[redacted]
Chandler, A[redacted]
[redacted])[redacted]

October 6, 2023

US Department of Transportation
National Highway Traffic Safety Administration
Office of Defects Investigation, NEF-100
1200 New Jersey Avenue, SE
Washington, DC 20077-9382
Phone: 1-888-327-4236

RE: VIN# 4JGBB86E88A[redacted] - 2008 Mercedes Benz ML350 - Reference #[redacted]

Dear Sir/Madam:

In 2011 I purchased a 2008 Mercedes Benz ML 350 from Schumacher European in Scottsdale, Arizona. I researched the vehicle, bought a Carfax Report to determine if the vehicle had been in any previous accidents, etc. Nothing showed up.

I contacted Tech + Automotive in Scottsdale, since it was fairly close to the Dealership, to conduct a pre-purchase inspection prior to the purchase to determine if the vehicle was mechanically sound. On the day of the inspection the salesman and I went to Tech + Automotive. I drove a rental, the salesman drove the vehicle.

We were waiting for the completion of the inspection. However, the Salesman said we didn't have to wait, we can go back to the dealership, and they'll call us when they finish the inspection. Reluctantly, I agreed. I drove myself and the salesman back to the dealership, and waited. After some time, the salesman approached me, and notifies me that the vehicle was back. I said, "wasn't I supposed to be notified so that I could go also?" So, the salesman went by himself and picked up the vehicle.

I went to Tech Plus Automotive to get my report. I notice many changes were made. I asked why there were so many changes. The response was, "They're honest mistakes." It now turns out that the section where the changes were made corresponds to the issues I'm experiencing: Power Steering, Drive Train, Alignment, etc.

So, I trusted this was the case, and relied on that report to purchase the vehicle.

On the afternoon after the completion of the purchase, I was driving South on the Arizona 101. I was having trouble driving and controlling the vehicle. It was wobbly, swaying from side to side, the steering was loose and it was difficult to keep the vehicle straight. I was scared to drive the

vehicle. So much so, I got off the 101 South, and took the long way home on [redacted] in Scottsdale, which turns into [redacted] through Tempe to Chandler, Arizona.

The very next morning, less than 12 hours later, I returned with the vehicle to Schumacher European and notified them of my concerns. The service adviser drove the vehicle and told me he didn't notice anything. He did replace one, maybe two tires. I continued to experience the problems, in addition to noticing that if a vehicle drove by fast, the vehicle swayed side-to-side. I also noticed I could not drive the vehicle with the windows down, it felt like turbulence, and is very scary.

Again, I returned with the vehicle to Schumacher European and notified them of my observations. Again, I was told they didn't notice anything. According to my recollection, I went back 3 or 4 times. It was on the last visit that I was told the vehicle was previously owned by someone who works at the dealership.

Schumacher European sold me the vehicle that was supposed to be a Certified Pre-Owned Vehicle, with mismatched tires (4 different tires with different threads). They also sold the vehicle with an old battery. Within a few weeks after the purchase, the vehicle died in my garage. They had a technician drive a battery to my home, to replace the battery, which I had to pay for. I also started to notice oil leaks on my garage floor under the front end of the vehicle, which I brought to their attention.

I was very frustrated that I wasn't being listened to, and due to the distance from my home, I decided to take the vehicle to Mercedes Benz of Chandler and expressed my concerns. I got the same thing, "We don't notice anything, you're just not used to the vehicle."

I thought because I bought the vehicle through Mercedes Benz USA Certified Preowned Program, and the vehicle still had manufacturer's warranty, that the issues would be investigated and repaired. I was wrong. Nothing was ever done.

When the manufacturer warranty expired, the service advisor at Mercedes Benz of Chandler accompanied me to the office within the dealership, where warranties were sold. I purchased a 2-year warranty for $3789.25. I never got a single repair, despite the fact that I was complaining about the vehicle from the date of purchase: Difficult to steer and control, keeping the vehicle straight, steering loose, vehicle sways. I expressly told the Service advisor at Mercedes Benz of Chandler that I was scared to drive the vehicle on the freeways at high speeds. I still don't drive the vehicle on the freeways. If I need to go to Phoenix, I take the long way, not the US 60 West. Similarly, if I'm going to Gilbert or Mesa, AZ, I will not take the US 60 East.

