

CL- 1026 8148 - 6265



2009 MAY -7 PM 3: 59

STATE OF GEORGIA
GOVERNOR'S OFFICE OF CONSUMER AFFAIRS

2 MARTIN LUTHER KING, JR. DRIVE, SE, SUITE 356
ATLANTA, GEORGIA 30334-4600
404-651-8600
www.consumer.ga.gov

Sonny Perdue
GOVERNOR

Joseph B. Doyle
ADMINISTRATOR

April 24, 2009

[REDACTED]
Forest Park, Georgia [REDACTED]

Re: Reference File Number 236730

Business Names: Mercedes-Benz of South Atlanta/ Mercedes-Benz USA, LLC/ Fayette Imports

Dear [REDACTED]:

The Georgia Governor's Office of Consumer Affairs has received your complaint regarding the recall of your automobile. Upon review of this matter, it appears to be the type of allegation handled by the National Highway Traffic Safety Administration (NHTSA).

We have forwarded a copy of your complaint and any and all enclosures to the NHTSA for further review. Please direct all future correspondence to them at the following address:

Ms. Nicole Nason, Administrator
National Highway Traffic Safety Administration
1200 New Jersey Avenue SE, West Bldg.
Washington, DC 20590
Phone: 202-366-1836/ 202-366-9700
Web site: <http://www.nhtsa.dot.gov>

Thank you for bringing this situation to our attention.

Sincerely,

Jessie Lucas
Customer Service Representative

JBD:jl

cc: National Highway Traffic Safety Administration

N.M.
3:59
5/7/09
NJ

March 18, 2009

WF ID# 236730
IN ID# 2184364

Governor's Office of Consumer Affairs
2 Martin Luther King Drive, Suite-#356
Atlanta, GA. 30334
Fax# (404) 651-9018

Reference# 236730

To Whom It May Concern:

I am writing to you / your office regarding a Recall Letter (Safety Recall #2003-040005); I received dated November 2008 from Mr. Alan J. McLaren, Vice President @ Mercedes-Benz USA, LLC, P.O. Box 350, Montvale, and NJ. 07645-0350. The recall letter stated that my vehicle was included in this group of recall vehicles, 1998-2003. My vehicle is a 2000 Mercedes-Benz, ML320 SUV.

I sent a certified letter to Mr. Alan McLaren, (attachment #2), and I did not receive a reply letter. I did receive a telephone message to my work number, which requested me to call them back regarding my letter they received. I returned the call, but was unable to speak with Mr. Alan McLaren. Instead, customer service directed my call to his Assistant. She indicated that Mr. McLaren was out of the office, and could not be reached. She stated she was handling all his calls. I explained my letter that was addressed to Mr. McLaren to her, and she stated that they were not at liberty to refund any money(s) for any repairs. I indicated to her that my attached documents regarding the recall repairs fell under the reimbursements for the repairs, as stated on back of the recall letter. Again, she stated they are not at liberty to give a refund for the repairs, and that I should contact a Mercedes-Benz dealership here in Atlanta.

I sent a certified letter to Mr. Chris Hanners of Fayette M.B. Specialist, Inc. (Fayette Imports), (attachment #3), where I had my repairs performed. I received a letter from him/his office stating that they were not aware of my vehicle recall and that I should seek reimbursement from Mercedes-Benz for these services.

I contacted Mercedes-Benz of South Atlanta, (attachment #4), and spoke with Mr. Darren Briscoe, Service Manager. I was not able to speak with the Mercedes-Benz, President at that office, (so I was told). They took my vehicle into their auto repair shop to check "just the hose", and returned it to me stating that they could not reimburse me for my vehicle repairs, that everything was fine. He also stated that they did not need to do any repairs on my vehicle, as I was informed by Darren B. I asked to speak with the President at their company again, but again, I was told by Mr. Darren Briscoe, that he could handle any of my concerns, and that the President was not available. I left their establishment disappointed. This appointment was a total let down.

Please know that I am not trying to sue anyone. I am requesting a reimbursement for my fees. I have attached copies of all my documents for you, and I thank you for taking the time to review them. If you need to contact me, I can be reached at work# [REDACTED] or home# [REDACTED].

[REDACTED]
Forest Park, GA.

O: Governor's Office of Consumer Affairs

Attachment #1-(Recall letter from Mercedes-Benz)

Attachment #2-A. McLaren, VP & documents addressed to him)

Attachment #3-C. Hanners, & his responded letter & my documents addressed to him)

Attachment #4-D. Briscoe, & his responded letter & documents faxed to him)

***Internet Information-re: Mercedes-Benz Recalls, Defects Report & Problems.

cc: gj

Attachment
#1



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services**Safety Recall #2003-040005**

November, 2008

2003040005

4JGAB54E6XA

Stone Mtn, GA



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In 2003 Daimler AG (DAG) decided that a defect relating to motor vehicle safety existed in certain Model Year 1998-2003 M-Class vehicles. Specifically, DAG determined that M-Class vehicles in this group had a hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler which might not provide sufficient clamping force for this connection and required replacement. A loss of power steering fluid may result in diminished power assist for steering the vehicle and ultimately can also damage the power steering pump. This could result in a loss of control and a crash without warning.

