

MAY 25 2023

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Form Approved OMB No. 2127-0001

DOT Auto Safety Hotline Vehicle Owner's Questionnaire To Report Vehicle Safety Defects 1-888-DASH-3-007 (1-888-327-4266) INTERNET: www.nhtsa.dot.gov/hotline				FOR AGENCY USE ONLY (SEE INSTRUCTIONS)	
OWNER INFORMATION (Type or Print) Name: [REDACTED] Address: [REDACTED] City: [REDACTED] State: MA ZIP Code: [REDACTED]				Date Received: 05-14-2023 Repository: ☐ Reference No.: 11500067	
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 connection with the vehicle issue described in the agency's Safety Alert. See 49 CFR 563.01 (b)(2).				Duration Telephone Number: [REDACTED] E-mail Address: [REDACTED]	
VEHICLE INFORMATION 17 digit Vehicle Identification Number Located at bottom of windshield on driver's side: WDCZB88E [REDACTED] Make: MERCEDES-BENZ Model: GLK350 Model Year: 2014 Date Purchased: January 2014 Dealer's Name and Telephone Number: Bridgewater Mercedes (908) 313-8622 Original Owner: [REDACTED] Dealer's City: [REDACTED] STATE: [REDACTED] ZIP Code: [REDACTED] Transmission Type: ☒ Automatic Boxer ☒ Diesel Engine ☐ Gasoline ☐ Other: AWD Engine: 2.1 liter 4-cylinder Fuel Type: diesel Mileage at Failure: 122,000.0 Failure Speed: to be determined				Logbook: Not Cylinders Fuel Type: diesel	
SAFETY COMPONENTS/DEFECTS INFORMATION Vehicle Components Defect: 181880 VEHICLE SPEED CONTROL-ACCELERATOR PEDAL Failure Mileage: 122000.0 Failure Speed: to be determined					
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE Tire Make: [REDACTED] Tire Model (Name or Number): [REDACTED] Tire Size (Example: P215/65R15) DOT No. (Example: DOT168L 2481358) ☐ Original Equipment ☐ Aftermarket 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) following: Crash(es), Injury(s)) Crash: ☒ Yes ☐ No Injury: ☐ Yes ☒ No Number of Persons Injured: 1 Number of Deaths: 1 Reported to Police: Y 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 replaced or repaired (and if not, what parts are available).					
The contact owns a 2014 Mercedes-Benz GLK350. The contact stated while driving at a slow speed and seeking a parking spot, the vehicle accelerated independently and caused her to crash into a parked vehicle. The contact stated no warning light was illuminated. The air bags did not deploy. The contact stated she did not sustain any injuries and her daughter (front passenger side) was feeling dizzy but declined to seek medical attention. A police report was filed. The vehicle was not drivable. The contact towed the vehicle to an independent mechanic. The vehicle was not diagnosed or repaired. A dealer was not contacted. The manufacturer had not been informed of the failure. The failure mileage was approximately 122,000.					
Addendum 2/17/23 to complaint filed 1/18/23. A follow-up letter was submitted on January 19, 2023 to NHTSA. The cover letter and follow-up letter are attached here. In addition a copy of the police report is attached. Also, three photos taken of the crash scene are attached. Law enforcement has thus far not requested a subpoena from the judge to obtain the EDR from this vehicle. I believe the information in the EDR is objective evidence of the pre-crash data (seconds before the collision (including information on forward crash speed, brake and throttle status, acceleration, etc.) to be used in my defense of this very serious charge of "careless driving" likely to endanger person or property. Also, if NHTSA is unable to retrieve and provide analysis of the EDR, I would appreciate a referral to an EDR crash data analysis expert- acceptable to the courts. In perform this evaluation. At this point, I am willing to pay for this evaluation.					
Include, if available, Police/Police Department Report, Photos, and Repair Invoices. ATTACH ADDITIONAL SHEETS IF NECESSARY.					
The Privacy Act of 1974 (5 U.S.C. 552a) and the Freedom of Information Act (5 U.S.C. 552) apply to this information. This information is requested pursuant to authority vested in the National Highway Traffic Safety Administration and its employees. 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 enforcement action or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.					