After the 2nd warranty expired, I purchased a 3rd in warranty in 2020 and asked the service adviser to perform a thorough inspection and provide an estimate of repairs. They discovered over $6932.72 worth of repairs. The 1st item was the power steering rack was cracked and leaking, 2nd was upper and lower control arms and bushings were cracked and worn.

Given what I've been experiencing with the vehicle from the date of purchase, and two repairs of the Power Steering Rack, I believe the vehicle should've been included in the Mercedes Benz Recall 2008120011: Power Steering Rack: 2008 ML350, NHTSA Campaign 08V682000.

I also don't believe this vehicle should've been sold as a Certified Pre-Owned Vehicle and was not worth the $35,000 cash I paid. I also don't believe the vehicle is safe. It's not comfortable to drive, and handles poorly.

For the first time since I bought the vehicle in 2011, a Mercedes Benz Dealership recently admitted to me that there was "play" in the steering wheel, and that the vehicle had a "sway" to it. These are the things I've been complaining about since 2011. Incidentally, I paid for both upper and lower control arms and bushings to be replaced in Summer of 2020. However, according to the inspection performed in April, 2021, the lower control arm and bushings "may" have been done, but the uppers were not.

In March, 2022 I learned there was a recall on several hundred 2008 ML 350 for Power Steering rack leak. My vehicle was not included in the recall; however, I believe it should have been because the problem (s) with steering and alignment issues were present when I purchased the vehicle. Shortly after the purchase, I also started to notice oil leaks on my garage floor.

The power steering assembly repair has been repaired twice. The 1st repair occurred December, 2020 at Mercedes Benz of Chandler, and by February, 2021 it failed resulting in noises from the front end. I went through months of hell disputing the charges. The 2nd repair occurred December, 2021 at Mercedes Benz of Gilbert. The vehicle's condition did not improve, the noises still remained. I've also disputed those charges, the matter was resolved in my favor. Unfortunately, I'm being sued in Small Claims Court by Mercedes Benz of Gilbert, which did not honor the warranty which accompanied the repair.

I believe this vehicle's should something happened to this vehicle prior to my purchase. I've obtained a copy of the repair records pertaining to the vehicle and according to the record, a "wheel, Chassis Alignment Check" was performed on May 10, 2010 (prior to my purchasing). Something else I find puzzling: There is no record for 2009. This suggests the record might not be complete.

Respectfully,

[redacted]

ML

Rogers,Nate <NRogers2@penskeautomotive.com>

Mon 6/4/2018 4:50 PM

To: [redacted]

ITEMS NOTED—parts/labor/tax

1. Steering feeling loose—the power steering rack is leaking--$2525.89
2. Tires—the tires are 2007 on the front and 2011 on the rear—tires should be replaced after 6 years—4 tires--$1214.62 Continental tires
3. Pulling right/suspension—the upper and lower control arm bushings are cracking and worn--$3087.83
4. Alignment needed after repairs on line 1 and 3—
5. Brakes—the front brake rotors are below the minimum thickness—needs front brake pads and rotors--$820.66
6. Centrifuge cover and cam plugs leaking oil on back of engine--$498.34
7. Transmission hesitation and delay in response—unable to duplicate

I think 1,2,and 3 are all contributing to what you are feeling when driving.

Nate Rogers
Service Advisor
480-421-4591
Nrogers2@penskeautomotive.com
Mercedes Benz of Chandler

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Penske Automotive Group
E-Commerce Department
2555 Telegraph Road, Bloomfield Hills, MI 48302.

[redacted]

ML

Rogers,Nate <NRogers2@penskeautomotive.com>

[redacted]

Good morning,

The vehicle still just needs these items noted last visit. To do a proper alignment the upper and lower control arm bushings and power steering rack would need to be repaired.

The tires are very close to the wear bar and past the age limit tires are manufactured to last for..

Recommendations
power steering rack leaking--$2525.89
tires front-2007 and rear 2011--4 tires--$1214.62
upper and lower control arm bushings--$3087.83
alignment
front brake pads and rotors--$820.66
centrifuge cover and cam plugs leaking--$498.34

Nate Rogers
Service Advisor
480-421-4591
Nrogers2@penskeautomotive.com
Mercedes Benz of Chandler



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[redacted]

[redacted]

VIN: 4JGBB86E88A[redacted]
FIN: 4JG1641861A[redacted]

Owner: NONE
Transmission No: 72290601661235
Engine No: [redacted]

