

CL-11500787-2000

Brewster, MA

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 GLK 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 1, 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.

RS

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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."

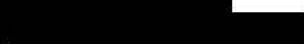
Update – Possible Computer Software Interface/Electrical System Defect:

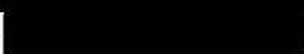
I omitted in previous correspondence, a possible computer software defect in the vehicle. On the day of the collision on January 11, I tried calling the insurance agent from my son's car after he picked me up from the accident in New Jersey. I dialed the agent's number several times and repeatedly reached 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: 

Email: 



30816

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]]

4 - 0

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: [REDACTED]

Reference: ODI 11-50-07-87

Revised/updated: February 18, 2023

Complaint: **Sudden Unintended Acceleration – Date: January [REDACTED], 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 [REDACTED]

I was driving the above-referenced vehicle with my daughter in the parking lot in [REDACTED], West Windsor, New Jersey, on Friday afternoon, January [REDACTED], 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 [REDACTED], 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 Loretucci 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]).

- 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]



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 document 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 drivers' door or the driver's door jam. 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 numbers, 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



3

 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 09-JAN-2023	Repository ☐ Reference No. 11500787
OWNER INFORMATION (Type or Print)				Distance Telephone Number	
Name [REDACTED]				E-mail Address [REDACTED]	
Address [REDACTED]				Faxing Telephone Number	
City Brewster		State MA		ZIP REDACTED	
The information you provide will be used to identify potential safety 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, 1984).					
VEHICLE INFORMATION					
17 digit Vehicle Identification Number Located at bottom of windshield on driver's side [REDACTED]		MAKE MERCEDES BENZ		Model GLK250	
Model Year 2014		Date Purchased January 2014		Dealer's Name and Telephone Number Bridgewater Mercedes 900-5622	
Original Owner Joseph [REDACTED]		Dealer's City Brewster		Engine: No. Cylinders 2.0 liter 4-cylinder	
Transmission Type Type auto.		☒ Anti-lock Brakes ☒ Cruise Control		Powertrain AWD	
Multiple Failure:		Incident Date(s) 06-JAN-2023		Fuel Type: diesel	
FAILED COMPONENT(S)/PART(S) INFORMATION					
Vehicle Component Code: 181000 VEHICLE SPEED CONTROL: ACCELERATOR PEDAL				Failure Mileage 122000.0	
to be determined				Failure Speed to be determined	
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE					
Tire Make No		Tire Model Name or Number		Tire Size (Example P215/65R15)	
DOT No. (Example: DOTM1 9ABC0361)		☐ Original Requirement ☐ Prior Repair		Failure Location:	
Tire Component Code		Tire Failure Type:			
ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE					
Make: No		Date Manufactured:		Serial No. (Example:)	
Seat Type:		Installation System:			
Child Seat Component Code:		Failure Date:			
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 Y	
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 2014 Mercedes Benz GLK250. 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 1/9/23. 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- to perform this evaluation. At this point, I am willing to pay for this evaluation.					
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 Administration 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 a recall, your response, or a statistical summary thereof, may be used in support of the agency's action.					

