



## Brake Incident Questionnaire

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

Return this form along with any relevant photographs by replying to your CAC Case Manager email or by emailing: mercedes\_benz@mailca.custhelp.com. Save a copy of this document for your records.

Your name	Thad Vasko		
Your address	14445 Castlereagh Lane Strongsville, OH 44136		
Phone number	216-408-1808	Email	ThadCV@aol.com
Date of incident	9/20/18		
Time of incident	8:30	A.M.	<input type="radio"/> P.M. <input checked="" type="radio"/>
<i>(Please specify whether am/pm)</i>			
<b>Vehicle details</b>			
Model	E43	VIN	WDDZF6EB7HA190927
<small>(Found in lower left corner of windshield, drive door frame, insurance card, or vehicle registration.)</small>			
Date of Purchase	2/17/2017	Mileage	21000
Vehicle owner's address	14445 Castlereagh Lane Strongsville, OH 44136		

### Incident

Please describe with as much detail as possible how the vehicle handled at the time of the incident, what you noticed and how you reacted:

I was just driving home (about 8:30 pm) from downtown Strongsville on route 82 east crossing over I-71 when inadvertently the brakes on my E43 locked up launching myself and my passenger forward against our seat belts. The lockup was momentary and did not cause an accident; but it is definitely a safety issue. There was no one in front of me, but there was someone behind and beside me. I took it into Mercedes the next day. They kept the car from Friday 9/21 thru Tuesday 9/25. The service report I was given read: PERFORMED SHORT TEST AND FOUND NO FAULTS. CHECKED WITH SHOP FOREMAN, WAS ADVISED TO UPDATE THE DISTRONIC SOFTWARE. PERFORMED SOFTWARE UPDATE OF THE DISTRONIC CONTROL UNIT. This tells me that the direct cause has not been determined; so I am at risk of the same incident repeating itself.

I just had the car in on 8/27 for the 20,000 mile service. Why wasn't this software update performed then?

I need to resolve this ASAP before this issue results in serious injury. I'm on edge behind the wheel.





## When did the incident occur?

Date 9/20/18

Time 8:30 pm

## Has this occurred in the past? If so, how many times has this happened in total?

0 times

## How long was the trip before the incident?

(e.g., immediately after start, after a few minutes, hours, etc.)

Maybe 3 miles.

Any Injuries?  Yes  No

## Describe

Mild whiplash to driver and passenger.

## Where is the vehicle located now? (Please provide address and phone contact details of the place where the vehicle is currently located.)

14445 Castlereagh Lane, Strongsville, OH 44136 (Home)  
216-408-1808

Did any warning lamps illuminate in the instrument cluster? Yes  No

If so, which one(s)? (e.g., ABS warning lamp)

## What text was visible in the multifunction display within the instrument cluster before/at the moment the incident occurred?

None - not that I can recall. It happened in an instant.

Any audible warnings? Yes  No

## Describe how the brake pedal was applied at the time of the incident.

My foot was on the gas cruising at 35 mph.

## Was it necessary to pump the brake pedal or was the brake pedal hard to press?

No - anti-lock engaged on their own.



**How well did the vehicle decelerate when the brakes were applied at the time?**

Brakes performed excellently. Terrifying when you don't expect it.

**How did the brake pedal feel at the time of the complaint?**

Normal

**Did you notice any kind of noise from the footwell/from the brake pedal directly after the complaint occurred?**

Yes  No

**If so, what kind of noise?** (e.g., squeal, grind, hiss, crack, etc.)

Chatter of rear tires.

**Where did the incident occur?**

Stop/Go traffic

**Describe the driving conditions under which the incident occurred.**

Clear night, light traffic. Someone beside and behind me. No one in front for 100 feet.

**On what type of road surface did the incident occur?** (e.g., paved, concrete, etc.)

Concrete; crossing from road surface to bridge surface.

**The road surface condition was:** (Please select from the dropdown menu.)

Dry

**In what approximate speed range (in mph) did the incident occur?**

From 35 to 35 mph

**What was the approximate outside temperature at the time?** 60 °F

**Was one of the following functions active beforehand?** (Please select from the dropdown menu.)

None

**After the incident**

**How many times was the ignition switched off and on again after the incident?**

0-10

**How was the vehicle transported from the incident?**

Driven without assistance  Towed Away



Do you continue to use the vehicle?

Yes  No

How long has the vehicle been at its current location since the incident?

13 days

If applicable, please describe what areas of the vehicle were damaged in the incident. Email digital photos of the damage to [mbusa\\_cac@mbusa.com](mailto:mbusa_cac@mbusa.com), including the Vehicle Identification Number (VIN).

No damage to vehicle.

Most recent service or repair details: *(Please provide name, address, contact number of the last servicing workshop and date and mileage at the time of the last workshop visit.)*

20,026 miles service performed on 8/27/18.

Was anyone injured, or was any third party property damaged as a result? If so, please provide brief details of injuries sustained, or extent of property damaged.

Mild neck sprain for driver and passenger.

I affirm that the information I have provided above is true to the best of my knowledge.\*

I hereby grant Mercedes-Benz USA, LLC (MBUSA) permission to inspect my vehicle.\*

I affirm that I am the owner (or lessee) of the subject vehicle and grant MBUSA permission to image the data contained in the vehicle's Event Data Recorder (EDR), if so equipped. I understand that the EDR may capture specific information during the few seconds prior to and after a collision.

\*Required