Vehicle Info
Model/Year: ML350 2008
Upholstery: 141
Paint: 040

Warranty & Sale
Warranty Start: 07/06/2008
Retail Date: 07/06/2008
Selling Dealer: 03710

Production Info
Radio Code: 11162
Serial No: [redacted]
Prod Date: 03/18/2008

Status: 0-NORMAL

Status Need Authorization Mileage Discrepancies Warranty < 30 Days Review History

Informational Status

Status Code	Status Description
CA	CAC CASE EXISTS

Campaigns/C1 Action

No	Brief Desc	Start Date	Status	Campaign Type
2012070002	1101P59A14	09/06/2012	CLOSED	SERVICE
2022050015	22P4290005	05/27/2022	CLOSED	RECALL
2022090006	22P4290007	10/13/2022	CLOSED	RECALL

Service Packages

Type	Code	Start Date	End Date	Miles Fm	Miles To	DLR or GEN	Contract #
SIRI A	SIRI A	07/07/2008	01/17/2010	0000000	0999999	G3	[redacted]
MBCPO	BASE - CPO	06/10/2011	07/05/2013	0031584	0100000	03710	
MBCPO	24 MO CPO - 36 TOTAL	07/06/2013	07/05/2015	0036724	0135000	03102	

Option Codes

Option	Description	Option	Description
-AZ	Wholesale state AZ	A05	
A21		A39	
A44		H04	Wood finish, fineline bird's e
J58		K14	
M35	CAPACITY 3,5 LITRE	P01	INVALID / SALES CODE FOR PRICE
P96	Sports Package - exterior	R02	All season tyres
R39	5 spoke light-alloy wheel 48.3	U10	Front passenger seat with weig
U12	Velour floor mats	V59	
057	Modification year 06/2	182	CONVERTER WITH DEV. CHARACTERI
218	Reversing camera	232	Garage door opener
280	Leather steering wheel	293	Sidebag in rear left and right
301	Ashtray package	322	
324		345	Windscreen wiper with rain sen
359	Teleaid Low Cost	389	Preinst. for mobile (UHI) for
414	Electric sunroof, glass versio	427	7-speed automatic transmission
438	Neck-Pro head restraints, 1st	461	Instrument with mileage readin
470	Tyre press monitoring system,	494	US version
519	Rear audio system	524	Paint protection - preservatio
530	COMAND APS USA	536	Sirius satellite radio
551	Anti-theft warning system	560	Electrically adjustable front
580	Automatic air conditioning	636	Omission of warning triangle
666	Prod. prot. f. freight pkging	673	High-capacity battery
690	Emergency wheel (mini spare)	691	Blue tint.gl.allr./single-l.sa
720	Roof rails/pre-installation fo	723	EASY-PACK load compartment cov
763	Radio remote control with pani	808	Technical modifications
810	Harman Kardonb Logic 7b Surrou	840	Dark-tinted rear windscr./rear
890	EASY-PACK-tailgate	989	Identification label under win

10/02/2023 13:58:42 EDT

[redacted]

[redacted]

[redacted]

