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Board of County Commissioners

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ROSS F. LICITRA



DIVISION OF CONSUMER AFFAIRS
HALL OF RECORDS
ONE EAST MAIN STREET
FREEHOLD, NJ 07728
TELEPHONE: 732-431-7900

Joseph Hadden - Director

INFORMATION REDACTED PURSUANT TO THE FREEDOM
OF INFORMATION ACT (FOIA), 5 U.S.C. 552(B)(6)

July 21, 2023

Ray Catena Mercedes-Benz
Attn: Mr. Joel Cohen, GM
4380 Route 9
Freehold, NJ 07728

Re [REDACTED]

Case # [REDACTED]

Dear Mr. Cohen:

Enclosed for your examination is a copy of the consumer complaint which was recently filed in this office by the above. Kindly review the information and advise us of your position in this matter so that we may have all the facts.

This department recognizes that situations such as this arise from differing viewpoints and interpretations. Therefore, we do not prejudge any complaint and would appreciate receiving your written version within the next ten days. Please include any suggestions you feel might expedite a resolution of this matter.

Your answer may be an important factor in our determining whether or not to further pursue an investigation of this complaint. If you fail to respond, we may determine that other appropriate action is warranted under the New Jersey Consumer Fraud Act.

Thank you for your prompt attention to this matter.

Very truly yours,

Mrs. Mary Flaherty
Deputy Director
Enc.

cc: Cons
cc: Mr. Ray Catena, Owner
cc: NHTSA ✓



New Jersey Office of the Attorney General

Division of Consumer Affairs

P.O. Box 45025

Newark, New Jersey 07101

(973) 504-6200

(800)-242-5846

E-Mail: AskConsumerAffairs@dca.lps.state.nj.us

File a Consumer Complaint Against a Business

Few things are more frustrating than paying hard-earned money for a product or service only to discover it doesn't measure up to promises or expectations, or that it is just a plain rip-off. When that happens, consumers rightfully expect to have the problem resolved or their money returned.

Even careful buyers get stuck now and then. If it happens to you, you will want to know how to proceed to get the best results.

First Contact the Business

Take your problem to the salesperson, manager or the company's customer service representative. Most problems are resolved at this level. If you are still not satisfied, contact the owner or the company's headquarters.

If the business will not resolve a problem directly, consumers can file a Consumer Complaint with the Division of Consumer Affairs, the Better Business Bureau, or a small claims court. The complaint should explain in detail, with documentation (photocopies), what the problem is, who it is with, what you have done and what you want. In particular it should:

- **Identify the Business**
Include the name and current address of the business.
- **Describe the Problem**
Describe as completely as you can the problem with the product or service you have purchased. Were you told something that was untrue? Describe what you were told and how it was untrue. Is it defective? Explain what is wrong. Did the business refuse to honor a warranty? Explain what needs repair and include a photocopy of the warranty.
- **Explain What You Want**
Explain what you want the business to do: how much money should be refunded or exactly how you want a product fixed or a service performed.
- **Include Photocopies**
Always **include photocopies** of documents relevant to your complaint receipts, warranties, both sides of cancelled checks, contracts, etc. Do not send originals. Only send copies, except upon request of the agency to which you are making your complaint.

Please be advised that any information you supply may be subject to **public disclosure** pursuant to New Jersey's Open Public Records Act. If an investigation into the matter is conducted, the information is subject to public disclosure only after the completion of the investigation. **We strongly urge you to not submit sensitive personal information on these forms.**



COPY

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2023 JUN 13 P 1:01

Please be advised that any information you supply on this complaint form may be subject to public disclosure. If an investigation into the matter is conducted, the information is subject to public disclosure only after the investigation is closed. You are also advised that the completed complaint form is a "government record," subject to disclosure under the Open Public Records Act (OPRA).

COMPLAINT REPORTED BY:

COMPLAINT REPORTED AGAINST:

NAME: [REDACTED]	BUSINESS: <u>Ray Cetena Mercedes-Benz</u>
ADDRESS: [REDACTED]	ADDRESS: <u>4380 Rt 9 South</u>
CITY: <u>Manahawkin</u>	CITY: <u>Freehold, NJ 07728</u>
STATE: <u>N.J.</u> ZIP CODE: [REDACTED]	STATE: <u>NJ</u> ZIP CODE: <u>07728</u>
HOME TELEPHONE NUMBER: [REDACTED] <small>(include area code)</small>	TELEPHONE NUMBER (1): <u>732-339-6820</u> service <small>(include area code)</small>
WORK TELEPHONE NUMBER: [REDACTED]	TELEPHONE NUMBER (2): <u>732-339-6800</u> <small>(include area code)</small>
* E-MAIL ADDRESS: [REDACTED]	
* NOTE: BY PROVIDING YOUR E-MAIL ADDRESS, YOU AGREE TO RECEIVE COMMUNICATIONS FROM THIS OFFICE BY E-MAIL.	

