

IN THE CIRCUIT COURT OF THE NINTH JUDICIAL CIRCUIT
IN AND FOR ORANGE COUNTY, FLORIDA

Case No.:

DEBBIE REINELT,

Plaintiff,

v.

UNIVERSAL CITY DEVELOPMENT
PARTNERS, LTD and MACK RIDES
GMBH & CO KG,

Defendants.

COMPLAINT AND DEMAND FOR JURY TRIAL

Plaintiff, DEBBIE REINELT (hereinafter “PLAINTIFF”), sues Defendants, UNIVERSAL CITY DEVELOPMENT PARTNERS, LTD (“UNIVERSAL”), and MACK RIDES GMBH & CO KG (“MACK RIDES”), and alleges as follows:

JURISDICTION AND VENUE

1. This is an action for damages that exceed \$50,000.00 exclusive of costs and attorney’s fees.
2. At all times material hereto, the Plaintiff, DEBBIE REINELT, was over the age of eighteen (18) and a resident of Henderson County, North Carolina, and is sui juris.
3. At all times material hereto, Defendant UNIVERSAL was a Florida limited partnership, licensed to do business in Orange County, Florida.
4. Defendant UNIVERSAL’s Registered Agent is CT Corporation System, 1200 South Pine Island Road, Plantation, FL 33324.
5. At all times material hereto, Defendant MACK RIDES is a foreign corporation with its principal place of business at Mauermattenstraße 4, 79183 Waldkirch, Germany.

6. Defendants are subject to the jurisdiction of this Court pursuant to Florida Statutes § 48.193(1)(a)(2) and 48.193(2), as Defendants committed a tortious act in the State of Florida and are engaged in substantial and not isolated activities within the State of Florida.

7. Venue is proper in Orange County, Florida, pursuant to Florida Statutes, Chapter 47, as the incident giving rise to the claims herein occurred within Orange County, Florida.

GENERAL ALLEGATIONS

8. At all times material hereto, Defendant UNIVERSAL was the owner, lessor, and manager of a certain premises known as “Universal Epic Universe” located in Orlando, Orange County, Florida.

9. Defendant MACK RIDES is the designer, manufacturer, and seller of the roller coaster attraction known as “Stardust Racers” (hereinafter “STARDUST RACERS”), which was sold to UNIVERSAL and placed into the stream of commerce for public use at Universal Epic Universe.

10. STARDUST RACERS is a dual-launch steel coaster that travels at speeds up to 62 miles per hour, reaches a height of 133 feet, and features multiple inversions, including a patented “Celestial Spin” maneuver where the ride vehicles crisscross.

11. STARDUST RACERS’ design by MACK RIDES and its operation by UNIVERSAL subjects passengers to extreme and violent G-forces, sudden changes in acceleration (“jerk”), and lateral forces.

12. On May 5, 2025, Plaintiff was lawfully at Universal Epic Universe as a business invitee.

13. At all times material hereto, Plaintiff had a reasonable expectation that Defendant UNIVERSAL’s premises and attractions were reasonably safe.

14. While at Universal Epic Universe, Plaintiff rode STARDUST RACERS.

15. While riding STARDUST RACERS, Plaintiff's head was violently shaken, repeatedly.

16. As a direct and proximate result, Defendant's Stardust Racers roller coaster caused Plaintiff to sustain severe and permanent injuries.

17. Immediately after riding STARDUST RACERS, Plaintiff experienced dizziness, headache, and nausea.

18. As a direct and proximate result of the violent and dangerous condition alleged herein, STARDUST RACERS caused Plaintiff to sustain severe and permanent bodily injuries, requiring medical care.

19. At all times material, and prior to Plaintiff's incident, Defendant UNIVERSAL knew or, in the exercise of reasonable care, should have known of the unsafe and unreasonably dangerous condition of STARDUST RACERS, as alleged herein.