Damage History

Damage Code	Damage Text	Dealer Code	RO No	Line No	Claim No	RO Open Date	RO Close Date	Miles	Service Type Desc	Seq No
0 42900 07 7		03703		B		05/24/2023	05/30/2023	000051530	02-KDM (Campaign)	0001
0 42900 05 7		03703		1		07/20/2022	07/20/2022	000049849	02-KDM (Campaign)	0001
1 46523 04 7	Seal, oil reservoir Leaks	03102		2		02/12/2021	02/20/2021	000046669	04-Parts Warranty	0001
1 21400 00 0	Gone On Arrival (GOA)	03102		1		12/02/2016	12/02/2016		RAPS	0001
0 21206 00 8	*SIGN AND DRIVE, *JUMPSTART* Pr	03102		1		10/01/2015		000038367	03-Warranty	0001
0 09148 38 7	Flange, crankcase ventilation	03102		6		07/05/2013		000036237	08-POW/ELW	0001
0 20249 D3 7	V-belt tensioner Worn out	03102		1		12/03/2012		000035725	08-POW/ELW	0001
0 59900 02 7	*Campaign 2012070002, Retrofit	03102		2		12/03/2012		000035725	02-KDM (Campaign)	0002
0 20253 ZZ 8	Guide pulley Special cost sett	03102		1		06/18/2012		000035358	03-Warranty	0001
0 20240 36 8	Poly-V-belt Noise	03710		C		05/22/2012		000034234	03-Warranty	0001
0 54001 73 7	Battery Electrical fault	03102		2		03/06/2012		000033724	03-Warranty	0002
0 54001 P3 8	Battery On the Spot Help	03102		1		03/06/2012		000033724	03-Warranty	0001
0 78121 T8 8	Sliding roof motor Automatic t	03710		D		06/15/2011		000031675	03-Warranty	0001
0 09148 38 7	Flange, crankcase ventilation	03710		A		06/15/2011		000031585	03-Warranty	0001
0 74321 51 8	Lock striker, liftgate Incorre	03710		A		01/27/2010		000016998	03-Warranty	0001
0 33102 36 8	Transverse control arm bearing	03710		B		10/12/2009		000013751	03-Warranty	0001
0 54575 90 8	Control unit, gasoline engine	03710		A		10/12/2009		000013751	03-Warranty	0001
0 51243 74 8	K/Z* Antenna, digital radio Co	03710		A		03/05/2009		000007562	03-Warranty	0001
0 78121 73 8	Sliding roof motor Electrical	03710		A		12/05/2008		000005286	03-Warranty	0001
0 53685 53 7	Hydraulic pump, remote trunk i	03710		B		12/05/2008		000005286	03-Warranty	0002
0 21327 00 8	??? Special regulation	03710		A		09/02/2008		000001880	03-Warranty	0001
0 82857 73 7	Control unit, GPS Electrical f	03710		A		07/21/2008		000000193	03-Warranty	0001

Customer Pay Data

Dealer Code	RO Number	Repair Open Date	Repair Close Date	RO Mileage	OP Code/Part #	Description
03703		05/24/2023	05/26/2023	0051530	098	MISCELLANEOUS REPAIR - - -
03703		08/04/2022	08/04/2022	0049954	058	C/S THE BATTERY WARNING LAMP IS ON
03118		08/04/2022	08/04/2022	0049954	N000000004039	BATTERY
03118		01/05/2022	01/05/2022	0048339	097	PERFORM WORLD CLASS MULTI POINT INSPECTION
03118		01/05/2022	01/05/2022	0048339	098	COMPLETED NO CHARGE
03118		12/02/2021	12/23/2021	0048189	010	Suspension
03118		12/02/2021	12/23/2021	0048189	025	PERFORM FLEXIBLE SERVICE A 6 CYLINDER ENGINE.
03118		12/02/2021	12/23/2021	0048189	061	Steering
03118		12/02/2021	12/23/2021	0048189	097	PERFORM WORLD CLASS MULTI POINT INSPECTION

[redacted]

[redacted]

[redacted]

[redacted]