For statistical and informational purposes only. Your age: 18-29 30-44 45-59 60 or older

1. Nature of complaint (please check the appropriate box(es)):
- | | | | |
|--|---|---|--|
| <input checked="" type="checkbox"/> Automotive | <input type="checkbox"/> Automotive Repairs | <input type="checkbox"/> Banking | <input type="checkbox"/> Credit Card |
| <input type="checkbox"/> Charity | <input type="checkbox"/> Direct Mail/Sweepstakes | <input type="checkbox"/> Home Repair | <input type="checkbox"/> Internet/Cyberspace |
| <input type="checkbox"/> Professional Service | <input type="checkbox"/> Stocks/Securities | <input type="checkbox"/> Telemarketing | <input type="checkbox"/> Telecommunications |
| <input type="checkbox"/> Bingo/Raffle | <input type="checkbox"/> Health Club | <input type="checkbox"/> Warranty | <input type="checkbox"/> Advertising |
| <input type="checkbox"/> Wheelchair Lemon Law | <input type="checkbox"/> Weighing/Measuring Devices | <input type="checkbox"/> Used Car Lemon Law | <input type="checkbox"/> New Car Lemon Law |
| <input type="checkbox"/> Furniture | <input type="checkbox"/> Other (specify) _____ | | |

2. If your complaint involves a motor vehicle, please provide the following information:
- a. New Used
- b. Purchased Leased
- c. Purchase Price 49,705.00 Current Mileage 2,112
- d. Date of Purchase 11/30/2022 With Warranty With Service Contract As Is
- e. Make Mercedes Benz Model C300 Year 2023

3. Name of company you dealt with: Ray Cetena of Freehold, Mercedes

4. Name and title of company agents or employees you dealt with: Chris Paserba service manager
Steve Charis sales Manager, Leigh Farrell General Manager
Mustafa Rumani at MBUSA 1-800-367-6372
(denied any responsibility, the car almost killed us)

5. Describe the facts of your complaint in the order in which they happened. Type or print clearly. Use additional sheets of paper, if necessary. Attach readable copies (NO ORIGINALS) of any complaint-related contracts, bills, receipts, cancelled checks, correspondence or any other documents you feel are related to your complaint.

I own a 2023 Mercedes C300. My husband and myself were traveling on Route 9 in Galloway township at approximately 35 to 40 mph then the emergency brake mode was engaged for no reason. The screen flashed bright red and said restricted mode. The vehicle stopped violently and abruptly. The accelerator pedal was applied but the vehicle failed to accelerate. The vehicle went into restricted mode and a Hyundai Elantra crashed into the rear of the vehicle. We called the police and they came. The accident happened on April 11, 2023 and we got the car back on June 1, 2023.

Mercedes is stating this did not happen, they looked at the black box, and test-drove vehicle in their parking lot. We do not feel safe driving this vehicle. We asked for a new vehicle and they said no. I suffered a neck injury and went to the doctors.

Attached: Police report
compact Xerox Repair
letter from Mercedes
report to NHTSA

We have the vehicle but we are afraid to drive it but we have no choice because we still owe \$41,000 to Bank of America cost of car.

6. The amount of loss involved in this complaint: \$ 49,705.00. Please provide a breakdown of these losses:

Price of Vehicle 49,705.00, Deductible \$500, Geico 21,088.17
medical not covered by insurance 81.31, 15.35 b/c deductible

I certify that the foregoing statements made by me are true. I am aware that if any of the foregoing statements made by me are willfully false, I am subject to punishment. I authorize the New Jersey Division of Consumer Affairs to send this complaint form to the company or to interested parties and to use the information in any way that is necessary.

6/5/2023
Date

* This certification must be signed by the person completing the form.

