

OF INFORMATION ACT (FOIA), 5 U.S.C.552(B)(6)

From: [DataQuality, DataQuality \(NHTSA\)](#)
To: [EVOQ \(NHTSA\)](#)
Subject: FW: ODI Complaint ----- 11447877----- Edited by vehicle owner
Date: Tuesday, April 5, 2022 8:05:58 AM
Attachments: [REDACTED]

From: [REDACTED]
Sent: Monday, April 04, 2022 3:27 PM
To: DataQuality, DataQuality (NHTSA) <DataQuality@dot.gov>
Subject: ODI Complaint ----- 11447877----- Edited by vehicle owner

CAUTION: This email originated from outside of the Department of Transportation (DOT). Do not click on links or open attachments unless you recognize the sender and know the content is safe.

Hello. I edited complaint as you requested

Insurance estimate:

Damages:









Repair was finished by Mercedes-Benz of Nanuet on Feb 4, 2020
I never received invoice from them, as it went through insurance company

On March 8, 2020 Mercedes-Benz of Paramus completed software update, needed to close opened recalls.

Mercedes Benz of USA never did any investigations or offered help with this accident. (Vehicle was unused 2 weeks after accident and 2 weeks remained at dealership repair shop at nanuet.)

Thank you

--

Best regards,

[REDACTED]

[REDACTED]

[REDACTED]

web: [REDACTED]

mailto: [REDACTED]



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 100148

Date Received

18-JAN-2022

Repository Reference No.
11447877

OWNER INFORMATION (Type or Print)

Name

Address

City

Fair Lawn

State

NJ

ZIP Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

wd4ff0cd6k

MAKE
MERCEDES-BENZModel
SPRINTER 2500Model Year
2019

Date Purchased

Dealer's Name and Telephone Number

Engine:
No: Cylinders

Fuel Type:

Original Owner

Dealer's City Nanuet

STATE
NYZIP Code
10954

Transmission Type

 Antilock Brakes
 Cruise Control

Powertrain

Multiple Failure:

Incident Date(s)
10-JAN-2022

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 030000 SERVICE BRAKES, HYDRAULIC, 110000 ELECTRICAL SYSTEM, 030000 BRAKES (PWS)

Failure Mileage
13575.0

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make:

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTMAL 9ABC036)

 Original Requirement
 Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash

 Yes No

Fire

 Yes No

Number of Persons Injured

Number of Deaths

Reported to Police

N

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

The contact owns a 2019 Mercedes-Benz Sprinter 2500. The contact stated that while the vehicle was parked, it inadvertently rolled backward and crashed into a garage. The vehicle's rear doors were damaged. The dealer was aware of the failure and scheduled an upcoming appointment on January 25th, to replace the rear doors. The manufacturer was not made aware of the failure. Upon investigation, the contact related the failure to NHTSA Campaign Number: 21V972000 (Electrical System) however, the part to do the recall repair was not yet available. The VIN was included in the recall. The failure mileage was 13,575. VIN tool confirms parts not yet available.

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.

GEICO

NJ GEICO

Request a supplement at partners.geico.com

300 Crosspoint Parkway

Getzville, NY 14068

Phone: (800) 841-3000

Claim #: [REDACTED]
Workfile ID: [REDACTED]

Estimate of Record

Written By: THOMAS LEO, 1/12/2022 9:03:39 AM

Adjuster: Leo, Thomas, (862) 228-4446 Cellular

Insured: [REDACTED]	Owner Policy #: [REDACTED]	Claim #: [REDACTED]
Type of Loss: Collision	Date of Loss: 01/10/2022 01:10 PM	Days to Repair: 9
Point of Impact: 06 Rear	Deductible: 500.00	

Owner (Insured):

[REDACTED]
Fair Lawn, NJ
[REDACTED] Business

Inspection Location:

Mercedes-Benz of Paramus
Mercedes-Benz of Paramus
755 Route 17 South
Paramus, NJ 07652
Field
(201) 977-6365 Day

Appraiser Information:

(862) 228-4446

Repair Facility:

OWNER'S CHOICE
MUST BE LICENSED REPAIR FACILITY

VEHICLE

2019 BENZ Sprinter Crew 2500 144" WB High Roof 4WD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection SILVER

VIN: WD4FF0CD6K1 [REDACTED]	Production Date:	Interior Color:
License: [REDACTED]	Odometer: 13575	Exterior Color: SILVER
State: NJ	Condition:	