Dealer Code	RO Number	Repair Open Date	Repair Close Date	RO Mileage	OP Code/Part #	Description
03118	78827	12/02/2021	12/23/2021	0048189	098	Mercedes-Benz of Gilbert courtesy vehicle - Vehicle not permitted to leave the state of Arizona without prior authorization
03118	[redacted]	12/02/2021	12/23/2021	0048189	098	MISC. SHOP CHARGES
03118		12/02/2021	12/23/2021	0048189	A0001802609	TS FILTER INSERT
03118		12/02/2021	12/23/2021	0048189	A0004602583	OIL TANK
03118		12/02/2021	12/23/2021	0048189	A0004661880	GASKET
03118		12/02/2021	12/23/2021	0048189	A0009862000 13	WINDSHIELD WASHER FLUID
03118		12/02/2021	12/23/2021	0048189	A0009897902 19BIFU	MB 229.5 SAE 5W-40 Bulk
03118		12/02/2021	12/23/2021	0048189	A0009941903	FUSE
03118		12/02/2021	12/23/2021	0048189	A0029907050	NUT
03118		12/02/2021	12/23/2021	0048189	A1644600500 80	REMAN STEERING BOX ASSEMB
03118		12/02/2021	12/23/2021	0048189	A1698201745	WIPER BLADE
03118		12/02/2021	12/23/2021	0048189	A2518200100	TS WIPER BLADE
03118		12/02/2021	12/23/2021	0048189	BQ1460002	Power Steering Fluid
03118		12/02/2021	12/23/2021	0048189	N000000004019	SCREW
03102		12/02/2021	12/23/2021	0048189	N000000004347	SCREW
03102		03/08/2021	03/19/2021	0046767	N007603014106	SEAL RING,VLRUB
03102		03/08/2021	03/19/2021	0046767	012	BRAKES
03102		03/08/2021	03/19/2021	0046767	041	S20 FUEL/WINDSHIELD
03102		03/08/2021	03/19/2021	0046767	061	STEERING
03102		03/08/2021	03/19/2021	0046767	097	Express MPI
03102		02/12/2021	02/22/2021	0046667	098	FREE ONLINE BILL PAY
03102		02/12/2021	02/22/2021	0046667	009	WHEELS CHASSIS ALIGN
03102		02/12/2021	02/22/2021	0046667	012	BRAKES
03102		02/12/2021	02/22/2021	0046667	041	S20 FUEL/WINDSHIELD
03102		02/12/2021	02/22/2021	0046667	071	TAILGATE,REAR DOOR
03102		02/12/2021	02/22/2021	0046667	097	Express MPI
03102		02/12/2021	02/22/2021	0046667	098	FREE ONLINE BILL PAY
03102		02/12/2021	02/22/2021	0046667	A0019899451 09	BRAKE PASTE
03102		02/12/2021	02/22/2021	0046667	A0019899451 09	BRAKE PASTE
03102		02/12/2021	02/22/2021	0046667	A0084205320	TS DISK BRAKE PAD
03102		02/12/2021	02/22/2021	0046667	A0179908201 64	HEX. HEAD BOLT W FLANGE
03102		02/12/2021	02/22/2021	0046667	A1644202220 64	TS DISK BRAKE PAD
03102		02/12/2021	02/22/2021	0046667	A1644211312	BRAKE DISK, VENTED