Page 1 of 3 Fatal **New Jersey Police Crash Investigation Report** Reportable Non-Reportable Change Report

1. Case No. [REDACTED] 10. Crash Occurred On: **S New York Rd** S Dir 11. Speed Limit: **45** 18. Speed Limit: **25**

2. Police Dept. of **Galloway Township Police Depart** Code **01** 12. Route No. Suffix 13. Milepost: **045.18**

3. Station/Precinct: **20** Feet Miles N E S W of: **E Ocean Ave**

4. Date of Crash: **04/11/23** 5. Day of Week: **Th** 6. Time (use 2400 hrs.): **1610** 7. Municipality Code: **0111** 8. Total Killed: **00** 9. Total Injured: **00**

19. To: **39.447339** 20. Route Name/Route No.: **74.473847**

23. Veh. # **1** 24. Police: [REDACTED] 25. NJ Ins. Code: **038** 53. Veh. # **2** 54. Police: [REDACTED] 55. NJ Ins. Code: **148**

27. Number & Street: [REDACTED] 57. Number & Street: [REDACTED]

28. City: **Galloway** State: **NJ** Zip: [REDACTED] 58. City: **Manahawkin** State: **NJ** Zip: [REDACTED]

30. Eyes: [REDACTED] DL Class: [REDACTED] Restrictions: [REDACTED] Endorsements: [REDACTED] 31. State: [REDACTED] 60. Eyes: **02** DL Class: [REDACTED] Restrictions: [REDACTED] Endorsements: [REDACTED] 61. State: **NJ**

32. Driver's License Number: [REDACTED] 65. Owner's First Name: **SAME AS DRIVER**

35. Owner's Name: [REDACTED] 66. Number & Street: [REDACTED]

37. City: **Ventnor City** State: **NJ** Zip: [REDACTED] 67. City: [REDACTED] State: [REDACTED] Zip: [REDACTED]

38. Make: **HUND** 39. Model: **ELA** 40. Color: **SIL** 41. Year: **09** 43. State: **NJ** 68. Make: **MERZ** 69. Model: **C** 70. Color: **BLK** 71. Year: **23** 73. State: **NJ**

44. VIN: **KMH DU46D19U** 45. Expires: **07/23** 74. VIN: **WIKAF4HBXPR** 75. Expires: **11/23**

46. Vehicle Removed to: **Private Tow** 76. Vehicle Removed to: **Private Tow**

47. Authority: Owner Driver Police 77. Authority: Owner Driver Police

48. Alcohol Drug Test: Given: No Yes Refused Type: Breath Blood Urine Results: **0.00** % Pending 78. Alcohol Drug Test: Given: No Yes Refused Type: Breath Blood Urine Results: **0.00** % Pending

49. Hazardous Material: None On Board Spill 79. Hazardous Material: None On Board Spill

50. Carrier No.: USDOT [REDACTED] None MC/MX [REDACTED] 51. GVWR / GCWR (trucks & buses only): ≤ 10,000 lbs. 10,001 - 26,000 lbs. ≥ 26,001 lbs. 80. Carrier No.: USDOT [REDACTED] None MC/MX [REDACTED] 81. GVWR / GCWR (trucks & buses only): ≤ 10,000 lbs. 10,001 - 26,000 lbs. ≥ 26,001 lbs.

52. Motor Carrier or Government Entity: [REDACTED] 82. Motor Carrier or Government Entity: [REDACTED]

Level of Autonomy: **150-AVAILABLE** 0 1 2 3 4 5 Unknown **151-ENGAGED** 0 1 2 3 4 5 Unknown

Level of Autonomy: **152-AVAILABLE** 0 1 2 3 4 5 Unknown **153-ENGAGED** 0 1 2 3 4 5 Unknown

135. Damage to Other Property: Yes (if Yes, describe) No

Oper. 1: 136. Charge: [REDACTED] 137. Summons No.: [REDACTED] Oper. 2: 138. Charge: [REDACTED] 139. Summons No.: [REDACTED]

Oper. 1: 140. Charge: [REDACTED] 141. Summons No.: [REDACTED] Oper. 2: 142. Charge: [REDACTED] 143. Summons No.: [REDACTED]

	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants (If Occupied, Date & Time of Death)
A	1	03	01	05	[REDACTED]	F	-	-	-	04	04	06	-	[REDACTED] Galloway, NJ, [REDACTED]
B	1	01	01	05	[REDACTED]	F	-	-	-	04	04	06	-	[REDACTED] Galloway, NJ, [REDACTED]
C	2	01	01	05	[REDACTED]	M	-	-	-	04	04	06	-	[REDACTED] Manahawkin, NJ, [REDACTED]
D	2	03	01	05	[REDACTED]	F	-	-	-	04	04	06	-	[REDACTED] Manahawkin, NJ, [REDACTED]