Mercedes-Benz USA, LLC (MBUSA) therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle was included in this group and was previously repaired under this recall campaign.

The earlier recall repair performed on your vehicle may not be sufficient to prevent a future leakage or failure of this power steering hose connection. Therefore, MBUSA is reopening this campaign on your vehicle and requests that you bring in your vehicle for repair. WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

Your authorized Mercedes-Benz dealer is available to provide this service to correct the situation described above. This service will be provided free of charge. The working time required is approximately 1 hour. As a matter of normal service process, your authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2003-040005.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERCEdes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

Attachment #1

Mercedes-Benz

Presorted
First Class Mail
US Postage
PAID
Permit #13
West Caldwell, NJ

Mercedes-Benz USA, LLC

P.O. Box 301
Broadway, NJ 08808-0301

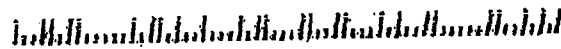
SAFETY RECALL NOTICE

CUSTOMER ASSISTANCE CENTER
MERCEDES-BENZ USA LLC
PO BOX 350
MONTVALE NJ 07645-9978

UNITED STATES POSTAL SERVICE

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-10

FORST ALK G



Attachment #2

SENDER: COMPLETE THIS SECTION

- Complete Items 1, 2, and 3. Also complete Item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:
 Mr. Alan J. McLaren, Vice President
 c/o Mercedes-Benz USA, LLC
 ONE Mercedes Drive
 P.O. Box 350
 Mantoloking, NJ
 07642-0350

2. Art
 (7/2)

PS Fc

COMPLETE THIS SECTION ON DELIVERY

A. Signature

x [Signature]

☐ Agent☐ Addressee

B. Received by (Printed Name)

P. BOOTH

C. Date of Delivery

D. Is delivery address different from item 17 ☐ Yes
 If YES, enter delivery address below: ☒ No

3. Service Type

☒ Certified Mail☐ Express Mail☐ Registered☐ Return Receipt for Merchandise☐ Insured Mail☐ C.O.D.☐ Yes

102595-02-M-1540

December 19, 2008

**Attn: Mr. Alan J. McLaren, Vice President (Customer Services)
c/o Mercedes – Benz USA, LLC
One Mercedes Drive
P. O. Box 350
Montvale, NJ. 07645-0350
Telephone #: 1-800-367-6372
Fax#: (201) 476-6211**

Dear Mr. McLaren:

This letter is regarding my 1999 Mercedes Benz ML320 SUV.

I recently received a letter from your office regarding the Safety Recall # 2003-040005 for Mercedes – Benz automobile Model Year(s) 1998-2003.

Prior to receiving your Safety Recall Letter, I recently had maintenance performed on my vehicle. I have attached the maintenance voucher with the parts replaced, and the cost of the repairs.

I am submitting these receipts in hopes that I can be reimbursed for all of my out of pocket expenses.

Attachment(s):

- (1) Mercedes-Benz Safety Recall Letter**
- (2) Repairs Performed Prior to Recall**
- (3) Voucher for Maintenance Repairs**

Sincerely,

Forest Park, GA.

Home#:

Alternate#:

O: Attn: Mr. Alan J. McLaren, Vice President (Customer Services)

cc:

Attachment #2

IMPORTANT

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

☐ **SCRAPPED**☐ **STOLEN**☐ **OTHER** _____☐ **SOLD**

I HAVE SOLD THE VEHICLE TO: _____

☐ **MY NEW ADDRESS IS:****NAME** _____**STREET** _____**APT.** _____**CITY** _____**STATE** _____**ZIP** _____**PHONE** _____

THANK YOU FOR YOUR COOPERATION

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.