03102		02/12/2021	02/22/2021	0046667	A1644231212	BRAKE DISC, UNVENTED
03102		02/12/2021	02/22/2021	0046667	A1645401017	SENSOR
03102		02/12/2021	02/22/2021	0046667	A1645401017	SENSOR
03102		12/02/2020	12/14/2020	0046477	N000000001081	SCREW
03102		12/02/2020	12/14/2020	0046477	009	COUPON 4WALIGN
03102		12/02/2020	12/14/2020	0046477	028	10,000 MILE SERVICE
03102		12/02/2020	12/14/2020	0046477	041	S20 FUEL/WINDSHIELD
03102		12/02/2020	12/14/2020	0046477	061	STEERING
03102		12/02/2020	12/14/2020	0046477	065	COMPLETE ENGINE
03102		12/02/2020	12/14/2020	0046477	097	Express MPI
03102		12/02/2020	12/14/2020	0046477	098	FREE ONLINE BILL PAY
03102		12/02/2020	12/14/2020	0046477	A0001802609	TS FILTER INSERT
03102		12/02/2020	12/14/2020	0046477	A0004602583	OIL TANK
03102		12/02/2020	12/14/2020	0046477	A0004661880	GASKET
03102		12/02/2020	12/14/2020	0046477	A0008280388 10	Keyless remote coin batte
03102		12/02/2020	12/14/2020	0046477	A0009862000 13	WINDSHIELD WASHER FLUID
03102		12/02/2020	12/14/2020	0046477	A0009985690	EXPANSION PLUG
03102		12/02/2020	12/14/2020	0046477	A0009986590	CLOSING COVER
03102		12/02/2020	12/14/2020	0046477	A0029907050	NUT
03102		12/02/2020	12/14/2020	0046477	A0159972245	ORING
03102		12/02/2020	12/14/2020	0046477	A2720100631	HOUSING COVER W COUPLING
03102		12/02/2020	12/14/2020	0046477	BQ1460002	Power Steering Fluid
03102		12/02/2020	12/14/2020	0046477	N000000001478	SCREW
03102		12/02/2020	12/14/2020	0046477	N007603014106	SEAL RING,VLRUB
03102		12/02/2020	12/14/2020	0046477	N007603016105	SEAL RING,VLRUB
03102		06/29/2020	07/09/2020	0045591	009	4 WHEEL ALIGNMENT
03102		06/29/2020	07/09/2020	0045591	010	FT. SUSP. CONCERN
03102		06/29/2020	07/09/2020	0045591	012	BRAKES
03102		06/29/2020	07/09/2020	0045591	041	S20 FUEL/WINDSHIELD
03102		06/29/2020	07/09/2020	0045591	058	EXTERIOR LIGHTS
03102		06/29/2020	07/09/2020	0045591	097	Express MPI
03102		06/29/2020	07/09/2020	0045591	098	FREE ONLINE BILL PAY
03102		06/29/2020	07/09/2020	0045591	A0029900954	NUT
03102		06/29/2020	07/09/2020	0045591	A0029905150 64	HEXAGON NUT W FLANGE
03102		06/29/2020	07/09/2020	0045591	A1643303407 80	REMAN TRANSV. CONTROL ARM
03102		06/29/2020	07/09/2020	0045591	A1643303407 80	REMAN TRANSV. CONTROL ARM
03102		06/29/2020	07/09/2020	0045591	A1643303507 80	REMAN TRANSV. CONTROL ARM