Police Report 1 of 2

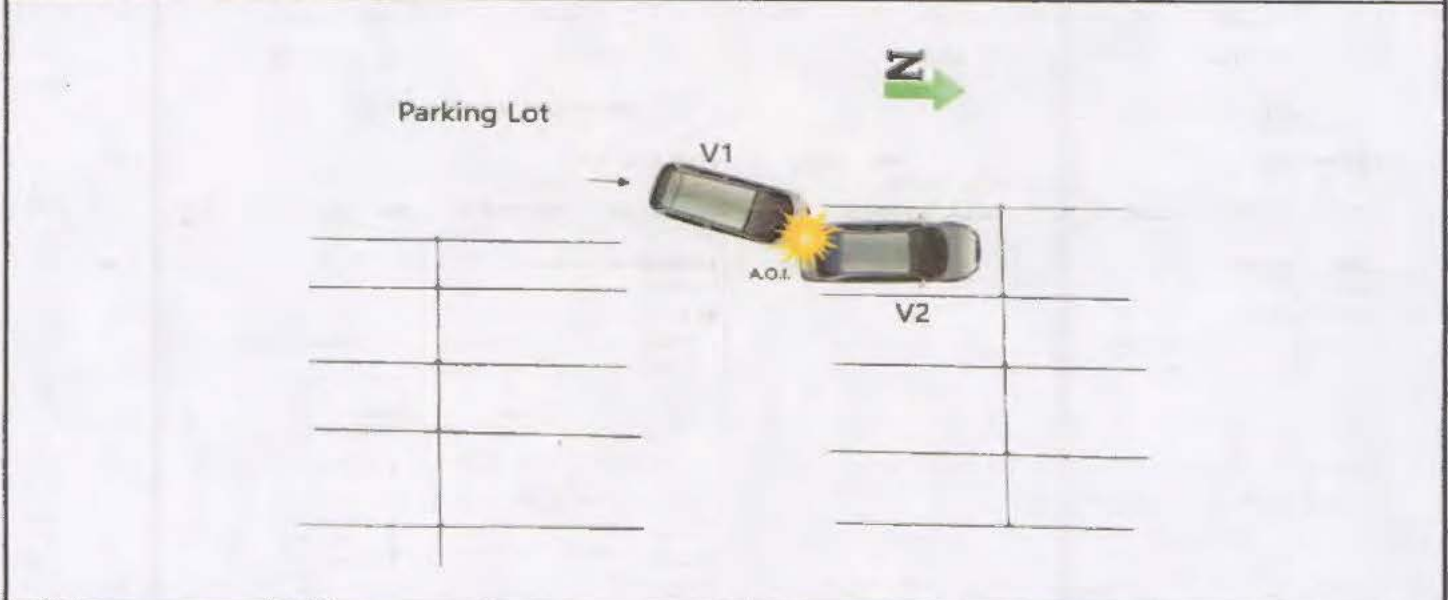
PAGE 1 OF 2		New Jersey Police Crash Investigation Report		☒ Reportable ☐ Non-Reportable ☐ Change Report	
05	1 Case Number	10 Crash Occurred On: [REDACTED]		11 Speed Limit [REDACTED]	
01	2 Police Dept of	Code		12 Route No. [REDACTED] 13 Milepost [REDACTED] 18 Speed Limit [REDACTED]	
01	WEST WINDSOR POLICE	01			
01	3 Station/Precinct	[REDACTED]		19 To [REDACTED] 17 Cross Road Name [REDACTED] NB [REDACTED] SB [REDACTED]	
09	4 Date of Crash mm dd yy	5 Day Of Week [REDACTED]		20 Route/Name [REDACTED] 22 Longitude [REDACTED]	
01	01/23	[REDACTED]		[REDACTED]	
01	6 Time (Use 2400 hrs)	7 Municipality Code		8 Total Killed	
01	1113	[REDACTED]		[REDACTED]	
01	9 Total Injured	21 Latitude [REDACTED]		22 Longitude [REDACTED]	
01	1	[REDACTED]		[REDACTED]	
04	23 Veh #	24 Policy No.		25 NJ Ins. Code	
04	1	[REDACTED]		[REDACTED]	
02	26 Driver's First Name	Initial Last Name		Sex	
01	REDACTED	[REDACTED]		[REDACTED]	
01	27 Number & Street	[REDACTED]		[REDACTED]	
01	28 City	State Zip		[REDACTED]	
01	BREWSTER	MA		[REDACTED]	
02	30 Eyes	DL Class		Restrictions	
02	D	B		[REDACTED]	
06	32 Driver's License Number	33 DOB mm dd yyyy		34 Expires mm yy	
06	[REDACTED]	[REDACTED]		25	
05	35 Owner's First Name	Initial Last Name		[REDACTED]	
05	[REDACTED]	[REDACTED]		[REDACTED]	
05	36 Number & Street	[REDACTED]		[REDACTED]	
05	37 City	State Zip		[REDACTED]	
04	BREWSTER	MA		[REDACTED]	
04	38 Make	39 Model		40 Color	
04	MERCEDES-B	GLK-CLASS		GY	
04	41 Year	42 Plate No.		43 State	
04	2014	REDACTED		MA	
01	44 VIN	45 Expires		[REDACTED]	
01	WDCGG0EB6EGXXXXXX	05		23	
01	46 Vehicle Removed To	[REDACTED]		[REDACTED]	
01	ALS SUNOCO	[REDACTED]		[REDACTED]	
01	47 Authority	48 Alcohol/Drug Test		49 Hazardous Material	
01	Owner	[REDACTED]		[REDACTED]	
01	50 Carrier No.	51 GVWR/GCWR		52 Motor Carrier or Government Entity	
01	USDOT	[REDACTED]		[REDACTED]	
01	MC/MX	[REDACTED]		[REDACTED]	
01	53 Damage To Other Property	54 Yes (If Yes, describe)		55 No	
01	136 Charge	137 Summons No.		138 Charge	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	140 Charge	141 Summons No.		142 Charge	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	139 Summons No.	143 Summons No.		144 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	145 Summons No.	146 Summons No.		147 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	148 Summons No.	149 Summons No.		150 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	151 Summons No.	152 Summons No.		153 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	154 Summons No.	155 Summons No.		156 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	157 Summons No.	158 Summons No.		159 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	160 Summons No.	161 Summons No.		162 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	163 Summons No.	164 Summons No.		165 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	166 Summons No.	167 Summons No.		168 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	169 Summons No.	170 Summons No.		171 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	172 Summons No.	173 Summons No.		174 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	175 Summons No.	176 Summons No.		177 Summons No.	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
01	187 Summons No.	188 Summons No.		189 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	190 Summons No.	191 Summons No.		192 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	193 Summons No.	194 Summons No.		195 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	196 Summons No.	197 Summons No.		198 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	199 Summons No.	200 Summons No.		201 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	202 Summons No.	203 Summons No.		204 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	205 Summons No.	206 Summons No.		207 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	208 Summons No.	209 Summons No.		210 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	211 Summons No.	212 Summons No.		213 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