TRANSMISSION

AUTOMATIC TRANSMISSION
4 WHEEL DRIVE

DRIVER CONVENIENCE

KEYLESS ENTRY
POWER WINDOWS
POWER LOCKS
INTERMITTENT WIPERS
TILT WHEEL
OVERHEAD CONSOLE

INSTRUMENT PANEL

TRACTION CONTROL

STABILITY CONTROL

AIR CONDITIONING
REAR DEFOGGER
HANDS FREE DEVICE
COMMUNICATION SYSTEM

RADIO

AM RADIO
FM RADIO
STEREO
SEARCH/SEEK
AUXILIARY AUDIO CONNECTION

SAFETY

DRIVERS SIDE AIR BAG

PASSENGER AIR BAG
FRONT SIDE IMPACT AIR BAGS
HEAD/CURTAIN AIR BAGS

PAINT

CLEARCOAT PAINT
FRONT END
POWER STEERING
POWER BRAKES
ANTI-LOCK BRAKES (4)

GLASS & MIRRORS

DUAL MIRRORS

PRIVACY GLASS

SEATS

CLOTH SEATS
BUCKET SEATS
RECLINING/LOUNGE SEATS

DECOR

BODY SIDE MOLDINGS
REAR END
BACKUP CAMERA

WHEELS

4-WHEEL DISC BRAKES
STYLED STEEL WHEELS

Estimate of Record

2019 BENZ Sprinter Crew 2500 144" WB High Roof 4WD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection SILVER

Line	Oper	Description	Part Number	Qty	Extended Price \$	Labor	Paint
1		REAR LOADING DOOR					
2		Repl LT Door shell w/o window	9077405100	1	1,200.00	3.6	7.6
3		R&I LT Door w'strip	9077820000			Incl.	
4	*	R&I Emblem	9078172400			<u>0.2</u>	
5		Repl Nameplate "SPRINTER"	9078171300	1	40.00	0.2	
6		R&I Handle	91074057009B51			Incl.	
7	*	Rpr RT Door shell w/o window	9077405000			<u>3.0</u>	4.2
8		Overlap Major Non-Adj. Panel					-0.2
9	#	Refn Deduct refinish - allow full clear - due to area of damage					-0.4
10	**	Repl A/M Nameplate "2500"	9068179214-AT	1	14.00		
11		Repl Nameplate "4X4"	9068179414	1	26.00	0.2	
12		R&I LT Upper panel w/high roof only w/o wood	9077471600				
13		R&I LT Center panel w/wood	9077470900				
14		R&I LT Lower panel w/wood	9077470400			0.3	
15		R&I Upper hinge w/o 180 open	9107408500			0.3	
16	*	Rpr Upper hinge w/o 180 open	9107408500			<u>0.5</u>	0.3
17	*	R&I Lock assy	9067400188			<u>Incl.</u>	
18	*	R&I Lower latch	9107400000			<u>Incl.</u>	
19	*	R&I Upper latch high roof	9107400000			<u>Incl.</u>	
20		R&I Striker	9107430000			0.2	
21		R&I Handle, outside	91076039009B27			Incl.	
22	*	R&I RT Upper panel w/high roof only w/wood	9067471271			<u>0.2</u>	
		NOTE: for two side access to complete door repair					
23	*	R&I RT Center panel w/wood	9077470900			<u>0.2</u>	
		NOTE: for two side access to complete door repair					
24		ROOF					
25	*	Rpr Rear header	9106510400			<u>2.0</u>	1.4
26		Clear Coat					2.5
27	#	Refn Deduct refinish - allow full clear - due to area of damage					-0.2
28		REAR BODY & FLOOR					
29	*	Rpr LT Outer pillar high roof	9066301213			<u>0.5</u>	<u>0.0</u>
		NOTE: buff and polish scuff mark					
30		MISCELLANEOUS OPERATIONS					
31	#	Repl Cover Car Complete		1			0.2
32	#	Repl Cover FOR PRIME		1			0.2
33	#	Repl Restore Corrosion Protection		1	10.00 T	0.2	
34	#	Adhesive Glue Removal LETTERING FOR REPAIR TO RT DOOR		1		0.2	

Estimate of Record

2019 BENZ Sprinter Crew 2500 144" WB High Roof 4WD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection SILVER

35	#	Subl	AMERICAN GRAPHICS LETTERING FOR REAR DOOR NOTE: INVOICE FOR WORK ON FILE	1	915.00	T		
36	OTHER CHARGES							
37	#	E.P.C.		1	2.50			
SUBTOTALS					2,207.50		11.8	15.6

NOTES

Estimate Notes:

- Total repair and refinish hours
- Labor/refinish days to repair on Five hours a day
- Estimated days to order parts
- Estimated weekend days during repair
- Days to repair including weekends

