

CL-10855240-6809

Tuesday/19 April 2016

TO: Mercedes-Benz USA Regional Management via FAX 201.476.6213

MAY -5 2016

FR: [Redacted]
Severn, Maryland [Redacted]

RE: Defective Instrument Cluster Module Letter, dated 11 April 2016
SU: Reconsideration for Reimbursement

Dear Regional Manager,

In order to adhere to the NHTSA guidelines for highway traffic safety I had to give personal authorization to make the necessary vehicle repair. My vehicle was diagnosed and is being repaired by the Annapolis Mercedes-Benz service center (see attached). A slight delay was experienced in the receipt of the part necessary to make the repair.

As a consumer I seek to resolve this long-standing issue regardless of the 2005 Campaign issued by Mercedes-Benz. My desire is to move forward past this ordeal that lends me to think that your campaign gave the appearance of resolving the defective illumination issue; however it was not a permanent solution. In my novice mechanical opinion it was an expedient intervention by your company to delay the exposure of a defective component during the campaign period.

At this time, I am seeking reconsideration by your company for a full reimbursement as it concerns the known and documented component defect.

Thank you in advance for the issuance of a full reimbursement totaling \$1782.26.

Respectfully,

[Redacted Signature]

Encl: Mercedes-Benz of Annapolis Service Center Paid Invoice for Instrument Cluster, dtd 19 April 2016

cc: Secretary of the U.S. Department of Transportation
National Highway Traffic Safety Administration / ODI NVS-210
1200 New Jersey Avenue, South East, West Bldg
Washington, D.C. 20590
Complaint Number 10855240

State of Maryland
Office of the Attorney General/Consumer Protection Division
200 Saint Paul Place
Baltimore, Maryland 21202

Total Fax Pages w/Coversheet: 4

RR
6/6/16
SMD



Mercedes Benz of Annapolis
 1920 Forest Drive
 Annapolis, MD 21401
 Main # 443-875-0300
 Fax # 443-875-0303

CELL [REDACTED]

CUSTOMER NO. [REDACTED]	ADVISOR SEAN ENGELHARD	467	TAG NO. [REDACTED]	INVOICE DATE 04/18/16
[REDACTED]	LABOR RATE [REDACTED]		MILEAGE 109,871	COLOR [REDACTED]
SEVERN, MD	YEAR / MAKE / MODEL 05/MERCEDES-BENZ/S430/4DR SDN AWD			DELIVERY DATE [REDACTED]
[REDACTED]	VEHICLE I.D. NO. WDBNG83JX5A [REDACTED]			DELIVERY MILES [REDACTED]
[REDACTED]	F.T.E. NO. [REDACTED]	L.P.O. NO. [REDACTED]	R.O. DATE 04/08/16	
[REDACTED]	BUSINESS PHONE [REDACTED]	COMMENTS [REDACTED]		

MO: 109871

JOB# 1 CHARGES

LABOR
 J# 1 60M8Z ELECTRICAL BODY/ACCY TECH(S):384 295.90
 THE CLIENT STATES THE INSTRUMENT CLUSTER WENT BLANK, SHE HAS SPOKE TO MBUSA AND THEY ASKED HER TO HAVE IT DIAGNOSED BY A MERCEDES BENZ DEALER. PLEASE CHECK AND ADVISE TRACED TO INTERNAL FAULT IN INSTRUMENT CLUSTER INSTALLED AND CODED NEW INSTRUMENT CLUSTER

PARTS	QTY	FP	NUMBER	DESCRIPTION	LIST PRICE	UNIT PRICE	
	1		220-540-79-47-88	INSTRUMENT CL	1578.99	1578.99	1578.99
	-1		220-540-79-47-88	CORE RETURN	226.00	226.00	-226.00
TOTAL - PARTS							1352.99

JOB# 1 TOTALS
 LABOR PARTS 295.90 1352.99

JOB# 2 CHARGES

LABOR
 J# 2 01MBZLOAN LOANER VEHICLE TECH(S):384 0.00
 Complimentary Mercedes-Benz loaner car provided by Mercedes-Benz of Annapolis

JOB# 2 TOTALS
 JOB# 2 JOURNAL PREFIX QMCS JOB# 2 TOTAL 0.00

JOB# 3 CHARGES

LABOR
 J# 3 01MBZWASH CAR WASH TECH(S):384 0.00
 Complimentary Exterior Wash and Interior Vacuum Provided by Mercedes-Benz of Annapolis
 Perform:
 Complimentary Car Wash
 Vacuum interior
 Clean interior glass
 Dress tires

JOB# 3 TOTALS
 JOB# 3 JOURNAL PREFIX QMCS JOB# 3 TOTAL 0.00

MISC	CODE	DESCRIPTION	CONTROL NO	
JOB # A	HZ	EPA HAZMATE DISPOSAL FEE		12.00
JOB # A	SP	SERVICE SUPPLIES		26.63
TOTAL - MISC				38.63

COMMENTS
 LOANER KF 991
 04-08 1628 LM ON CELL TO ADVISE
 04-11 SPOKE TO CLIENT ADVISED ON THE PRICING OF THE INSTRUMENT

MANUFACTURER SPECIAL POLICY ADJUSTMENT PROGRAMS

Federal law requires manufacturers to furnish the National Highway Traffic Safety Administration (N.H.T.S.A.) with bulletins describing any defects in their vehicles. You may obtain copies of these bulletins from either the manufacturer or N.H.T.S.A. In addition, certain consumer publications or organizations publish this information which may be available for a fee or for free.