New Jersey Police
Crash Investigation Report

Case Number [REDACTED]

Page 2 of 3

	83	84	85	86	87	88	89	90	91	92	93	94	95	Names & Addresses of Occupants If Deceased, Date & Time of Death
E	-	-	-	-	-	-	-	-	-	-	-	-	-	
F	-	-	-	-	-	-	-	-	-	-	-	-	-	
G	-	-	-	-	-	-	-	-	-	-	-	-	-	
H	-	-	-	-	-	-	-	-	-	-	-	-	-	
I	-	-	-	-	-	-	-	-	-	-	-	-	-	
J	-	-	-	-	-	-	-	-	-	-	-	-	-	

144. Crash Diagram



Show NORTH by Arrow
(Not to Scale)



145. Crash Description/Narrative

The Crash Description begins on continuation page

146. Officer's Signature

Paulo Jeffrey T...

147. Badge #
0150

148. Reviewer
Welsh, Kevin

Badge #
0065

149. Case Status
 Pending Complete

New Jersey Police Crash Investigation Report
Motor Vehicle Crash DescriptionPolice Dept: Galloway Township Police Department Code: 01

Station: _____ Case No: _____

145. Crash Description

OBSERVATIONS AT THE SCENE: Upon arrival V1 and V2 were both off of the roadway. V1 was parked on the corner in a lot on the corner of Ocean Avenue and Route 9. V2 was parked on the shoulder of Route 9 on the opposite side of Ocean Avenue. V1 had significant front-end damage. V2 had moderate damage to the rear end of his vehicle. All occupants were outside of their respective vehicles. I spoke with both parties immediately to ensure everyone was safe and that no further medical assistance was needed.

DRIVER #1 STATEMENT: D1 stated she was traveling the speed limit, south bound on Route 9 when V2 came to an abrupt stop. D1 stated she did not see any brake lights from V2. D1 also stated, there was no apparent reason for V2 to be stopping. D1 stated, "We were driving and all of a sudden he came to a complete stop. I tried to press on the breaks to stop the car, but I didn't make it soon enough."

DRIVER #2 STATEMENT: D2 stated he was also driving south bound on Route 9 when he was struck from behind. D2 stated that his car malfunctioned and stopped abruptly for no apparent reason. D2 stated the screen in his vehicle began to flash red and the car stopped as this was happening, he was struck from behind. After D2 was struck he explained that the car was still malfunctioning and would not allow him to drive the car off to the shoulder of the road to avoid traffic. D2 explained that it was not until after he restarted the vehicle that he was allowed to operate the vehicle. D2 stated, "... the vehicle just stopped, dead stopped and then they came up behind us and rear ended us. It is not their fault; it is the car's fault. It has 360-degree cameras and I have no idea why it stopped it has never happened before."

INVESTIGATION REVEALED: Based on the driver's statement, damage to the vehicle, and observations at the scene, the investigation revealed that V1 struck V2 from the rear causing front end damage to V1 and rear end damage to V2.

Payne, Jeffrey J

Officer's Signature

0150

Badge Number

COMPACT KARS, INC.

Workfile ID: [REDACTED]
PartsShare: 7jRzt5

MERCEDES-BENZ COLLISION CENTER OF
FREEHOLD
3 TRENTON-LAKEWOOD ROAD, MILLSTONE
TOWNSHIP, NJ 08510
Phone: (609) 259-6373
FAX: (609) 259-0182

Compact Kars
3 Trenton Lakewood Road
Millstone, NJ 08510
(609) 259 6373

05/25/2023 12:39

Sale

Final Bill

Insurance: GOVERNMENT EMPLOYEES
Adjuster: Cassandra Keller
Phone: (848) 307-8472
Business
Estimator: Nick Skevakis
Create Date: 4/26/2023
01
Claim: [REDACTED]
Loss Date: 4/11/2023
Deductible: 500.00
GETZVILLE

Thank You

CUSTOMER COPY

: 4D SED 4-2.0L Turbocharged Hybrid Gasoline Direct Injection Black

VIN: W1KAF4HBXP [REDACTED] Interior Color: Mileage In: 2,112 Vehicle Out:
License: [REDACTED] Exterior Color: Black Mileage Out:
State: NJ Production Date: Condition: Job #:

