that the information I have provided above is true to the best of my knowledge.*
- ☒ I hereby grant Mercedes-Benz USA, LLC (MBUSA) permission to inspect my vehicle.*
- ☒ I affirm that I am the owner (or lessee) of the subject vehicle and grant MBUSA permission to image the data contained in the vehicle's Event Data Recorder (EDR), if so equipped. I understand that the EDR may capture specific information during the few seconds prior to and after a collision.

*Required

From

GUILFORD, CT.



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20590

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08437
MAY 20, 15
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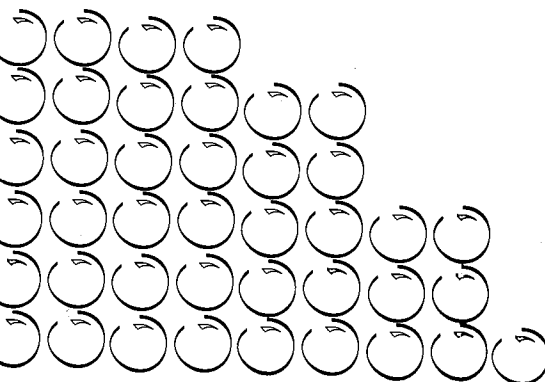
\$4.87

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Bubble Mailer

To: **National Highway Traffic Safety Administration**
NHTSA - U.S. Dept. of Transportation
Washington D.C.
20590

W40-304



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