108469

358832



Mercedes-Benz

INVOICE

Mercedes-Benz of South Atlanta

3775 ROYAL SOUTH PARKWAY - ATLANTA GEORGIA 30341
(770) 964-1700

FOREST PARK, GA

PAGE 1

HOME: [REDACTED] BUS: [REDACTED]

CELL: [REDACTED] SERVICE ADVISOR: 372 KELLY THOMLEY

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
744-BRI-ST	99	MERCEDES-BENZ ML320	4JGAB54E6XA	[REDACTED]	101157/101159	T716
DEL DATE	PROD DATE	WARR EXP	PROMISED	PGN	RATE	PAYMENT
28APR99	DD20APR99	27APR2003	WAIT 12DEC08			CASH
R.D. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG: 11294230438663				12DEC08
13:51 12DEC08 15:30 12DEC08				TRN: 72266201434243 AXL: RC-15412		

LINE	OPCODE	TECH	TYPE	HOURS	LIST	NET	TOTAL
------	--------	------	------	-------	------	-----	-------

A RECALL- LOWER POWER STEERING HOSE CLAMP REPLACEMENT (163)
CAUSE:

023902 LOWER POWER STEERING HOSE & CLAMP AT
RADIATOR FITTING, REPL. (RECALL CAMPAIGN
2003040005 & DTE T-B 46.30/13)

420 W93

1 163-460-52-24-05 LINE

(N/C)

1 Q-1-46-0001 POWER STEER

(N/C)

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE A:	0.00
--------	------	--------	------	--------	------	---------------	------

101159 DID CAMPAIGN REPLACED LOWER P/S HOSE

E EXPRESS SERVICE

EX1 EXPRESS SERVICE

420 CM

PARTS:	0.00	LABOR:	0.00	OTHER:	0.00	TOTAL LINE B:	0.00
--------	------	--------	------	--------	------	---------------	------

THANK YOU FOR CHOOSING MERCEDES-BENZ OF SOUTH
ATLANTA TO SERVE YOU AND YOUR VEHICLE. YOUR
BUSINESS IS GREATLY APPRECIATED. AS ALWAYS, IF
YOU HAVE ANY QUESTIONS, COMMENTS, OR PROBLEMS
PLEASE DO NOT HESITATE TO CONTACT YOUR
SERVICE ADVISOR (INDICATED IN THE UPPER RIGHT
HAND CORNER OF THIS INVOICE) AT (770) 964-1700

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/terms. The
Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/terms.

DESCRIPTION	TOTAL
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE

FAYETTE M.B. SPECIALISTS, INC

Repair Order #0074607

FAYETTE IMPORTS

Date Printed : 11/17/08

1588 HWY 85 NORTH

Page : 1

FAYETTEVILLE, GA 30214

Center : 2

CALL US (770) 461-3784 SERVICE YOU CAN TRUST!!

Customer

Address :

City : FOREST PARK, GA

Phone 1 :

Ext :

Phone 2 :

Ext :

Vehicle : 1999 MERT ML320

License :

DOB :

VIN : 4JGAB54E6XA

Engine :

Trans :

Mileage : 100868

Color : SILVER

Parts

Labor

Quan	Part Number	Description	Price
1.00	M0004600183	P/S RESERVOIR	28.50
1.00	M0004661880	GASKET	1.70
1.00	M0024668101	POWER STEERING PUM	610.00
1.00	M0009898803	POW/STR FLUID	10.00

Payments:

Cash, on 10/31/08

\$650.00

Op	Tech	Description	Time	Charge
CV 0		057 Noise when driving - Humming noise		292.50
		Replace Power Steering Pump, Reservoir, Gasket, and fluid		
		LABOR DISCOUNT		-10.00

Recommendation

OK Bad

Recommendation

- ① Power Steering Reservoir
 ② Seal
 ③ Power Steering Pump
 ④ P/S Fluid

Fayette Imports would like to thank you for patronage our success is due to your continued loyalty. We set our standards high so that your vehicle will give you the peace of mind that you deserve.

WARRANTY IS 12 MONTHS OR 12,000 MILES. WHICH EVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X

Labor : \$282.50

Parts : \$650.20

Sublat : \$0.00

Other Fees : \$0.00

Enviro Fees : \$14.12

Subtotal : \$946.82

Sales Tax : \$39.01

Paid By :

Total : \$985.83

Cash :

Paid : \$985.83

Pay Ref :

Due : \$0.00

UNITED STATES POSTAL SERVICE

ATLANTA, GA 30322

22 JUN 2009 PM 4:57

First-Class Mail
Postage & Fees Paid
USPS
Permit No. G-15

• Sender: Please print your name, address, and ZIP+4 in this box •

FIRST PARK, GA

Attachment #3

SENDER: COMPLETE THIS SECTION

- Complete items 1, 2, and 3. Also complete item 4 if Restricted Delivery is desired.
- Print your name and address on the reverse so that we can return the card to you.
- Attach this card to the back of the mailpiece, or on the front if space permits.

1. Article Addressed to:

Mr. Chris HANNERS
 Fayetteville N.B. Specialist, Inc.
 (Fayette Imports)
 1588 Highway #85 North
 Fayetteville, GA 30214

2. Article Number

(Transfer from service label)

7008 1140 0003 5020 9677

PS Form 3811, February 2004

Domestic Return Receipt

COMPLETE THIS SECTION ON DELIVERY

A. Signature

Amanda Smith

☐ Agent☐ Addressee

B. Received by (Printed Name)

C. Date of Delivery

11/20/07

- D. Is delivery address different from item 1? ☒ Yes
 If YES, enter delivery address below: ☐ No

3. Service Type

- ☒ Certified Mail ☐ Express Mail
☐ Registered ☐ Return Receipt for Merchandise
☐ Insured Mail ☐ C.O.D.