MAY 25 2023



Fax Cover Sheet

Date 5/24/23 Number of pages 17 (including cover page)

To:

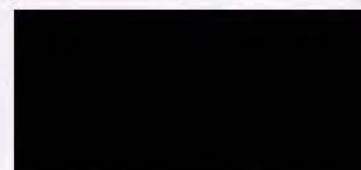
From:

Name Mr Randy ReidName [REDACTED]Company PHSA/ODICompany [REDACTED]Telephone 1-888-327-4236Telephone [REDACTED]Fax 202-366-1767Comments Ref: ODI 11-50-07-87Attached is an update & info. concerning my complaint
Thank you

Fax - Local Send



Fax - Domestic Send



Fax - International Send

fedex.com 1.800.GoFedEx 1.800.463.3339

1 of 14

[REDACTED]
Brewster, MA [REDACTED]
[REDACTED]

May 23, 2023

Mr. Randy Reid
Chief, Correspondence Research Division
Office of Defects Investigation/NHTSA
1200 New Jersey Avenue, S.E.
Washington, D.C. 20590
FAX: 202-366-1767

Reference: Complaint ODI 11-50-07-87 (2014 Mercedes Benz GLX 250)

Dear Mr. Reid:

This letter is a follow-up to my initial telephone complaint over 4 ½ months ago filed with NHTSA concerning the uncontrollable acceleration of my vehicle on January 6, 2023, resulting in a collision with a parked vehicle. The details are again attached for your review in the following correspondence:

- March 31, 2023 update and completed DOT Owner's Questionnaire
- February 18, 2023 update
- April 20, 2023 letter from Mercedes Benz
- My accident photos
- Police Report and other supporting documentation

Brief Summary:

I have been unable to obtain the EDR data from my car that I believe would confirm my vehicle was accelerating out of control. I was told by NHTSA to speak to Mercedes Benz about how to obtain the EDR data. Mercedes Benz told me I would have to ask the police officer to request from the judge a subpoena to obtain the EDR. When I then spoke to the police officer, he refused and said that he had "never seen a defect with a Mercedes" and "the judge is much too busy to subpoena for every accident." In fact, there have been recalls for this vehicle in the past. Most recently, there was a class action lawsuit (for my vehicle's year and model) requiring a retrofit of the emissions system and monetary settlement with an October 1, 2022 deadline for filing. (Note that I had my vehicle serviced by Mercedes for a multi-point inspection in September 2022 as the check engine light kept going on before this October deadline, and was never made aware of this lawsuit by Mercedes Service department while servicing my car or by mail). As stated in previous correspondence, I have been trying to obtain a download of the vehicle's EDR data that I believe will show the GLK250 was accelerating out of control:

- The insurance company refused to do a mechanical/electrical inspection of the vehicle or obtain the EDR download
- The insurance company said that I would have to find a mechanic and do the inspection at my own expense.
- The insurance company had the vehicle towed to my driveway, stating it was "costing them \$50 a day" to impound it, and that I could do whatever I wanted with the SUV – junk it, sell the parts, etc. (I have photos of the tow truck in the driveway, if needed)
- The EDR, with the evidence that I believe will show I was not at fault, is secured in the vehicle, with a cover in the garage.

Update – April 20, 2023 Letter from Mercedes Benz:

As stated in the attached information, I have even tried to have an independent accident analyst, formerly an NYPD investigator, download the EDR data at my own expense. Note that this investigator took my concerns seriously, saying that he had seen many terrible injuries and deaths from accidents. (I can provide his name and telephone number, if necessary). However, he ascertained that this particular model could only be downloaded with a Mercedes EDR retrieval device. I originally contacted Mercedes about downloading the EDR data, before I was aware of the class action lawsuit against Mercedes for emissions "cheating" and other fraudulent practices (see attached correspondence). I did not follow-up after my initial contact with Mercedes, as I do not think Mercedes should be investigating Mercedes without independent oversight. On April 20th, I received a letter (copy attached) from Mercedes. It instructed me that "the subject Mercedes Benz and its component parts are the "evidentiary crown jewels" and the need to preserve "subject vehicle and its component parts in their post incident condition ...failure to do so may be subject to a claim of spoliation of evidence....We also request that there be no inspection or testing without written notice,"