LOSS / DAMAGE DISCLAIMER

Under certain circumstances such as fire, theft or other cause out of their control, Mile One may not be responsible for loss or damage to motor vehicle or articles left in the vehicle housed at a Mile One facility. You have a right to ask a Mile One representative about the extent of its responsibility, including the extent of the insurance coverage of the automotive repair facility. Mile One is not responsible for valuables left in the vehicle including money, tapes, CDs, cell phones, radar detectors, CB radios, etc.

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

PAID APR 19 2016

See Form 102 Rev. 7/15

Thank You!



Mercedes Benz of Annapolis
 1920 Forest Drive
 Annapolis, MD 21401
 Main # 443-875-0300
 Fax # 443-875-0303

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[REDACTED]		VEHICLE ID. NO. WDBNG83JX5A [REDACTED]		SELLING DEALER NO. [REDACTED]	PRODUCTION DATE [REDACTED]	
[REDACTED]		F.T.E. NO. [REDACTED]		R.O. DATE 04/08/16	[REDACTED]	
BUSINESS PHONE [REDACTED]		COMMENTS		MO: 109871		

COMMENTS
 CLUSTER, ADVISED SHE WAS CALLING MB CAC BACK
 04-12 SPOKE TO CLIENT SHE IS WAITING TO HEAR FROM THE CAC
 04-15 THE INSTRUMENT CLUSTER DID NOT ARRIVE TODAY. WILL BE MONDAY
 DELETED OPERATION(S)-----
 01M8Z*RESTORE RESTORE / DETAIL

TOTALS-----

THANK YOU FOR YOUR BUSINESS!!
 Our goal is to provide truly exceptional service.
 We sincerely hope you have had a perfect transaction, and all
 of our team members exceeded your expectations. If, for any
 reason, your visit could have been better, please contact our
 Service Manager Mac McConnell at (443)875-0275 or email at
 kmcconnell@mileone.com so we can have the opportunity to
 completely satisfy you!
 Truly Exceptional. Every Time.

In about 15 days Mercedes-Benz USA will send you a survey
 via email. We would greatly appreciate your feedback. Thank
 you in advance for completing the survey.
 from : customerservice@mbusa.com
 subject : following up on your service w/mb of annapolis

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 ADJUSTMENT PROGRAMS**

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CLIENT SIGNATURE _____

TOTAL INVOICE \$ 1782.26

"Claims for work performed must be made within 12 months or 12,000 miles from date of work."

Thank You!

Mercedes-Benz of Annapolis

324 Sixth Street

Annapolis Maryland 21403

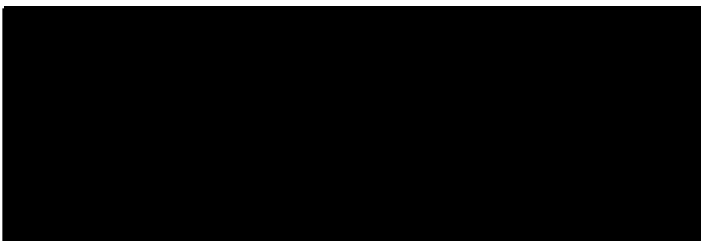
4108750300

Customer information

Street:

Zip code:

Cardholder Signature



Transaction information

Sale

Date: 04/19/2016 9:48 AM

Merchant ID: 12721476

Terminal ID: 00000001

Invoice No.: [REDACTED]

Amount: \$1,782.26

Card Number: [REDACTED]

Response Msg: Approved

Auth Code: 01902Z

Auth Mode: Issuer

Application Name: [REDACTED]

Processed as: Credit

Entry Method: Chip Read

Trace No.: [REDACTED]

Reference No.: [REDACTED]

Match AVS: Not Present

Match ZIP: Not Present

Match CVV: Not Present

Chip Card AID: [REDACTED]

TVR: [REDACTED]

IAD: [REDACTED]

TSI: [REDACTED]

ARC: 00

I Agree to Pay Above Total Amount According to Card Issuer Agreement (Merchant Agreement if Credit Voucher).

Merchant / Customer Copy

[Redacted]
Severn, Maryland [Redacted]

BALTIMORE MD 212

20 APR 2016 PM 7 L



Secretary, U.S. Dept Transportation
Office of Cyber Security - NIS-210
1200 New Jersey Ave, SE WEST Bldg
Washington, D.C. 20590

20590