01	226 Summons No.	227 Summons No.		228 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	229 Summons No.	230 Summons No.		231 Summons No.	
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01	232 Summons No.	233 Summons No.		234 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	235 Summons No.	236 Summons No.		237 Summons No.	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
01	244 Summons No.	245 Summons No.		246 Summons No.	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
01	271 Summons No.	272 Summons No.		273 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	274 Summons No.	275 Summons No.		276 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
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01	292 Summons No.	293 Summons No.		294 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	295 Summons No.	296 Summons No.		297 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	298 Summons No.	299 Summons No.		300 Summons No.	
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01	301 Summons No.	302 Summons No.		303 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	304 Summons No.	305 Summons No.		306 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	307 Summons No.	308 Summons No.		309 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	310 Summons No.	311 Summons No.		312 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	313 Summons No.	314 Summons No.		315 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	316 Summons No.	317 Summons No.		318 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	319 Summons No.	320 Summons No.		321 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	322 Summons No.	323 Summons No.		324 Summons No.	
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01	[REDACTED]	[REDACTED]		[REDACTED]	
01	337 Summons No.	338 Summons No.		339 Summons No.	
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01	340 Summons No.	341 Summons No.		342 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	343 Summons No.	344 Summons No.		345 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	346 Summons No.	347 Summons No.		348 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	349 Summons No.	350 Summons No.		351 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	352 Summons No.	353 Summons No.		354 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	355 Summons No.	356 Summons No.		357 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	358 Summons No.	359 Summons No.		360 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	361 Summons No.	362 Summons No.		363 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	364 Summons No.	365 Summons No.		366 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	367 Summons No.	368 Summons No.		369 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	370 Summons No.	371 Summons No.		372 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	373 Summons No.	374 Summons No.		375 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	376 Summons No.	377 Summons No.		378 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	379 Summons No.	380 Summons No.		381 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	382 Summons No.	383 Summons No.		384 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	385 Summons No.	386 Summons No.		387 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	388 Summons No.	389 Summons No.		390 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	391 Summons No.	392 Summons No.		393 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	394 Summons No.	395 Summons No.		396 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	397 Summons No.	398 Summons No.		399 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	400 Summons No.	401 Summons No.		402 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	403 Summons No.	404 Summons No.		405 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	406 Summons No.	407 Summons No.		408 Summons No.	
01	[REDACTED]	[REDACTED]		[REDACTED]	
01	409 Summons No.	410 Summons No.		411	