Update – Possible Computer Software Interface/Electrical System Defect:

I omitted in previous correspondence, a possible computer software defect in the vehicle. On the day of the collision on January 6, I tried calling the insurance agent from my son's car after he picked me up from the accident in New Jersey. I dialed the agent's number several times and repeatedly reached the number for Overhead Doors, the garage door system in my home in Massachusetts. My son thought that I must be dialing the wrong number. Yet, when he called the same number on his cell phone from the car with me, he was able to reach the insurance agent's voice mail. From this rerouting of my call to the Overhead Doors company, I am assuming that there was some kind of electrical/computer software interface defect – related to the accident- involving my cell phone blue tooth connection and the garage door system programming in the GLK 250's computer. (Note: the Overhead Garage Door was over 300 miles away in Massachusetts) When I called the insurance agent on Monday, he said that many people had left messages over the weekend for him, and no one else was unable to reach him by phone.

Concluding Remarks:

I have gone to great lengths to document and submit my complaint and supporting documentation to NHTSA. As of today, all I have received is the form letter from you requesting information (the Questionnaire) that I submitted almost two months ago. I think I at least deserve the courtesy of a response. This vehicle was accelerating wildly out of control. I, or my daughter could have been killed. I want to have the EDR data downloaded. By law, in New Jersey and many other states, the EDR data is the property of the owner of the vehicle. This download should be able to be done without major litigation and expense to me. Tesla recently launched EDR Resources with directions to Tesla owners to retrieve EDR data (Windows computer, appropriate cables, adapters, etc.) or states a technician can retrieve the EDR for the Tesla owner when legal reasons are involved. Surely, this EDR data can be retrieved from my vehicle in an independent and unbiased way.

Sincerely,

Cell: [REDACTED]
Email: [REDACTED]

30916

**Message from Mercedes-Benz USA, LLC**

customer-advocacy.usa@cac.mercedes-benz.com <customer-advocacy.usa@cac.mercedes-benz.com>

Thu, Apr 20, 2023 at 2:06 PM

To: [REDACTED]

Dear [REDACTED]

Thank you for your contact to our Customer Assistance Center. A link to the questionnaire was sent to you on February 28, 2023. A reminder was sent to you to return the completed questionnaire on March 7, 2023. And the questionnaire was emailed to you as a hard copy attachment on March 1, 2023. As of today, Mercedes-Benz USA, LLC ("MBUSA") has not received a completed incident questionnaire. MBUSA would like to properly evaluate and assess the allegations. In order to do so, we need the completed questionnaire. As we are unable to move forward with a review of your concerns, we will be closing your file until such time that we receive the completed questionnaire and requested materials.

The Subject Mercedes-Benz Vehicle and its component parts are the evidentiary "crown jewels" of any products liability case. As such, if you and/or any interested party intend to pursue any claims against Mercedes-Benz USA, LLC resulting from this incident, it is incumbent upon you and/or the interested party to preserve the Subject Vehicle and its component parts in their post-incident condition throughout the pendency of any such litigation. Any failure to do so may be the subject of a claim for spoliation of evidence and/or a request for dismissal of any action on the grounds of denial of a fair opportunity to defend the claims. We also request that there be no inspection or testing without written notice to us.

Should you have any outstanding questions please do not hesitate to email or call our offices.

Kind regards,

Susan

Executive Referral Manager

Mercedes-Benz USA, LLC

(800) 367-6372 Ext. 6324

IMPORTANT:

When responding, please "reply with history" as this email includes a special thread ID that ensures faster notification and processing of your response. Please be sure to not delete the thread ID associated with this e-mail when responding.

[ACTIVITY ID: [REDACTED]] [CASE ID: [REDACTED]]

Fax to: 202-366-1767
ODI Auto Safety
NHTSA
Washington, D.C.
March 31, 2023

Reference: ODI 11-50-07-87 (2014 Mercedes Benz GLK250), NHTSA
Telephone Reference [REDACTED] of 3/24/23

This letter is a follow-up to the above-referenced phone conversation with NHTSA, and to my previous correspondence and Vehicle Owner Questionnaire faxed to ODI on February 21st.