[redacted]

[redacted]

[redacted]

Dealer Code	RO Number	Repair Open Date	Repair Close Date	RO Mileage	OP Code/Part #	Description
03102		06/29/2020	07/09/2020	0045591	A1643303507 80	REMAN TRANSV. CONTROL ARM
03102		06/29/2020	07/09/2020	0045591	A1663330000	METAL BEARING ELEMENT
03102		06/29/2020	07/09/2020	0045591	N000000003277	NUT
03102		06/29/2020	07/09/2020	0045591	N000000005426	NUT
03102		06/29/2020	07/09/2020	0045591	N000000008156	BULB
03102		06/29/2020	07/09/2020	0045591	N913023010002	NUT
03102		05/30/2018	06/13/2018	0041283	009	WHEELS CHASSIS ALIGN
03102		05/30/2018	06/13/2018	0041283	010	SUSPENSION
03102		05/30/2018	06/13/2018	0041283	012	BRAKES
03102		05/30/2018	06/13/2018	0041283	019	AUTO TRANSMISSION
03102		05/30/2018	06/13/2018	0041283	028	50,000K/60MO SVC
03102		05/30/2018	06/13/2018	0041283	097	Express MPI
03102		05/30/2018	06/13/2018	0041283	A0001802609	TS FILTER INSERT
03102		05/30/2018	06/13/2018	0041283	A0009862000 09	WINDSHIELD WASHER FLUID
03102		05/30/2018	06/13/2018	0041283	N007603014106	SEAL RING,VLRUB
03102		05/24/2017	05/30/2017	0039844	009	WHEELS CHASSIS ALIGN
03102		05/18/2017	05/23/2017	0039792	009	COUPON 4WALIGN
03102		05/18/2017	05/23/2017	0039792	055	WHEELS,TIRES
03102		05/10/2017	05/10/2017	0039752	028	40,000K/48MO SVC
03102		05/10/2017	05/10/2017	0039752	040	TIRE PRESSURE
03102		05/10/2017	05/10/2017	0039752	A0001802609	TS FILTER INSERT
03102		05/10/2017	05/10/2017	0039752	A0009862000 09	WINDSHIELD WASHER FLUID
03102		05/10/2017	05/10/2017	0039752	A0019901117	SCREW PLUG
03102		05/10/2017	05/10/2017	0039752	A0049903512	SCREW
03102		05/10/2017	05/10/2017	0039752	A1648300218 64	COMBINATION FILTER
03102		05/10/2017	05/10/2017	0039752	A2202710380	GASKET
03102		05/10/2017	05/10/2017	0039752	A2212770200	GEAR OIL FILTER
03102		05/10/2017	05/10/2017	0039752	A2512710097	PIPE
03102		05/10/2017	05/10/2017	0039752	N007603012102	RING,GENERAL,METAL
03102		05/10/2017	05/10/2017	0039752	N007603014106	SEAL RING,VLRUB
03102		10/02/2015	10/07/2015	0038371	071	TAILGATE,REAR DOOR
03102		10/02/2015	10/02/2015	0038367	015	BATTERY,PWR SUPPLY
03102		10/02/2015	10/02/2015	0038367	A0055411001	BATTERY
03102		10/02/2015	10/02/2015	0038367	N000000004039	BATTERY
03102		12/05/2014	12/05/2014	0037573	001	LUBE OIL & FILTER
03102		12/05/2014	12/05/2014	0037573	015	BATTERY,PWR SUPPLY
03102		12/05/2014	12/05/2014	0037573	055	WHEELS,TIRES
03102		12/05/2014	12/05/2014	0037573	065	COMPLETE ENGINE
03102		12/05/2014	12/05/2014	0037573	070	BODY-GENERAL
03102		12/05/2014	12/05/2014	0037573	098	GENERAL
03710		07/15/2013	07/17/2013	0036320	098	NOT VERIFIED OR DUPLICATED AT THIS TIME
03102		07/05/2013	07/10/2013	0036232	009	COUPON 4WALIGN
03102		07/05/2013	07/10/2013	0036232	010	SUSPENSION
03102		07/05/2013	07/10/2013	0036232	012	BRAKES
03102		07/05/2013	07/10/2013	0036232	019	AUTO TRANSMISSION
03102		07/05/2013	07/10/2013	0036232	020	GENERAL
03102		07/05/2013	07/10/2013	0036232	055	WHEELS,TIRES
03102		07/05/2013	07/10/2013	0036232	073	LOANER
03102		07/05/2013	07/10/2013	0036232	098	Team Leader Al k.
03102		07/01/2013	07/01/2013	0036153	010	SUSPENSION
03102		07/01/2013	07/01/2013	0036153	061	STEERING
03102		07/01/2013	07/01/2013	0036153	073	LOANER
03102		07/01/2013	07/01/2013	0036153	098	Team Leader Al k.
03710		05/29/2013	05/29/2013	0035862	025	SERVICE
03710		05/29/2013	05/29/2013	0035862	098	NOT VERIFIED OR DUPLICATED AT THIS TIME
03710		05/29/2013	05/29/2013	0035862	A0001802609	TS FILTER INSERT
03710		05/29/2013	05/29/2013	0035862	A0019868071 17	WINDSHIELD WASHER FLUID
03710		05/29/2013	05/29/2013	0035862	BQ1090144	Mobil 1 Formula M 5w40 Bu
03710		05/29/2013	05/29/2013	0035862	N007603014106	SEAL RING,VLRUB
03102		12/03/2012	12/03/2012	0035217	073	LOANER
03102		12/03/2012	12/03/2012	0035217	098	Team Leader Al k.
03102		08/31/2012	08/31/2012	0034630	012	BRAKES
03102		08/31/2012	08/31/2012	0034630	040	TIRE PRESSURE
03102		08/31/2012	08/31/2012	0034630	073	LOANER
03102		08/31/2012	08/31/2012	0034630	098	GENERAL
03102		08/31/2012	08/31/2012	0034630	098	Team Leader Al k.
03102		06/18/2012	06/18/2012	0034354	019	AUTO TRANSMISSION
03102		06/18/2012	06/18/2012	0034354	073	LOANER
03102		06/18/2012	06/18/2012	0034354	098	Team Leader Al k.