COUNT I - CLAIM OF NEGLIGENCE AGAINST DEFENDANT UNIVERSAL

Plaintiff adopts, realleges, and incorporates by reference paragraphs 1 through 19 as if fully incorporated herein, fully sets forth the following, and states:

20. At all times material hereto, UNIVERSAL owed Plaintiff a duty of care to maintain its premises and operate all its attractions and rides in a reasonably safe manner.

21. At all times material hereto, Defendant's Stardust Racers roller coaster was under the control and management of Defendant UNIVERSAL.

22. At all times material hereto, it was the duty of Defendant UNIVERSAL to maintain, operate, and control STARDUST RACERS in a reasonably safe condition for use by the public, including Plaintiff.

23. At all times material hereto, Defendant UNIVERSAL had a duty to adequately warn the public, including Plaintiff, of unsafe and unreasonably dangerous conditions of which it

knew or, in the exercise of reasonable care, should have known about.

24. Defendant UNIVERSAL negligently designed, operated, maintained, and controlled Defendant's Stardust Racers roller coaster so as to cause Plaintiff's head to shake violently.

25. Defendant UNIVERSAL breached its duty of care to Plaintiff by committing one or more of the following acts or omissions:

- a. Defendant failed to properly restrain Plaintiff's head;
- b. Defendant failed to design, inspect and/or maintain STARDUST RACERS in a reasonably safe condition;
- c. Defendant failed to correct an unreasonably dangerous condition, which existed on STARDUST RACERS on May 5, 2025.
- d. Defendant failed to adequately warn Plaintiff of the unsafe and unreasonably dangerous condition of which it knew about, or in the exercise of reasonable care should have known about;
- e. Defendant's warning signs posted outside STARDUST RACERS were inadequate;
- f. Defendant negligently failed to warn Plaintiff that Plaintiff's head would be shaken and slammed against the headrest or other hard surfaces of Plaintiff's seat while riding STARDUST RACERS;
- g. Defendant failed to provide proper safety precautions;
- h. Defendant failed to implement an adequate inspection regimen;
- i. Defendant continued to operate STARDUST RACERS without modification or enhanced warnings despite knowledge of prior medical incidents on the same ride.
- j. Defendant failed to properly design and test STARDUST RACERS as to ensure that riders would not sustain injuries in the normal course of its operation

26. As a direct and proximate result of Defendant's negligence, as described above, Plaintiff suffered severe and permanent bodily injuries, pain and suffering, disability, physical impairment, mental anguish, inconvenience, loss of capacity for the enjoyment of life in the past and future, expense of hospitalization, medical and nursing care and treatment, loss of earnings, loss of ability to earn money.

27. The losses are either permanent or continuing, and Plaintiff will suffer losses in the future.

WHEREFORE, Plaintiff, DEBBIE REINELT, demands judgment against Defendant, UNIVERSAL, and trial by jury of all issues so triable as a matter of right, and such further relief as the Court may deem just and proper.

COUNT II - STRICT PRODUCTS LIABILITY AGAINST MACK RIDES

Plaintiff adopts, realleges, and incorporates by reference paragraphs 1 through 19 as if fully incorporated herein, fully sets forth the following, and states:

28. Defendant MACK RIDES designed, manufactured, tested, and sold STARDUST RACERS.

29. STARDUST RACERS was in a defective condition when it left the control of the Defendant MACK RIDES, rendering it unreasonably dangerous.

30. STARDUST RACERS was defective in its design because it failed to perform as safely as an ordinary consumer would expect when used as intended or in a reasonably foreseeable manner.

31. A reasonable consumer expects a roller coaster to provide thrills without causing injuries to passengers.

32. STARDUST RACERS' violent motions and jerking lateral transitions created forces that exceeded this reasonable expectation of safety.

33. STARDUST RACERS was further defective in its design because the foreseeable risks of the design, specifically the risk of whiplash, cervical spine injury, and concussion, due to excessive jerk and lateral G-forces, far outweighed the purported benefit of increased thrill and/or excitement.