Since the end of February, I was able to find a crash data analyst, formerly an accident investigator for the NYPD. He was scheduled to download the EDR information, at my own expense, from the above-referenced 2014 Mercedes GLK250. However, he realized that the car was manufactured in November 2013, so **only Mercedes has the software to download the EDR data** (accelerator pedal percentage, service brake activation, and speed). **Mercedes should not be downloading this data without oversight, because this is a case concerning sudden unintended acceleration in a Mercedes vehicle. I do not think Mercedes should be investigating Mercedes.**

Additionally, since the accident in January 2023, I have learned that Mercedes was involved in a Class Action Lawsuit (Mercedes, Daimler-Benz and Robert Bosch), as a result of illegal "defeat" software installation and unlawful, unfair, and deceptive manufacturing and marketing of this GLK250 model (and other Daimler Mercedes diesel engine models). With this record, I am skeptical that Mercedes would do an objective, independent investigation of the cause of my vehicle's sudden uncontrollable acceleration.

Until February, I was unaware of these accusations against Mercedes as follows:

- **The deadline for the class action lawsuit filing was October 1, 2022. I had my car serviced at Mercedes on September 22, 2022 for check engine light warning (the car would not have passed an October 2022 state inspection. Previously in 2021, it had twice failed inspection). While having the car serviced, Mercedes did not inform me of the lawsuit (\$3,290 award, besides having an emissions control modification system installed).**
- **In fact, Mercedes informed me in writing (in September, before the October 1, 2022 lawsuit filing deadline) that I needed to have AdBlue added to the emissions system, but did not mention the emissions lawsuit. Note also that with just 500 miles, this vehicle had to be**

serviced with the warning light activated and AdBlue fluid leaking. In addition, the airbags were repaired in September 2019.

- Besides the optional safety package in the GLK250, this vehicle was advertised as having 30% fewer emissions, "the world's cleanest and most advanced diesel." I was leasing an all-electric (EV) Nissan Leaf in 2014 and appreciated the low emissions claim, now proven false.
- The check engine light warning came on again in October 2022 (see November 8, 2022 bill stating this) and I had AdBlue added to the emissions system, and additional work done (including brake pad and rotor replacement) for a bill of over \$2,400. (See attached) I would never have kept or invested additional money into this vehicle if I had known about the "dieselgate" emissions cheating scheme – resulting in the diminished value of this vehicle and future repair costs.

In summary, I do not believe Mercedes – with these deceptive business practices, fraudulent claims, concealment from me of the class action lawsuit, and installation of illegal "defeat device" software - will do an objective, independent evaluation of my claim of sudden unintended acceleration.

I would appreciate being contacted by ODI by phone or email so I may determine how I can obtain an unbiased inspection and evaluation of my vehicle's EDR data. I would like to have oversight of the proprietary Mercedes EDR software download process. I feel confident that it will show that this vehicle was accelerating out of control with the brakes and airbags failing, and that I was not at fault for this accident.

Thank you for looking into my complaint. I look forward to hearing from you.

Sincerely,



Attachment: Mercedes Repair Bill, September 16, 2022
Mercedes Repair Bill, November 8, 2022
Vehicle Owner's Questionnaire

Email to: FAX: (202) 366-1767

Reference: ODI 11-50-07-87

Revised/updated: February 18, 2023

Complaint: Sudden Unintended Acceleration – Date: January 8, 2023

Filed by [REDACTED]

Mercedes Benz GLK250, Year 2014 Vin:WDCGG0EB6EG [REDACTED]

License [REDACTED] (Massachusetts)

West Windsor, N.J. Accident Report # [REDACTED]

For the record, below is a recap (of what I told ODI by telephone on January 9, 2023) concerning the above-referenced complaint, in my own words, of what happened on January 8:

I was driving the above-referenced vehicle with my daughter in the parking lot in Market Fair Shopping Center, West Windsor, New Jersey, on Friday afternoon, January 6, 2023. The vehicle suddenly accelerated uncontrollably and ran into the back of a parked Cadillac Escalade. My daughter called the police. Officer Brown of the West Windsor police department asked me what happened and I said the car just "took off" accelerating uncontrollably. It did not stop. I told the officer there were two witnesses. I believe he spoke with one of the witnesses. My daughter went up to Officer Brown in his car and told him she was dizzy. He asked her if she wanted him to call an ambulance and she replied, "No.". Officer Brown then gave me a card with a case number and an email address to obtain a copy of the police report. He also said I would be mailed the ticket in a few days.