Line	Ver	Operation	Description	Qty	Extended Price \$	Part Type	Labor	Type	Paint
1	S02		RADIATOR SUPPORT						
2	S02	Remove/Install	Front shield center, C300 w/o AMG line				0.5T	Body	
3	S02	Remove/Install	Center shield C300 AWD				0.5T	Body	
4	S02	Remove/Install	Rear shield C300 AWD				0.4T	Body	
5	S01		ELECTRICAL						
6	S01	Remove/Install	Battery				0.3T	Mech	
7	S01	Remove/Install	Battery				1.1T	Mech	
8	S01		RESET ELECTRICAL				1.0T	Mech	
9	S01		EXHAUST SYSTEM						
10	S02	Remove/Replace	LT Rear muffler	1	1,370.30T	OEM	1.1T	Mech	
11	S02	Remove/Replace	RT Rear muffler	1	1,370.30T	OEM	1.1T	Mech	
12	S02	Remove/Replace	RT Rear muffler clamp	1	72.30T	OEM			
13	S02	Remove/Replace	LT Rear muffler clamp	1	65.30T	OEM			
14	S02	Remove/Replace	RT Heat shield muffler outer	1	40.30T	OEM	0.2T	Body	
15	S02		PILLARS, ROCKER & FLOOR						
16	S02	Remove/Install	RT Cover				0.4T	Body	
17	S02	Remove/Install	LT Cover				0.4T	Body	
18	S01		QUARTER PANEL						
19	S02	Repair	RT Quarter pnl assy				1.5T	Body	2.6T
20	S01		Add for Clear Coat						1.0T
21	S01		INSURANCE COMPANY DEDUCT FOR						(0.3)T

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural

Final Bill

Class C300 4MATIC 4D SED 4-2.0L Turbocharged Hybrid Gasoline Direct Injection Black

2 DRESS REAR BODY FOR PRIMER (SEE IMAGES) 2.0T

Estimate Totals	Discount \$	Markup \$	Rate \$	Total Hours	Total \$
Parts		85.71			9,089.82
Sublet/Miscellaneous					350.00
Labor, Body			85.00	78.5	6,672.50
Labor, Refinish			85.00	26.6	2,261.00
Labor, Mechanical			85.00	4.8	408.00
Material, Paint					1,463.00
E.P.C.					2.50
Subtotal					20,246.82
Sales Tax					1,341.35
Grand Total					21,588.17
Deductible					(500.00)
Net Total					21,088.17

Estimate Version	Total \$
Original	4,959.02
Supplement S01	15,113.00
Supplement S02	1,516.15

Insurance Total \$:	21,088.17
Received from Insurance \$:	15,113.00
GOVERNMENT EMPLOYEES INSURANCE	5/11/2023 15,113.00
COMPANY	
Balance due from Insurance \$:	5,975.17
Customer Total \$:	500.00
Received from Customer \$:	500.00
[REDACTED]	5/25/2023 500.00
Balance due from Customer \$:	0.00

T = Taxable Item, RPD = Related Prior Damage, AA = Appearance Allowance, UPD = Unrelated Prior Damage, PDR = Paintless Dent Repair, A/M = Aftermarket, Rechr = Rechromed, Reman = Remanufactured, OEM = New Original Equipment Manufacturer, Recor = Re-cored, RECOND = Reconditioned, LKQ = Like Kind Quality or Used, Diag = Diagnostic, Elec = Electrical, Mech = Mechanical, Ref = Refinish, Struc = Structural



Mercedes-Benz USA, LLC

April 21, 2023

[Redacted]
Manahawkin, NJ [Redacted]

Subject: Model: 2023 Mercedes-Benz C300
VIN: W1KAF4HBXP [Redacted]

Dear [Redacted]

Thank you for your contact to our Customer Assistance Center. Please be assured that Mercedes-Benz USA, LLC (MBUSA) has reviewed your request concerning the above-referenced vehicle.

After a thorough review of the request, it was confirmed that your vehicle does not qualify for refund or replacement. Our records and investigation indicate that the subject vehicle's repair history does not qualify it for repurchase or replacement under the "Lemon Law." More specifically, in order to legally qualify for MBUSA to offer restitution or replacement, the subject vehicle must have defects covered by MBUSA's written warranty which substantially impaired its use, value and/or safety which were not repaired after a reasonable number of attempts. As your vehicle's repair history does not meet these legal requirements, MBUSA must therefore respectfully decline your request to repurchase the above-mentioned vehicle.