Prior Damage Notes:

NO VISIBLE UPD IN PHOTOS TAKEN BY AD SUPERVISOR

ESTIMATE TOTALS

Category	Basis	Rate	Cost \$
Parts			1,280.00
Body Labor	11.8 hrs @	\$ 50.00 /hr	590.00
Paint Labor	15.6 hrs @	\$ 50.00 /hr	780.00
Paint Supplies	15.6 hrs @	\$ 30.00 /hr	468.00
Miscellaneous			925.00
Other Charges			2.50
Subtotal			4,045.50
Sales Tax	\$ 4,043.00 @	6.6250 %	267.85
Total Cost of Repairs			4,313.35
Deductible			500.00
Total Adjustments			500.00
Net Cost of Repairs			3,813.35

MyPriceLink Estimate ID / Quote ID:



Estimate of Record

2019 BENZ Sprinter Crew 2500 144" WB High Roof 4WD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection SILVER

This is not an authorization to repair.

All GEICO customers have the right to have their vehicle repaired in the shop of their choice.

No Supplement will be honored unless authorized by GEICO.

NOTICE: Vehicles constructed of special metals may require the use of specialized welding and bonding equipment. Proper measuring and structural repair systems are required on today's vehicle to accurately accomplish vehicle repairs. Make sure your shop has the proper equipment to repair your vehicle.

ALTERNATE PARTS DISCLAIMER:

IF A QUALITY REPLACEMENT PART (A/M, LKQ, RECOND OR OPT OEM) APPEARS ON THIS ESTIMATE, IT INDICATES THAT THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF ONE OR MORE CRASH PARTS SUPPLIED BY A SOURCE OTHER THAN THE MANUFACTURER OF YOUR MOTOR VEHICLE. GUARANTEES, IF ANY, APPLICABLE TO THESE REPLACEMENT CRASH PARTS ARE PROVIDED BY THE PART MANUFACTURER OR DISTRIBUTOR RATHER THAN BY THE MANUFACTURER OF YOUR VEHICLE.

***IN ADDITION TO ANY SUCH GUARANTEES, GEICO PROVIDES THE FOLLOWING:

****OWNER LIMITED GUARANTEE**** WE GUARANTEE THAT ALL QUALITY REPLACEMENT BODY PARTS (PARTS NOT MANUFACTURED BY THE MANUFACTURER) IDENTIFIED ON YOUR ESTIMATE, ARE FREE OF DEFECTS IN MATERIAL AND WORKMANSHIP AND MEET GENERALLY ACCEPTED INDUSTRY STANDARDS. THIS PARTS AND LABOR GUARANTEE WILL BE IN EFFECT FOR AS LONG AS YOU OWN THE VEHICLE DESCRIBED IN THE ESTIMATE. THIS GUARANTEE COVERS THE COST OF THE PART, LABOR TO INSTALL, AND INCIDENTALS SUCH AS PAINT AND MATERIALS AND IS SPECIFICALLY LIMITED TO THOSE ITEMS. THIS GUARANTEE DOES NOT COVER LOSS OR DAMAGE THAT IS UNRELATED TO DEFECTS IN THE QUALITY REPLACEMENT PARTS. THIS IS NOT TRANSFERABLE. IF ANY QUALITY REPLACEMENT PARTS ARE DEFECTIVE IN EITHER MATERIAL OR WORKMANSHIP, CONTACT YOUR LOCAL GEICO REPRESENTATIVE.

ANY PERSON WHO KNOWINGLY FILES A STATEMENT OF CLAIM CONTAINING ANY FALSE OR MISLEADING INFORMATION IS SUBJECT TO CRIMINAL AND CIVIL PENALTIES.

THIS ESTIMATE HAS BEEN PREPARED BASED ON THE USE OF AUTOMOBILE PARTS NOT MADE BY THE ORIGINAL MANUFACTURER. PARTS USED IN THE REPAIR OF YOUR VEHICLE BY OTHER THAN THE ORIGINAL MANUFACTURER ARE REQUIRED TO BE AT LEAST EQUAL IN LIKE, KIND AND QUALITY IN TERMS OF FIT, QUALITY AND PERFORMANCE TO REPLACEMENT PARTS AVAILABLE FROM THE ORIGINAL MANUFACTURER.