The following is an update since filing the complaint on January 9, 2023:

- Your office (ODI) said I should call Mercedes Benz to obtain the EDR for my car. The Mercedes Customer Assistance Center told me that, to obtain the EDR, I would have to ask the officer who filed the report to request a subpoena from the Judge.
- I called the West Windsor Police Department (West Windsor, NJ) and both Officer Brown and Sergeant Loretucchi refused to request a subpoena for access to the EDR, saying the judges are "too busy to issue subpoenas for every accident." I was frustrated and upset by my inability to obtain the EDR data, as I feel in my particular case- the car surging forward, suddenly accelerating out of control- evidence from the EDR would be very objective and helpful in determining the cause of this acceleration. In other words, a defect in the car, perhaps in the car's electrical/throttle/cruise control systems, caused the car to suddenly accelerate, and data from the EDR would most likely confirm this defect.
- I have also now received a traffic ticket from the West Windsor Police Department, # [REDACTED]. (court I.D. [REDACTED], Prefix [REDACTED])

- Allstate Insurance Co. also called me to say they have done an appraisal of my car, as "it was totaled." The vehicle my car hit-- a Cadillac Escalade (Vin: 1GYS4KKL4MR [REDACTED] NJ [REDACTED] -- "was also totaled." I told the police and AllState the air bags never were deployed, and asked if a mechanical inspection could be done on my car, and was told, "no."
- Note that nothing was mentioned in the police report about the witnesses who saw my car quickly accelerating. Officer Brown told me "the witnesses just said the car was accelerating."
- Also, the extensive damage to the front end of the other vehicle is not documented. The collision and damage were severe enough to push the large, Cadillac Escalade forward into the metal post of the Handicap parking sign and crushing in the front end of this vehicle in addition to the back end damage.
- In addition, Officer Brown took no pictures of the totaled vehicles at the accident scene.
- The report did not mention that the air bags did not deploy.
- The report states "based on the driver's statement and physical evidence at the scene, D1 [my vehicle] was found to be sole fault of this collision."
- The report also states that I was issued a ticket for Careless Driving, Likely to Endanger Person or Property.

I need to know whether ODI will be accessing the data from my car's EDR. (AllState has refused to do a mechanical inspection and has towed the damaged car to my driveway, so I would like to have this matter resolved as soon as possible. Also, please let me know if you need photos taken of the accident damage.

In addition, I would appreciate receiving, either by email or telephone call, confirmation that your office has received this update.

Thank you very much,

[REDACTED]

Telephone: [REDACTED]

8 06 16



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

1200 New Jersey Avenue SE
Washington, DC 20590

Dear Consumer:

NEF-160

As a follow-up to your report to the Vehicle Safety Hotline (VSH), we have recorded your information on the enclosed Vehicle Owner's Questionnaire (VOQ) form. Please review the form and make changes, additions and corrections as necessary. Additionally, please provide a more detailed description of the failure(s) you reported that you believe relevant to safety. Also, if available, include copies of repair invoices, letters to the manufacturer, or any other documents related to the problem(s) you reported. If a crash or fire occurred, include a copy of the police or fire department report.

It is helpful to be as thorough as possible in your report so that our ability to use your report will be maximized. If you do not have the information, it is not necessary to complete all the boxes. However, it is very difficult to identify the scope of a vehicle problem unless the vehicle identification number (VIN) is known. The VIN is located inside the vehicle on the dashboard adjacent to the left (driver's side) of the windshield pillar and on the driver's door or the driver's door jamb. It may also be listed on a dealer repair invoice or your insurance or registration cards. When reporting a tire problem, the brand name, tire line and complete tire size should be included. Be certain to provide the DOT tire identification number. It is usually located near the rim flange of the tire on either side of the tire.