MBUSA will continue to honor all of the terms of any remaining Mercedes-Benz Warranty.

Consumers in AR, CA, KY, MN, may utilize the BBB Auto Line Dispute Resolution Program, which is a neutral third-party organization that can arbitrate certain disputes between you and us at no cost to you. You may initiate a claim by contacting them at:

BBB AUTO LINE
Alternative Dispute Resolution
BBB National Programs
1676 International Drive, Suite 550 McLean, VA 22102-1800-955-5100
www.bbbprograms.org/bbb-auto-line

The BBB Auto Line's decision is not binding on you, but any decision in your favor is binding on MBUSA if you accept it. A decision is generally rendered within forty days of the BBB Auto Line's receipt of your claim and will be mailed to you. If you accept it, the BBB Auto Line's decision requires MBUSA to comply within thirty days.

Sincerely,

Mustafa Ramani
After Sales Operations Manager
Mercedes-Benz USA, LLC

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company



Mercedes-Benz USA, LLC

April 27, 2023

[REDACTED]
Manahawkin, NJ [REDACTED]

Subject: Model: 2023 Mercedes-Benz C300 4MATIC
VIN: W1KAF4HBXP [REDACTED]

Dear [REDACTED]

Thank you for allowing us the opportunity to review the incident you described involving your 2023 Mercedes-Benz C300 4MATIC bearing Vehicle Identification Number W1KAF4HBXP [REDACTED]

Please be assured that Mercedes-Benz USA, LLC ("MBUSA") thoroughly reviewed your concerns and physically and diagnostically inspected the subject vehicle. The inspection revealed there was no evidence that the vehicle was not operating as intended at the time of the incident. There is no evidence of a manufacturing defect that could have caused the alleged incident.

Diagnostics resulted in no faults to indicate the vehicle stalled due to a malfunction or that it entered a restricted mode prior to the incident. There were no messages in the instrument cluster to indicate the vehicle stalled or entered a restricted mode. The vehicle was test-driven and was not able to verify nor duplicate your complaint.

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.

We appreciate the opportunity to respond.

Sincerely,

Mercedes-Benz USA, LLC

Mercedes-Benz USA, LLC A Mercedes-Benz Group AG Company

One Mercedes-Benz Drive, Sandy Springs, GA 30328 1-800-FOR-MERCEDES 1-800-367-6372 Fax 1-770-705-0153 www.MBUSA.com

CUST# [REDACTED]
 Motor Vehicle
 Retail Order
 New Used
 Demo



Ray Catena of Freehold
 4380 Route 9 South Sales (732) 339-6800
 FREEHOLD, NJ 07728 Fax (732) 339-6809
 www.RayCatena.com

DEAL# [REDACTED]
 DATE: 11/30/2022

CLIENT OR COMPANY [REDACTED] SSN [REDACTED] DOB [REDACTED]
 CLIENT [REDACTED] SSN# [REDACTED] DOB [REDACTED]
 ADDRESS [REDACTED] MANAHAWKIN NJ [REDACTED] ZIP [REDACTED]
 HOME PHONE [REDACTED] WORK PHONE [REDACTED]
 D.L. [REDACTED] CELL PHONE [REDACTED]
 D.L. # [REDACTED] CLIENT'S E-MAIL [REDACTED] SALES REP **GEORGE H ELG**

ENTER ORDER FOR 2023 MERCEDES-BENZ C300W4 DELIVER ON/ABOUT: 11/30/2022 SALES REP [REDACTED]

BODY TYPE 4DR SDN AWD MILES 20 SERIAL NO. W1KAF4HBXP [REDACTED]

INT. COLOR MACCHIATO EXT. COLOR BLACK

INSURANCE INFORMATION
 INS. CO. GEICO POLICY # [REDACTED]
 AGENT/AGENCY [REDACTED] PHONE [REDACTED] FAX [REDACTED]

NO VERBAL COMMITMENTS HAVE BEEN MADE TO ME OTHER THAN WHAT HAS BEEN WRITTEN ON THIS ORDER.
 X

EACH CUSTOMER'S CREDIT SCORE MUST BE TIER 1 OR HIGHER TO QUALIFY FOR QUOTED PRICE, RATES AND MONTHLY PAYMENTS.
 X

Ray Catena Mercedes Benz agrees to forward to _____ (insert financial institution name) _____ (insert amount) representing _____ payments (Client understands and agrees that all further payments, fees and/or charges are the responsibility of the client to the financial institution named above. Ray Catena Mercedes Benz is NOT responsible for any further payments, fees, and/or charges beyond what is stated above. Over-mileage charges, excess wear and tear charges, or any additional payments, fees, or charges beyond what is stated above is the responsibility of the client.)