Estimate of Record

2019 BENZ Sprinter Crew 2500 144" WB High Roof 4WD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection SILVER

Estimate based on MOTOR CRASH ESTIMATING GUIDE and potentially other third party sources of data. Unless otherwise noted, (a) all items are derived from the Guide ERI5912, CCC Data Date 01/10/2022, and potentially other third party sources of data; and (b) the parts presented are OEM-parts. OEM parts are manufactured by or for the vehicle's Original Equipment Manufacturer (OEM) according to OEM's specifications for U.S. distribution. OEM parts are available at OE/Vehicle dealerships or the specified supplier. OPT OEM (Optional OEM) or ALT OEM (Alternative OEM) parts are OEM parts that may be provided by or through alternate sources other than the OEM vehicle dealerships with discounted pricing. Asterisk (*) or Double Asterisk (**) indicates that the parts and/or labor data provided by third party sources of data may have been modified or may have come from an alternate data source. Tilde sign (~) items indicate MOTOR Not-Included Labor operations. The symbol (<>) indicates the refinish operation WILL NOT be performed as a separate procedure from the other panels in the estimate. Non-Original Equipment Manufacturer aftermarket parts are described as Non OEM, A/M or NAGS. Used parts are described as LKQ, RCY, or USED. Reconditioned parts are described as Recond. Recored parts are described as Recore. NAGS Part Numbers and Benchmark Prices are provided by National Auto Glass Specifications. Labor operation times listed on the line with the NAGS information are MOTOR suggested labor operation times. NAGS labor operation times are not included. Pound sign (#) items indicate manual entries.

Some 2022 vehicles contain minor changes from the previous year. For those vehicles, prior to receiving updated data from the vehicle manufacturer, labor and parts data from the previous year may be used. The CCC ONE estimator has a list of applicable vehicles. Parts numbers and prices should be confirmed with the local dealership.

The following is a list of additional abbreviations or symbols that may be used to describe work to be done or parts to be repaired or replaced:

SYMBOLS FOLLOWING PART PRICE:

m=MOTOR Mechanical component. s=MOTOR Structural component. T=Miscellaneous Taxed charge category. X=Miscellaneous Non-Taxed charge category.

SYMBOLS FOLLOWING LABOR:

D=Diagnostic labor category. E=Electrical labor category. F=Frame labor category. G=Glass labor category. M=Mechanical labor category. S=Structural labor category. (numbers) 1 through 4=User Defined Labor Categories.

OTHER SYMBOLS AND ABBREVIATIONS:

Adj.=Adjacent. Algn.=Align. ALU=Aluminum. A/M=Aftermarket part. Blnd=Blend. BOR=Boron steel. CAPA=Certified Automotive Parts Association. D&R=Disconnect and Reconnect. HSS=High Strength Steel. HYD=Hydroformed Steel. Incl.=Included. LKQ=Like Kind and Quality. LT=Left. MAG=Magnesium. Non-Adj.=Non Adjacent. NSF=NSF International Certified Part. O/H=Overhaul. Qty=Quantity. Refn=Refinish. Repl=Replace. R&I=Remove and Install. R&R=Remove and Replace. Rpr=Repair. RT=Right. SAS=Sandwiched Steel. Sect=Section. Subl=Sublet. UHS=Ultra High Strength Steel. N=Note(s) associated with the estimate line.

CCC ONE Estimating - A product of CCC Intelligent Services Inc.

The following is a list of abbreviations that may be used in CCC ONE Estimating that are not part of the MOTOR CRASH ESTIMATING GUIDE:

BAR=Bureau of Automotive Repair. EPA=Environmental Protection Agency. NHTSA= National Highway Transportation and Safety Administration. PDR=Paintless Dent Repair. VIN=Vehicle Identification Number.

Claim #:



Workfile ID:



Estimate of Record

2019 BENZ Sprinter Crew 2500 144" WB High Roof 4WD 3D VAN 6-3.0L Turbocharged Diesel Diesel Direct Injection SILVER

YOU MAY USE A REPAIR FACILITY OF YOUR CHOICE. PURSUANT TO LAW, ANY ENTITY ENGAGED IN THE BUSINESS OF AUTO BODY REPAIRS MUST BE DULY LICENSED. N.J.A.C. 11:3 - 10.3 PROHIBITS AN INSURER BY LAW FROM NEGOTIATING, ADJUSTING OR SETTLING AN AUTOMOBILE DAMAGE CLAIM WITH AN UNLICENSED FACILITY.



Estimate of Record

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ALTERNATE PARTS SUPPLIERS

Line	Supplier	Description	Price
10	Adhesive Templates (Adhesive Only) 4717 CAMPUS DR KALAMAZOO MI 49008 (888) 249-3350	#9068179214-AT A/M Nameplate "2500" Quote: 1109484390 Expires: 01/17/22	\$ 14.00