34. Safer, reasonably available alternative designs existed at the time STARDUST RACERS was created—including, but not limited to, reduced-intensity force profiles, redesigned track transitions, and more protective restraint and head-support systems. These alternatives were both technologically feasible and economically practical for MACK RIDES to implement, and their use would have prevented, or substantially minimized, the risk of the type of head, neck, and neurological injuries suffered by Plaintiff.

35. At the time of the injury, Plaintiff was using STARDUST RACERS in its intended and reasonably foreseeable manner: as a ticketed passenger, seated properly, and secured by the provided restraint system.

36. As a direct and proximate result of STARDUST RACERS' defective and unreasonably dangerous design, Plaintiff was subjected to violent, whiplash-like motions that caused Plaintiff's head to impact hard surfaces, resulting in a concussion, post-traumatic headaches, cervicgia, and other severe physical and neurological injuries.

37. As a direct and proximate result, Plaintiff suffered bodily injury and resulting pain and suffering, disability, mental anguish, loss of capacity for the enjoyment of life, expense of medical care, and loss of earnings. These losses are permanent or continuing.

WHEREFORE, Plaintiff, DEBBIE REINELT, demands judgment against Defendant, MACK RIDES, and trial by jury of all issues so triable as a matter of right, and such further relief as the Court may deem just and proper.

COUNT III - CLAIM OF NEGLIGENCE AGAINST DEFENDANT, MACK RIDES

Plaintiff adopts, realleges, and incorporates by reference paragraphs 1 through 19 as if fully incorporated herein, fully sets forth the following, and states:

38. At all times material, Defendant MACK RIDES, as the designer, manufacturer, and seller of STARDUST RACERS, had a duty of care to foreseeable end-users, including the

Plaintiff, to act with reasonable care in the design, manufacture, testing, and providing of information about the product.

39. This duty included the duty to design and manufacture a product that was reasonably safe for its intended purpose and to adequately warn its customers and end-users of known or knowable dangers associated with the design and operational forces of THE RIDE.

40. MACK RIDES breached its duty of care to Plaintiff by committing one or more of the following acts or omissions:

- a. Negligently designing STARDUST RACERS with a profile that subjected passengers to excessive, violent, and dangerous lateral G-forces and jerking motions;
- b. Failing to design STARDUST RACERS with an adequate restraint system to prevent a passenger's head from striking hard surfaces;
- c. Failing to adequately test STARDUST RACERS to identify the specific risk of head impact and concussive injury;
- d. Failing to warn UNIVERSAL and riders that STARDUST RACERS' design exposed passengers to dangerous and avoidable head-impact forces capable of causing concussive and cervical injuries—hazards that were neither obvious nor disclosed despite being known or knowable to MACK RIDES.

41. As a direct and proximate result of Defendant MACK RIDES' negligent design, manufacture, and failure to warn, STARDUST RACERS was placed into operation in an unreasonably dangerous condition, which directly caused Plaintiff to suffer the severe and permanent injuries and damage described herein.

42. As a direct and proximate result, Plaintiff suffered severe and permanent bodily injuries, pain and suffering, disability, physical impairment, mental anguish, inconvenience, loss of capacity for the enjoyment of life in the past and future, expense of hospitalization, medical and nursing care and treatment, loss of earnings, loss of ability to earn money.

43. The losses are either permanent or continuing, and Plaintiff will suffer losses in the future.

WHEREFORE, Plaintiff, DEBBIE REINELT, demands judgment against Defendant, MACK RIDES, and trial by jury of all issues so triable as a matter of right, and such further relief as the Court may deem just and proper.

DEMAND FOR JURY TRIAL

Plaintiff respectfully demands trial by jury of all issues and counts so triable herein.

RESPECTFULLY submitted 18th day of December, 2025.

/s/ Nicholas J. Spetsas, Esq.
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