4. Restricted Delivery? (Extra Fee)

☐ Yes

102585-02-M-1546

Attachment #3

January 9, 2009

Attn: CHRIS HANNERS, Service Advisor
FAYETTE M.B SPECIALIST, INC./ (Fayette Imports).
1588 Highway 85 North; Fayetteville, GA. 30214
Telephone: (770) 461-3784

Dear Mr. Chris Hanners:

This letter is regarding my 1999 Mercedes Benz ML320 SUV. It is clear that you are an authorized Mercedes-Benz automobile repair shop. I recently received a letter from the corporate office of the Mercedes-Benz USA, LLC; Montvale, NJ. 07645-0350, regarding the Safety Recall # 2003-040005 for Mercedes - Benz automobile Model Year(s) 1998-2003.

On the Repair Order # 0074607, on November 17, 2008, why was I charged \$985.83 for repairs when there was a Safety Recall #2003-040005 dated November 2008 from Mercedes-Benz USA?

I should not have been charged because the repair was covered by the safety recall, which you should have been aware of as an authorized Mercedes-Benz repair shop.

I have attached the maintenance voucher with the parts replaced, and the cost of the repairs. (See Attachments)

- (1) Mercedes-Benz Safety Recall Letter
- (2) Repairs Performed Prior to Recall
- (3) Voucher for Maintenance Repairs

I am requesting a full refund of fees paid associated with the repair, because Mercedes-Benz USA covers these cost with an authorized Mercedes-Benz repair shop.

Sincerely, [REDACTED]

[REDACTED]
Forest Park, GA. [REDACTED]

Home# [REDACTED]

Alternate# [REDACTED]

O: Attn: Mr. Chris Hanners, Service Advisor
cc: [REDACTED]

IMPORTANT*Attachment #3*

IF FOR ANY REASON YOU DO NOT NOW OWN THIS VEHICLE OR HAVE A CHANGE OF ADDRESS, PLEASE COMPLETE THE SECTION BELOW, PLACE IN THE ENCLOSED ENVELOPE, AND DROP IN ANY MAIL BOX. IF POSSIBLE, PROVIDE THE NAME AND ADDRESS OF THE PRESENT OWNER SO THAT WE MAY CONTACT THEM.

☐ **SCRAPPED**☐ **STOLEN**☐ **OTHER** _____☐ **SOLD****I HAVE SOLD THE VEHICLE TO:** _____☐ **MY NEW ADDRESS IS:** _____**NAME** _____**STREET** _____**APT.** _____**CITY** _____**STATE** _____**ZIP** _____**PHONE** _____**THANK YOU FOR YOUR COOPERATION**

**** PLEASE DO NOT DETACH. RETURN COMPLETE LETTER ****
DO NOT USE THE ENCLOSED ENVELOPE FOR OTHER CORRESPONDENCE

Reimbursement to Customers for Repairs Performed Prior to Recall

If you have already paid to have this recall condition corrected you may be eligible to receive reimbursement.

Requests for reimbursement may include parts, labor, fees and taxes. Reimbursement may be limited to the amount the repair would have cost if completed by an authorized Mercedes-Benz dealer. The following documentation must be presented to your dealer for reimbursement.

Original or clear copy of all receipts, invoices and/or repair orders that show:

- The name and address of the person who paid for the repair.
- The Vehicle Identification Number (VIN) of the vehicle that was repaired.
- What problem occurred, what repair was done, when it was done and who repaired it.
- The total cost of the repair expense that is being claimed.
- Proof of payment of repair (copy of front and back of cancelled check, or copy of credit card receipt).
- Reimbursement will be made by check from your dealer. If your claim is denied you will receive a letter from MBUSA within 60 days of receipt with the reason(s) for the denial.

Please speak with your dealer concerning this matter.