We do not make your personal information (name, address, phone number, etc.) available to the general public. However, if we open an investigation that involves your vehicle, we will provide the manufacturer of your vehicle with a complete copy of your report. The information you provide may assist the manufacturer and NHTSA in determining if a safety-related defect exists.

Any information provided is entirely voluntary. There is no consequence or penalty of any kind if you do not wish to provide it. We seek this information to develop both statistical and investigative evidence that will help identify potential safety related problems in vehicles or vehicle equipment, e.g., tires, child safety seats, jacks, etc.

When completed, please fold and staple or tape the form so that the pre-addressed portion of the form is on the outside. If a larger envelope is used, tape the VOQ form to the larger envelope so that the pre-addressed portion of the form is showing.

If further assistance is needed, please contact the VSH at their toll-free number, 1-888-327-4236.

Thank you for your cooperation.

Sincerely,

Randy Reid Chief
Correspondence Research Division
Office of Defects Investigation
Enforcement

Enclosure: VOQ



- NHTSA
- Called 2/17/23
- James

3

70 08 16

Police Report 1 of 2

PAGE 1 OF 2		New Jersey Police Crash Investigation Report		☒ Reportable ☐ Non-Reportable ☐ Change Report	
05	10	Crash Occurred On: 3535 U.S. ROUTE 1		11 Speed Limit	
01	2	Police Dept of: WEST WINDSOR POLICE 01		12 Route No. Suffix 13 Milepost	
01	3	3 Stating/Revised		14	
09	4	Date of Crash: 01/06/23		5 Time (use 2400 hrs): 1514	
01	6	Day Of Week: FRIDAY		7 Municipality Code: 1113	
01	8	Total Killed: 1		9 Total Injured: 1	
04	23	Veh # 1		24 Policy No.	
01	25	Veh # 2		26 Policy No.	
02	27	Driver's First Name		28 Driver's First Name	
01	29	City: BREWSTER		30 City: MANALAPAN	
02	31	State: MA		32 State: NJ	
06	33	DOB		34 DOB	
01	35	Expires		36 Expires	
01	37	Vehicle Removed To: ALS SUNOCO		38 Vehicle Removed To: ALS SUNOCO	
01	39	Authority: Owner		40 Authority: Owner	
01	41	Narcotics/Drug Test: Given: No		42 Narcotics/Drug Test: Given: No	
01	43	Type: Breath		44 Type: Breath	
01	45	Results: 0.00 %		46 Results: 0.00 %	
01	47	Carrier No. 1		48 Carrier No. 2	
01	49	Motor Carrier or Government Entity		50 Motor Carrier or Government Entity	
01	51	Number & Street		52 Number & Street	
01	53	City		54 City	
01	55	State		56 State	
01	57	Zip		58 Zip	
01	59	Damage To Other Property		60 Damage To Other Property	
01	61	Charge		62 Charge	
01	63	Summons No.		64 Summons No.	
01	65	Charge		66 Charge	
01	67	Summons No.		68 Summons No.	
01	69	Charge		70 Charge	
01	71	Summons No.		72 Summons No.	
01	73	Charge		74 Charge	
01	75	Summons No.		76 Summons No.	
01	77	Charge		78 Charge	
01	79	Summons No.		80 Summons No.	
01	81	Charge		82 Charge	
01	83	Summons No.		84 Summons No.	
01	85	Charge		86 Charge	
01	87	Summons No.		88 Summons No.	
01	89	Charge		90 Charge	
01	91	Summons No.		92 Summons No.	
01	93	Charge		94 Charge	
01	95	Summons No.		96 Summons No.	
01	97	Charge		98 Charge	
01	99	Summons No.		100 Summons No.	
01	101	Charge		102 Charge	
01	103	Summons No.		104 Summons No.	
01	105	Charge		106 Charge	
01	107	Summons No.		108 Summons No.	
01	109	Charge		110 Charge	
01	111	Summons No.		112 Summons No.	
01	113	Charge		114 Charge	
01	115	Summons No.		116 Summons No.	
01	117	Charge		118 Charge	
01	119	Summons No.		120 Summons No.	
01	121	Charge		122 Charge	
01	123	Summons No.		124 Summons No.	
01	125	Charge		126 Charge	
01	127	Summons No.		128 Summons No.	
01	129	Charge		130 Charge	
01	131	Summons No.		132 Summons No.	
01	133	Charge		134 Charge	
01	135	Summons No.		136 Summons No.	
01	137	Charge		138 Charge	
01	139	Summons No.		140 Summons No.	
01	141	Charge		142 Charge	
01	143	Summons No.		144 Summons No.	
01	145	Charge		146 Charge	
01	147	Summons No.		148 Summons No.	
01	149	Charge		150 Charge	
01	151	Summons No.		152 Summons No.	
01	153	Charge		154 Charge	
01	155	Summons No.		156 Summons No.	
01	157	Charge		158 Charge	
01	159	Summons No.		160 Summons No.	
01	161	Charge		162 Charge	
01	163	Summons No.		164 Summons No.	
01	165	Charge		166 Charge	
01	167	Summons No.		168 Summons No.	
01	169	Charge		170 Charge	
01	171	Summons No.		172 Summons No.	
01	173	Charge		174 Charge	
01	175	Summons No.		176 Summons No.	
01	177	Charge		178 Charge	
01	179	Summons No.		180 Summons No.	
01	181	Charge		182 Charge	
01	183	Summons No.		184 Summons No.	
01	185	Charge		186 Charge	
01	187	Summons No.		188 Summons No.	
01	189	Charge		190 Charge	
01	191	Summons No.		192 Summons No.	
01	193	Charge		194 Charge	
01	195	Summons No.		196 Summons No.	
01	197	Charge		198 Charge	
01	199	Summons No.		200 Summons No.	