New Jersey Police Crash Investigation Report	Police Dept: WEST WINDSOR POLIC Code: 01 Station: [REDACTED] Case No: [REDACTED]
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(Refer to vehicle by number)

	Veh	Pos	Eject	Phys	Age	Sex	Loc	Type	Ref	Equip	Equip	Bag	Hosp	
	Occ	In/On		Cond			Inj	Inj	Med	Avail	Used	Dept	Code	
ALL INVOLVED	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants - If Deceased, Date & Time of Death

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.

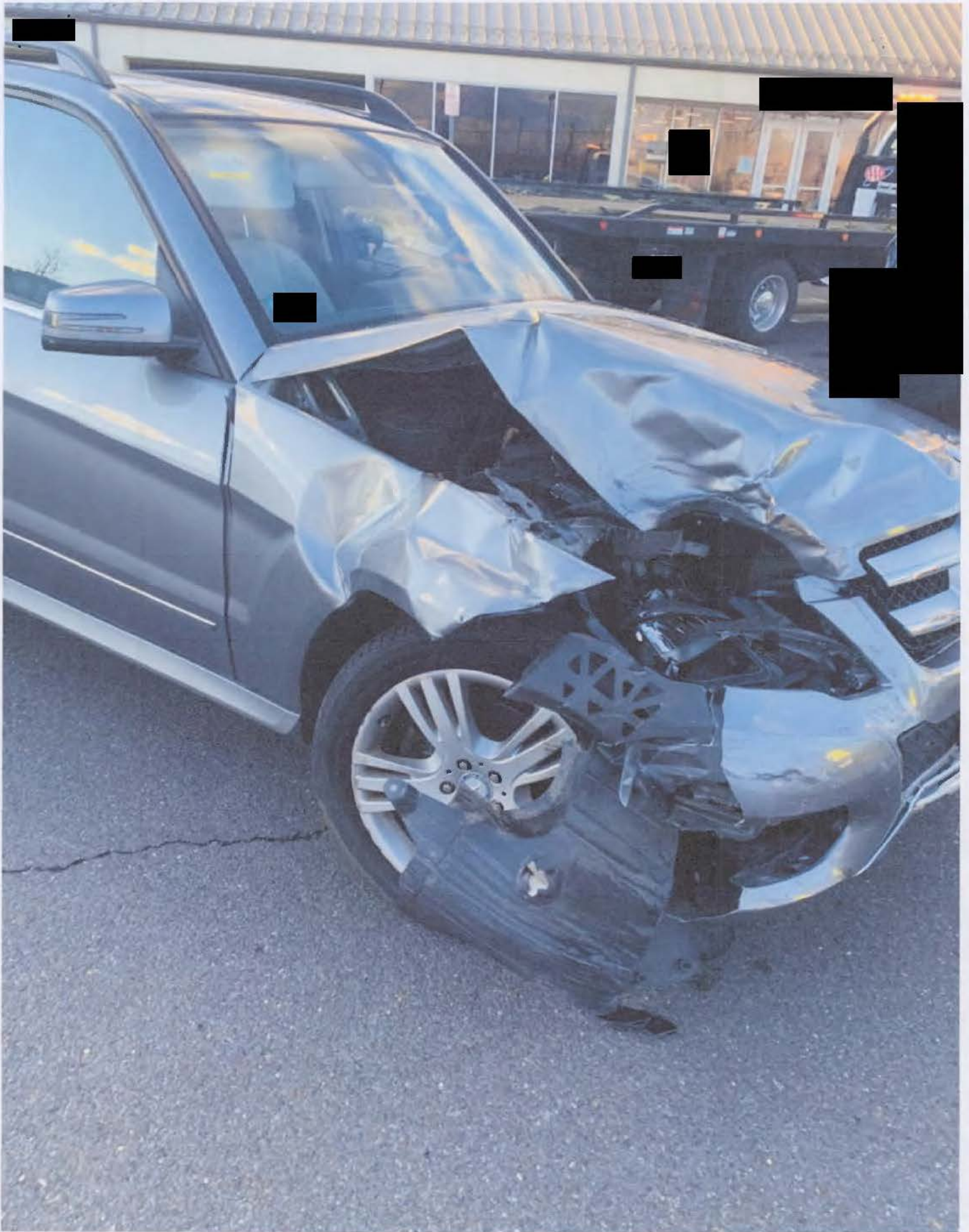
V2 sustained major damage to the rear bumper area.

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 [REDACTED] for Careless Driving, [REDACTED]. The front seat passenger in V1 advised me that she was dizzy from the collision and she did not want any medical attention.