FAYETTE M.B. SPECIALISTS, INC**FAYETTE IMPORTS****1588 HWY 85 NORTH****FAYETTEVILLE, GA 30214****CALL US (770) 461-3784 SERVICE YOU CAN TRUST!!****Repair Order #0074607****Date Printed : 11/17/08****Page : 1****Center : 2**

Customer :
 Address :
 City : FOREST PARK, GA
 Phone 1 : Ext :
 Phone 2 : Ext :

Vehicle : 1999 MERT ML320

License :

DOB :

VIN : 4JGAB54E6XA

Engine :

Trans :

Mileage : 100868

Color : SILVER

Parts

Quan	Part Number	Description	Price
1.00	M0004600183	P/S RESERVOIR	28.50
1.00	M0004661880	GASKET	1.70
1.00	M0024668101	POWER STEERING PUM	610.00
1.00	M0009898803	POW/STR FLUID	10.00

Payments:

Cash, on 10/31/08

\$650.00

Labor

Op	Tech	Description	Time	Charge
CU 0	057	Noise when driving - Humming noise		292.50
		Replace Power Steering Pump, Reservoir, Gasket, and fluid		
		LABOR DISCOUNT		-10.00

Recommendation

OK Bad

Recommendation

Fayette Imports would like to thank you for patronage our success is due to your continued loyalty. We set our standards high so that your vehicle will give you the peace of mind that you deserve.

WARRANTY IS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

x

Labor : \$282.50

Parts : \$650.20

Sublet : \$0.00

Other Fees : \$0.00

Enviro Fees : \$14.12

Subtotal : \$946.82

Sales Tax : \$39.01

Paid By :

Total : \$985.83

Cash

Paid : \$985.83

Pay Ref :

Due : \$0.00

① Power Steering Reservoir
 ② Seal
 ③ Power Steering Pump
 ④ P/S Fluid



Mercedes-Benz

Dear Valued Customer,

I would like to personally thank you for choosing the Mercedes-Benz of South Atlanta Service Department for all of your vehicle service and maintenance needs. If you have any questions or concerns, or if we have failed to meet your expectations, I would encourage you to give me a call or come to my office and let me know how we can improve for your next visit.

Sincerely,

A handwritten signature in black ink, appearing to read 'Darren Briscoe'.

Darren Briscoe
Service Manager
Mercedes-Benz of South Atlanta
Direct Office Line: (678) 964-2241
dbriscoe@mbsouthatlanta.com

Mercedes-Benz of South Atlanta

3775 Royal South Parkway
Atlanta, GA 30349-0159

Telephone: 770-964-1600
Fax: 770-969-7456

mbsouthatlanta.com

108469

358832



Mercedes-Benz

INVOICE

Mercedes-Benz of South Atlanta
3775 ROYAL SOUTH PARKWAY - ATLANTA GEORGIA 30349
(770) 964-1700

PAGE 1

FOREST PARK, GA

HOME:

BUS:

CELL:

SERVICE ADVISOR: 372 KELLY THOMLEY

CELL: [REDACTED]

SERVICE ADVISOR: 372 REEVE THOMAS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN/OUT	TAG	
744-BRI-ST	99	MERCEDES-BENZ ML320	4JGAB54E6XA [REDACTED]		101157/101159	T716	
DEL DATE	PROB DATE	WARR EXP	PROMISED	PO NO	RATE	PAYMENT	INV DATE
28APR99	DD20APR99	27APR2003	WAIT 12DEC08			CASH	12DEC08
F.O. OPENED	READY	OPTIONS: DLR: [REDACTED] ENG:11294230438663					
		TRN:72266201434243 AXL:RC-15412					

13:51 12DEC08 15:30 12DEC08

LINE OPCODE TECH TYPE HOURS

LIST NET TOTAL

A RECALL: LOWER POWER STEERING HOSE CLAMP REPLACEMENT (163)

CAUSE:

023902 LOWER POWER STEERING HOSE & CLAMP AT
RADIATOR FITTING, REPL. (RECALL CAMPAIGN
2003040005 & DTE T-B 46 30/13)

420 W93

1 163-460-52-24-05 LINE

1 Q-1-46-0001 POWER STEER

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE A: 0.00

101159 DID CAMPAIGN. REPLACED LOWER P/S HOSE.

B EXPRESS SERVICE

EX1 EXPRESS SERVICE

420 CM

PARTS: 0.00 LABOR: 0.00 OTHER: 0.00 TOTAL LINE B: 0.00

THANK YOU FOR CHOOSING MERCEDES-BENZ OF SOUTH
ATLANTA TO SERVE YOU AND YOUR VEHICLE. YOUR
BUSINESS IS GREATLY APPRECIATED. AS ALWAYS, IF
YOU HAVE ANY QUESTIONS, COMMENTS, OR PROBLEMS
PLEASE DO NOT HESITATE TO CONTACT YOUR
SERVICE ADVISOR (INDICATED IN THE UPPER RIGHT
HAND CORNER OF THIS INVOICE) AT (770) 964-1700

ON BEHALF OF SERVICING DEALER, I HEREBY CERTIFY THAT THE
INFORMATION CONTAINED HEREON IS ACCURATE UNLESS OTHERWISE
SHOWN. SERVICES DESCRIBED WERE PERFORMED AT NO CHARGE TO
OWNER. THERE WAS NO INDICATION FROM THE APPEARANCE OF THE
VEHICLE OR OTHERWISE, THAT ANY PART REPAIRED OR REPLACED
UNDER THIS CLAIM HAD BEEN CONNECTED IN ANY WAY WITH ANY
ACCIDENT, NEGLIGENCE OR MISUSE. RECORDS SUPPORTING THIS
CLAIM ARE AVAILABLE FOR (1) YEAR FROM THE DATE OF PAYMENT
NOTIFICATION AT THE SERVICING DEALER FOR INSPECTION BY
MANUFACTURER'S REPRESENTATIVE.