Prior to Delivery of the vehicle listed above, client shall elect one of the following and so advise center: Cash Purchase Finance Purchase Lease

IF A CREDIT SALE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.
 IF A LEASE, REQUIRED INFORMATION CONTAINED ON A SEPARATE DISCLOSURE STATEMENT IS MADE A PART OF THIS ORDER.

IF A LEASE COMPLETE DISCLOSURE OF ALL LEASE TERMS AND CONDITIONS IS CONTAINED ON A SEPARATE LEASE CONTRACT

**** Sale Inclusive of Loaner Car Provisions for Warranty and Mechanical Repair ****

Price of Unit -MSRP	49705.00
Additional Equipment (optional)	

First Payment	
Bank Fee	
NJ Online Motor Vehicle Fee	
Out of State MV Processing Fee	
State Title / Reg	
NJ Tire Tax	
Sales Tax Up Front	
Cap Cost Reduction	
Upright Tax	
Documentary Fee	
Security Deposit(s)	
NJ Supplemental Tinting Fee (.4%)	

FINANCE SUMMARY	
FINANCE TERM:	72
* FINANCE RATE:	5.09
AMOUNT FINANCED:	44130.60
MONTHLY PAYMENT:	712.52
(*FINANCE RATE SUBJECT TO CREDIT APPROVAL)	

IF A PURCHASE, THE FOLLOWING APPLY

TOTAL PRICE OF VEHICLE	49705.00
Less Trade-In	23000.00
TOTAL VEHICLE TAXABLE AMOUNT	26705.00
State Sales Tax 6.625%	1808.89
NJ Tire Tax	6.00
Registration/Title Fee (Estimated) (See Paragraph 15 on page 2)	104.50
NJ Online Fee	8.88
Out of State MV Processing Fee	N/A
NJ Supplemental Tinting Fee (.4%)	198.82

TOTAL	
Deposit	
Rebate	
Over-Mileage Charge	
Disposition Fee	

Documentary Fee:	Clerical Exp: \$140.00	
(See Paragraph 16 on page 2)	Document Delivery: \$220.00	\$599.00
	Filing Fee: \$110.00	
	Storage and Data Security: \$129.00	

NET PAY-OFF ON TRADE-IN	15199.51
TOTAL AMOUNT DUE	44630.60
Amount Financed	44130.60
Rebate/Coupon	N/A
Deposit	500.00
Client's Initials	Co-Client's Initials

LEASE SUMMARY	
MONTHLY PAYMENT	
# of MONTHS	
MILEAGE PER YEAR	
CASH DUE AT DELIVERY	

TRADE-IN DESCRIPTION AND ALLOWANCE
 Year 2018 Make MERCEDES-BENZ Model C 300
 Serial No. WDDWF4KB3J [REDACTED] Mileage _____
 Trade In Value 23000.00 Date of 11/30/2022

Balance Owed 15199.51
 Client certifies that the frame on the trade-in vehicle has never sustained any damage or been repaired. All airbags are of original equipment and have never been deployed. Also that the vehicle has never been in a flood or had the emission control system tampered with or altered. Client certifies the above mileage of trade-in vehicle is accurate.
 X 11/30/2022
 Client Signature _____ Date _____
 X _____ Date _____

BALANCE IN CASH OR CERTIFIED CHECK DUE ON DELIVERY

To protect the privacy of individuals, NHTSA does not make medical records available to the public without authorization. For this reason, documents falling into this category have not been included in this complaint record.

PLACE STICKER AT TOP OF ENVELOPE TO THE RIGHT OF THE RETURN ADDRESS, FOLD AT DOTTED LINE
CERTIFIED MAIL



MANASSA



89 0710 5270 0120 8927 35

RDC 99



07101

New Jersey OFFICE of
Attorney General
P.O. Box 45025
Newark, NJ
07101

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National Highway Traffic Safety Administration
1200 New Jersey Ave., SE
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