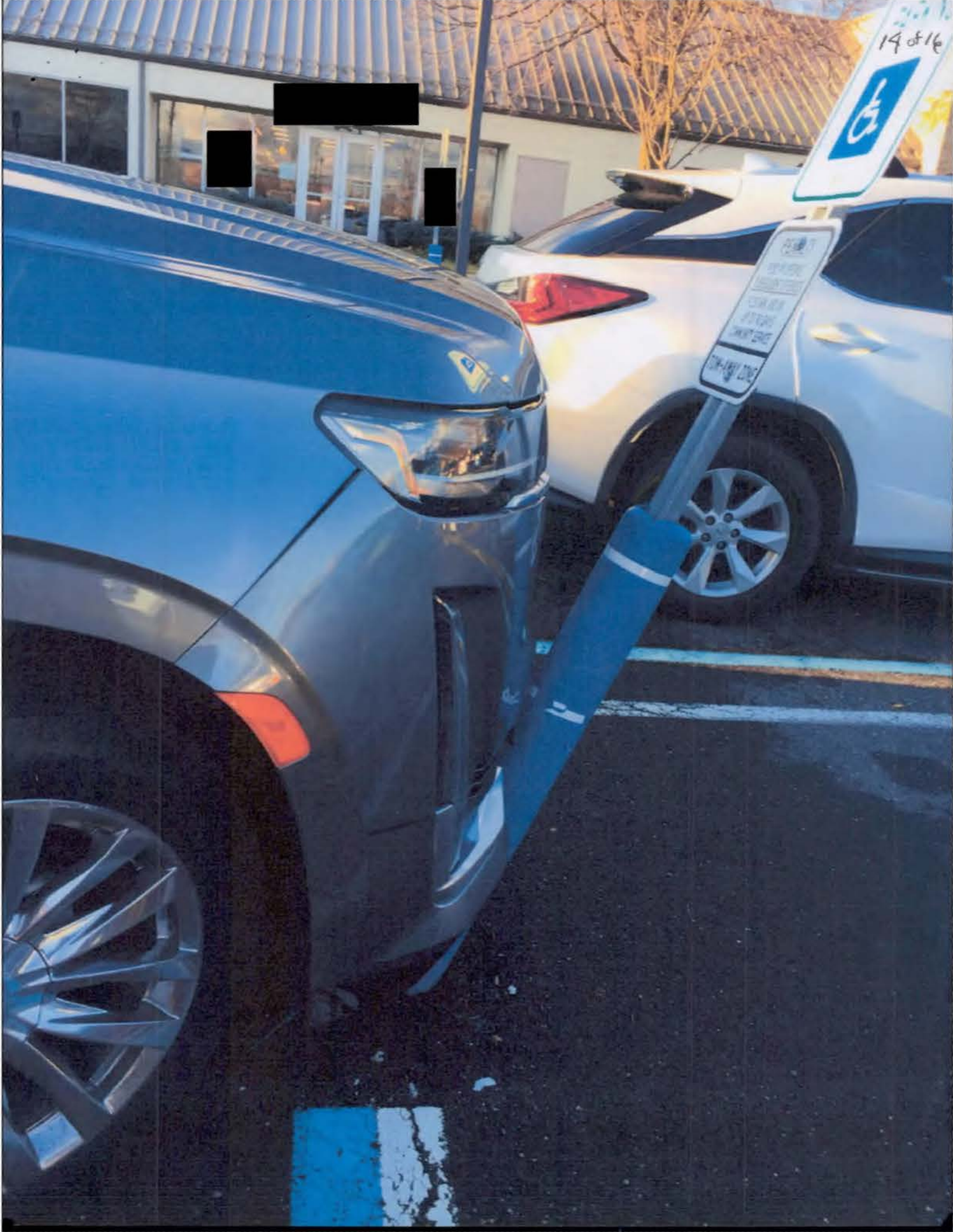
146 Officer's Signature KYLE BROWN	147 Badge # 0089	148 Reviewer BROWN	149 Case Status ☐ Pending ☒ Complete
--	----------------------------	------------------------------	--

12 of 16



130514





Estimate

15 of 16

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

Date [REDACTED]
2014 Mercedes-Benz GLK250
VIN WDCGG0EB6EG [REDACTED]
Mileage 122,827
RO# [REDACTED]

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



CERTIFIED MAIL

Princeton, NJ



Department of Transportation

To: W48- 226

Building: DOT

Mailstop: 4 West

Rtg Symbol: NVS-200,210,300,010

External Carrier: PRIORITY

Sender:

DOT

6/12/2023 11:03:41 AM

W48-

Mr. Randy Reid

Chief Correspondence Research Division

Office of Defects Investigation (ODI)

NHTSA

1200 New Jersey Ave, S.E.

Washington, DC 20590