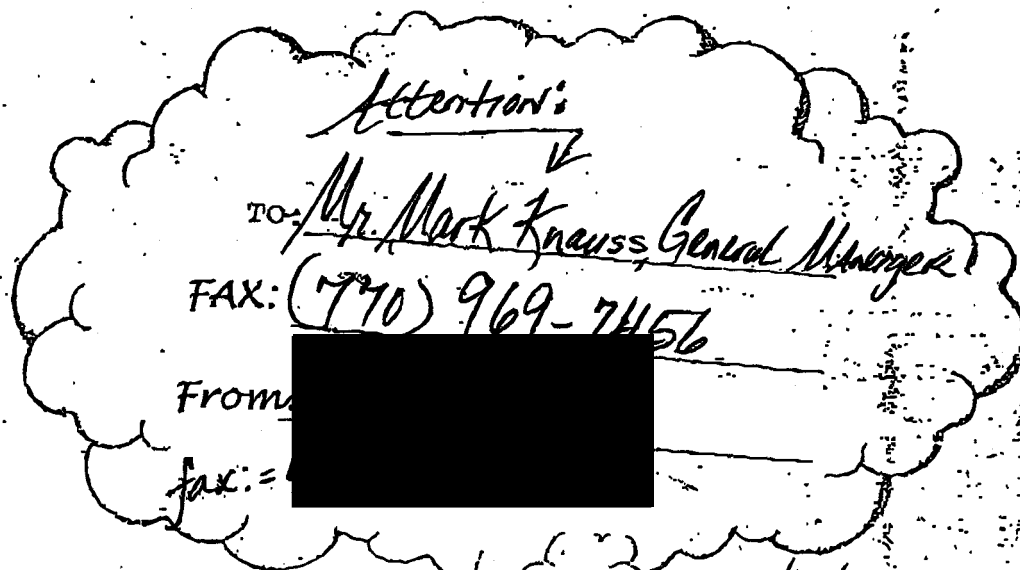
STATEMENT OF DISCLAIMER

The factory warranty constitutes all
of the warranties with respect to
the sale of this item/items. The
Seller hereby expressly disclaims all
warranties, either express or
implied, including any implied
warranty of merchantability or
fitness for a particular purpose.
Seller neither assumes nor
authorizes any other person to
assume for it any liability in
connection with the sale of this
item/items.

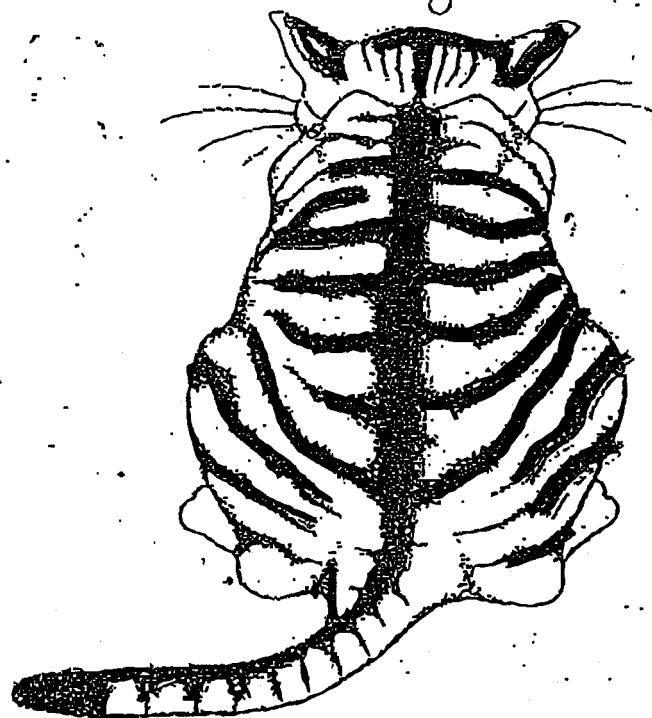
DESCRIPTION	TOTALS
LABOR AMOUNT	0.00
PARTS AMOUNT	0.00
GAS, OIL, LUBE	0.00
SUBLET AMOUNT	0.00
MISC. CHARGES	0.00
TOTAL CHARGES	0.00
LESS INSURANCE	0.00
SALES TAX	0.00
PLEASE PAY THIS AMOUNT	0.00