Police Report 2 of 2

PAGE 2 OF 2

New Jersey Police
Crash Investigation ReportPolice Dept: WEST WINDSOR POLIC Code: 01Station: Case No:

(Refer to vehicle by number)

Vehicle Occ	Pos In/On	Eject	Phys Cond	Age	Sex	Loc Inj	Type Inj	Ref Med	Equip Avail	Equip Used	Bag Dept	Hoep Code	Names & Addresses of Occupants - If Deceased, Date & Time of Death
81	84	85	86	87	88	89	90	91	92	93	94	95	

144 Crash Diagram (NOT TO SCALE)



145 Crash Description/Narrative

***Box 25 - Out of State Insurance, MA All State**

D1 related that she was making the turn when her vehicle just accelerated into the parked car.

Damage:

V1 sustained major damage to the front bumper, hood, grill and quarter panel area.

V2 sustained major damage to the rear bumper area.

Conclusion:

D1 was making a right turn down the aisle when D1 accelerated into the rear of V2. V2 was parked legally and unoccupied at the time of the collision. Based on the driver's statement and physical evidence found at the scene, D1 was found to be at sole fault for this collision. D1 was issued summons # for Careless Driving, 39:4-97. The front seat passenger in V1 advised me that she was dizzy from the collision and she did not want any medical attention.

146 Officer's Signature

KYLE BROWN

147 Badge #

0089

148 Reviewer

BROWN

Badge #

0089

149 Case Status

☐ Pending☒ Complete



130514



14 of 16



Air Estimate

15 of 16

Service Advisor
COLIN GREENE (44410)
cgreene@mbhanover.com

Date 11/08/2022 03:09 PM
2014 Mercedes-Benz GLK250
VIN WDCGG0EB6EG
Mileage 122,827
RO#

Service Name	Price
[Primary]: ALIGN : FOUR WHEEL ALIGNMENT	\$189.95
[Primary]: BATT : CLIENT REQUESTS BATTERY TEST AND REPLACEMENT	\$464.20
[Primary]: MB2 : MOUNT & BALANCE 2 TIRES	\$694.10
[Primary]: BRR : REPLACE REAR BRAKE PADS AND ROTORS	\$747.85
[Primary]: CS : C/S: NEEDS ADBLUE	\$160.42
[Primary]: MPI : PERFORM COMPLIMENTARY MULTIPOINT INSPECTION (I)	\$0.00
[Primary]: CEL : CLIENT STATES THE CHECK ENGINE LIGHT IS ON, CHECK AND ADVISE	\$0.00
Printed on November 08, 2022	
Quote expires on February 06, 2023	