DEALER, GENERAL MANAGER OR AUTHORIZED PERSON

CUSTOMER SIGNATURE



3+1 = coversheet
included





Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services**Safety Recall #2003-040005**

November, 2008

2003040005

4JGAB54E6XA

Stone Mtn, GA 3



Dear Mercedes-Benz Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

In 2003 Daimler AG (DAG) decided that a defect relating to motor vehicle safety existed in certain Model Year 1998-2003 M-Class vehicles. Specifically, DAG determined that M-Class vehicles in this group had a hose clamp used to secure the power steering fluid cooling hose to the power steering fluid cooler which might not provide sufficient clamping force for this connection and required replacement. A loss of power steering fluid may result in diminished power assist for steering the vehicle and ultimately can also damage the power steering pump. This could result in a loss of control and a crash without warning.

Mercedes-Benz USA, LLC (MBUSA) therefore initiated a voluntary recall of these vehicles. Our records indicate that your vehicle was included in this group and was previously repaired under this recall campaign.

The earlier recall repair performed on your vehicle may not be sufficient to prevent a future leakage or failure of this power steering hose connection. Therefore, MBUSA is reopening this campaign on your vehicle and requests that you bring in your vehicle for repair. WE SENT YOU THIS NOTICE BECAUSE WE ARE CONCERNED ABOUT YOUR SAFETY.

Your authorized Mercedes-Benz dealer is available to provide this service to correct the situation described above. This service will be provided free of charge. The working time required is approximately 1 hour. As a matter of normal service process, your authorized Mercedes-Benz dealer will also check for other repair measures which might be applicable to your vehicle and this may increase the required working time. Please contact your authorized Mercedes-Benz dealer for additional information and to schedule an appointment at your earliest convenience. Please mention Recall Campaign #2003-040005.

If you are no longer the vehicle owner, or have a change of address, please complete the reverse side of this letter and return the complete letter in the enclosed envelope. If this is a leased vehicle and the lessor and registered owner receive this notice, please forward this information by first class mail to the lessee. If you have paid to have this recall condition corrected prior to this notice you may be eligible to receive reimbursement. Please see the reverse side of this notice for details.

Please contact your authorized Mercedes-Benz dealer should you have any questions or encounter any difficulty regarding this recall. If your dealer is unable to remedy your situation please contact us at 1-(800) FOR-MERcedes (1-800-367-6372).

If an authorized Mercedes-Benz dealer or Mercedes-Benz USA, LLC, fails or is unable to perform this service without charge within 60 days, pursuant to law 49 U.S.C. Chapter 301, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590 or call the toll-free Auto Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153); or go to <http://www.safercar.gov>.

We apologize for any inconvenience this situation may cause you.

Sincerely,



Mercedes-Benz - are registered trademarks of Daimler, Stuttgart, Germany

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERcedes (1-800-367-6372)
Fax (201) 476-6211
www.MBUSA.com

FAYETTE M.B. SPECIALISTS, INC**FAYETTE IMPORTS****1588 HWY 85 NORTH****FAYETTEVILLE, GA 30214****CALL US (770) 461-3784 SERVICE YOU CAN TRUST!!****Repair Order #0074607****Date Printed : 11/17/08****Page : 1****Center : 2**

Customer : [REDACTED]
 Address : [REDACTED]
 City : FOREST PARK, GA [REDACTED]
 Phone 1 : [REDACTED] Ext : [REDACTED]
 Phone 2 : [REDACTED] Ext : [REDACTED]

Vehicle : 1999 MERT ML320

License : [REDACTED]DOB : [REDACTED]VIN : 4JGAB54E6XA [REDACTED]

Engine :

Trans :

Mileage : 100868

Colr : SILVER

Parts**Labor**

Quan	Part Number	Description	Price
1.00	M0004600183	P/S RESERVOIR	28.50
1.00	M0004661880	GASKET	1.70
1.00	M0024668101	POWER STEERING PUM	610.00
1.00	MD009898803	POW/STR FLUID	10.00

Payments:

Cash, on 10/31/08

\$650.00

Op	Tech	Description	Time	Charge
CU 0	057	Noise when driving - Humming noise		292.50
		Replace Power Steering Pump, Reservoir, Gasket, and fluid		
		LABOR DISCOUNT		-10.00

Recommendation

OK Bad

Recommendation

① Power Steering Reservoir
 ② Seal
 ③ Power Steering Pump
 ④ P/S Fluid

Fayette Imports would like to thank you for patronage our success is due to your continued loyalty. We set our standards high so that your vehicle will give you the peace of mind that you deserve.

WARRANTY IS 12 MONTHS OR 12,000 MILES WHICHEVER OCCURS FIRST, UNLESS SPECIFIED OTHERWISE!