Subtotal \$2256.52
Shop Charges \$49.00
Tax \$102.15
Total \$2407.67



Mercedes Benz of Hanover
1877 Washington St
Hanover, MA 02339

(781) 924-4221

INVOICE

Invoice #:

Mercedes - B
Hanover1877 Washington Street
Hanover, MA 02339
Phone: (781) 924-4200

DUPLICATE 1

Tag #: T2267

BREWSTER, MA

Home:

Bus:

Customer #

Cell:

Email:

home

Service Advisor: 44410 COLIN GREENE

FOR SERVICE APPOINTMENT CALL

COLOR	YEAR	MAKE/MODEL		VIN		LICENSE		MILEAGE IN	MILEAGE OUT
GRAY	14	MERCEDES BENZ GLK250		WDCGG0E86EG				120558	120560
DEL DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE	R.O. OPENED	READY
30JAN14			WAIT 17SEP22		0.00	CASH	16SEP22	11:47 16SEP22	15:01 16SEP22
OPTIONS: STR.EG282201 DLR:51158 ENG:2.2 LITER									

OPTIONS: STK EG282201 DLR-51158 ENG 2.2 LITER

LINE OPCODE TECH TYPE HOURS

A NO WORK PERFORMED AT THIS TIME

NWP NO WORK PERFORMED AT THIS TIME

999 IPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: (N/C) 0.00

B 120000 MILES MERCEDES-BENZ OF HANOVER RECOMMENDED

BS DEFAULT

39099 CEXP

1 651-180-01-09 OIL FILTER ELEMENT 27.50 420.00 420.00

7 000-989-10-08-19-8BDU MERCEDES BENZ GEO SW30 27.50 27.50

229.52 6.69 6.69 46.83

1 007603-014105 SEAL RING VLRUB 3.70 3.70

1 651-090-28-52 FUEL FILTER 155.00 155.00 155.00

1 651-094-01-04-64 AIR FILTER INSERT 66.00 66.00 66.00

1 212-920-19-45 WIPER BLADE 13.50 13.50 13.50

1 212-830-03-18 COMBINATION FILTER 47.00 47.00 47.00

1 006-997-18-90 LOOM TIE 4.50 4.50 4.50

7 000-989-56-05-11-0111 BRAKE FLUID 29.34 29.34 29.34

PARTS: 393.37 LABOR: 420.00 OTHER: 0.00 TOTAL LINE B: 813.37

120560 PERFORMED 120K MAJOR SERVICE

FUEL FILTER

AIR FILTER

BRAKE FLUSH

C PERFORM COMPLIMENTARY MULTIPOINT INSPECTION
MPI PERFORM COMPLIMENTARY MULTIPOINT INSPECTION

39099 IPS

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE C: (N/C) 0.00

120560 PERFORMED INSPECTION

OTD DISCOUNT APPLIED

CP

-100.00 -100.00

STORAGE CHARGES: Understanding that you charge your vehicle for parking, we will be required to pay storage charges if from the date of delivery of the vehicle to the date of pickup, the vehicle is not picked up. If the vehicle is not picked up, we will be required to pay storage charges. If the vehicle is not picked up, we will be required to pay storage charges. If the vehicle is not picked up, we will be required to pay storage charges.

RETURN OF PARTS: Understanding that you charge your vehicle for parking, we will be required to pay storage charges if from the date of delivery of the vehicle to the date of pickup, the vehicle is not picked up. If the vehicle is not picked up, we will be required to pay storage charges. If the vehicle is not picked up, we will be required to pay storage charges.

ADDITIONAL CHARGES: Understanding that you charge your vehicle for parking, we will be required to pay storage charges if from the date of delivery of the vehicle to the date of pickup, the vehicle is not picked up. If the vehicle is not picked up, we will be required to pay storage charges. If the vehicle is not picked up, we will be required to pay storage charges.

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DESCRIPTION	AMOUNT	TOTAL
LABOR AMOUNT		
PARTS AMOUNT		
GAS OIL LUBE		
SUBLET AMOUNT		
STOCK AND USE MATERIAL		
TOTAL CHARGES		
ADJUSTMENTS		
SALES TAX		
PLEASE PAY THIS AMOUNT		

CUSTOMER COPY

16/5/16