X

Labor : \$282.50

Parts : \$650.20

Sublet : \$0.00

Other Fees : \$0.00

Enviro Fees : \$14.12

Subtotal : \$946.82

Sales Tax : \$39.01

Paid By : Total : \$985.83

Cash : Paid : \$985.83

Pay Ref : Due : \$0.00

1999 Mercedes-Benz M-Class Recalls, Defects, Recall Reports & Problems at InternetAutoGuide.com

Hide Detail:

Baltimore Used Cars
We Carry a Great
Selection of Used
Vehicles Such as Acura,
BMW & More.
www.PimlicoMotors.net

SEP 17, 2008 | Recall ID# 24349

Recall Reason

STEERING:HYDRAULIC POWER ASSIST:HOSE,
PIPING, AND CONNECTIONS

Recall Date

SEP 17, 2008

Model Affected

M CLASS

Potential Units Affected

125228

Recall Summary

MERCEDES-BENZ IS RECALLING 125,228 MY 1998-2004 M-CLASS VEHICLES. THE HOSE CLAMP USED TO SECURE THE POWER STEERING FLUID COOLING HOSE TO THE POWER STEERING FLUID COOLER MAY NOT PROVIDE SUFFICIENT CLAMPING FORCE FOR THIS CONNECTION.

Consequence

THE LOSS OF POWER STEERING FLUID MAY RESULT IN DIMINISHED POWER STEERING OVER TIME AND A CRASH WITHOUT WARNING. ULTIMATELY CAN DAMAGE THE POWER STEERING PUMP. THIS COULD RESULT IN A LOSS OF CONTR

Remedy

AN EARLIER RECALL REPAIR PERFORMED ON THESE VEHICLES MAY NOT BE SUFFICIENT TO PREVENT FUTURE LEAKAGE OR FAILURE OF THE POWER STEERING HOSE CONNECTION (PLEASE SEE 03V12 SINCE IT IS NOT POSSIBLE THROUGH INSPECTION TO IDENTIFY SPECIFIC VEHICLES THAT MAY NOT HAVE BEEN PROPERLY REPAIRED, ALL VEHICLES REPAIRED PRIOR TO NOVEMBER 15, 2003, WILL BE REPAIRED AGAIN. THE RECALL IS EXPECTED TO BEGIN DURING NOVEMBER 2008. OWNERS MUST CONTACT MERCEDES-BENZ AT 1-800-367-6372.

Notes

MERCEDES-BENZ USA, LLC. 2003040005

Hide De

MAR 27, 2003 | Recall ID# 21495

Recall Reason

STEERING:HYDRAULIC POWER ASSIST:HOSE,
PIPING, AND CONNECTIONS

Recall Date

MAR 27, 2003

Model Affected

M CLASS

Potential Units Affected

211000

Recall Summary

ON CERTAIN PASSENGER VEHICLES, THE HOSE CLAMP USED TO SECURE THE POWER STEERING FLUID COOLING HOSE TO THE POWER STEERING FLUID COOLER MAY NOT PROVIDE SUFFICIENT CLAMPING FORCE FOR THIS CONNECTION.

Consequence

THE LOSS OF POWER STEERING FLUID MAY RESULT IN DIMINISHED POWER STEERING OVER TIME AND A CRASH WITHOUT WARNING. ULTIMATELY CAN DAMAGE THE POWER STEERING PUMP.

Remedy

DEALERS WILL INSTALL A NEW HOSE CLAMP ON THE POWER STEERING HOSE TO THE POWER STEERING FLUID COOLER. DURING CLAMP REPLACEMENT, THE POWER STEERING COOLING HOSE WILL BE INSPECTED AND REPLACED AS NECESSARY. OWNER NOTIFICATION BEGAN JUNE 16, 2003. OWNERS WHO HAVE THEIR VEHICLES TO AN AUTHORIZED DEALER ON AN AGREED UPON SERVICE DATE AND DO NOT RECEIVE THE FREE REMEDY WITHIN A REASONABLE TIME SHOULD CONTACT MERCEDES-BENZ AT 1-800-367-6372.

Notes

MERCEDES-BENZ USA, LLC. 2003-040005

Select a Trim | Other Mercedes-Benz Cars | Other Mercedes-Benz Bodystyles

• 1999 Mercedes-Benz M-Class ML320 Sport Utility • 1999 Mercedes-Benz M-Class ML430 Sport

...-1999/index.html

12/3/



Mercedes-Benz

Mercedes-Benz USA, LLC

Alan J. McLaren
Vice President
Customer Services*Attached #3*

Safety Recall #2003-040005

November, 2008

2003040005
4JGAB54E6XA

Stone Mtn, GA



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We apologize for any inconvenience this situation may cause you.

Sincerely,

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350
Phone 1-800-FOR-MERCEdes (1-800-367-6372)
Fax (201) 476-6211