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Dealer Code	RO [redacted]	Repair Open Date	Repair Close Date	RO Mileage	OP Code/Part #	Description
03710		05/22/2012	05/22/2012	0034234	020	COMPLIMENTARY CAR WASH PROVIDED BY SCHUMACHER EUROPEAN ($15 95 VALUE)
03710		05/22/2012	05/22/2012	0034234	098	NOT VERIFIED AT THIS TIME
03102		04/24/2012	04/24/2012	0034094	001	COUPON LOF
03102		04/24/2012	04/24/2012	0034094	018	COOLING SYS EXCHANGE
03102		04/24/2012	04/24/2012	0034094	055	WHEELS,TIRES
03102		04/24/2012	04/24/2012	0034094	057	ELECTRICAL-BODY
03102		04/24/2012	04/24/2012	0034094	073	LOANER
03102		04/24/2012	04/24/2012	0034094	098	Team Leader Al k.
03102		04/24/2012	04/24/2012	0034094	A0001802609	TS FILTER INSERT
03102		04/24/2012	04/24/2012	0034094	BQ1030002	ANTIFREEZE Glysantin G4
03102		04/24/2012	04/24/2012	0034094	N007603014106	SEAL RING,VLRUB
03102		01/04/2012	01/04/2012	0033486	058	EXTERIOR LIGHTS
03102		01/04/2012	01/04/2012	0033486	070	DET BODY COMPONENTS
03102		01/04/2012	01/04/2012	0033486	098	Team Leader Al k.
03102		01/04/2012	01/04/2012	0033486	A0009862150 9040	PAINT PIN
03102		01/04/2012	01/04/2012	0033486	A1648260007	REPAIR KIT
03102		01/04/2012	01/04/2012	0033486	N000000006373	BULB
03102		12/01/2011	12/01/2011	0033061	010	SUSPENSION
03102		12/01/2011	12/01/2011	0033061	040	RADIO,AUDIO,VIDEO
03102		12/01/2011	12/01/2011	0033061	044	FRONT SEATS
03102		12/01/2011	12/01/2011	0033061	057	TIRE PRESS CTRL SYS
03102		12/01/2011	12/01/2011	0033061	058	EXTERIOR LIGHTS
03102		12/01/2011	12/01/2011	0033061	061	STEERING WHEEL
03102		12/01/2011	12/01/2011	0033061	073	LOANER
03102		12/01/2011	12/01/2011	0033061	098	Team Leader Al k.
03102		12/01/2011	12/01/2011	0033061	B67824531	IPOD INTERFACE WIRING KIT
03102		12/01/2011	12/01/2011	0033061	N400809000007	BULB
03102		07/28/2011	07/28/2011	0032038	010	SUSPENSION
03102		07/28/2011	07/28/2011	0032038	020	GENERAL
03102		07/28/2011	07/28/2011	0032038	040	TIRE PRESSURE
03102		07/28/2011	07/28/2011	0032038	073	LOANER
03102		07/28/2011	07/28/2011	0032038	098	Team Leader Al k.
03710		06/15/2011	06/15/2011	0031675	009	WHEELS/TIRE PRESSURE MONITOR /ALIGNMENT
03710		06/15/2011	06/15/2011	0031675	056	MOUNT & BALANCE 2 TIRES ON FACTORY (OEM) WHEELS
03710		06/15/2011	06/15/2011	0031675	072	PRE-OWNED DETAIL
03710		06/15/2011	06/15/2011	0031675	098	NOT VERIFIED AT THIS TIME
03710		06/15/2011	06/15/2011	0031675	098	GENERAL REPAIR
03710		06/15/2011	06/15/2011	0031675	A0004000213	TIRE VALVE
03710		06/15/2011	06/15/2011	0031675	BQ8400476	255/50 R19 107 H SKU 0354
03102		06/11/2011	06/11/2011	0031635	010	SUSPENSION
03102		06/11/2011	06/11/2011	0031635	055	WHEELS,TIRES
03102		06/11/2011	06/11/2011	0031635	098	Team Leader Al k.
03710		04/30/2011	04/30/2011	0031519	011	010 REPLACE FRONT BRAKE PADS W /SENSOR
03710		04/30/2011	04/30/2011	0031519	013	010 REPLACE REAR BRAKE PADS W /SENSOR
03710		04/30/2011	04/30/2011	0031519	020	MULTI-TECH
03710		04/30/2011	04/30/2011	0031519	025	MERCEDES-BENZ A SERVICE W/CPO INSPECTION
03710		04/30/2011	04/30/2011	0031519	039	CERTIFIED PRE-OWNED INSPECTION
03710		04/30/2011	04/30/2011	0031519	047	REPLACE ENGINE AIR FILTER
03710		04/30/2011	04/30/2011	0031519	056	MOUNT & BALANCE 2 TIRES ON FACTORY (OEM) WHEELS
03710		04/30/2011	04/30/2011	0031519	057	CONVERT TELE-AID TO MBRACE (HUGHES)..
03710		04/30/2011	04/30/2011	0031519	057	ELECTRICAL SYST-BODY, LIGHTS, WASHER SYST, RADIO-CD, TELEMATICS, COMAND,TELEAID
03710		04/30/2011	04/30/2011	0031519	072	PRE-OWNED DETAIL
03710		04/30/2011	04/30/2011	0031519	079	REPLACE VENTILATION DUST FILTER
03710		04/30/2011	04/30/2011	0031519	083	BRAKE FLUID RENEWAL
03710		04/30/2011	04/30/2011	0031519	A0004000213	TIRE VALVE
03710		04/30/2011	04/30/2011	0031519	A0009890807 01	BRAKE FLUID
03710		04/30/2011	04/30/2011	0031519	A0019899451	BRAKE PASTE
03710		04/30/2011	04/30/2011	0031519	A0019899451	BRAKE PASTE
03710		04/30/2011	04/30/2011	0031519	A0044205220	SET OF BRAKEPADS
03710		04/30/2011	04/30/2011	0031519	A1120940604	TS FILTER INSERT
03710		04/30/2011	04/30/2011	0031519	A1644200820	PARTS KIT BRAKE PAD
03710		04/30/2011	04/30/2011	0031519	A1645401017	SENSOR
03710		04/30/2011	04/30/2011	0031519	A1645401017	SENSOR

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Dealer Code	RO Number	Repair Open Date	Repair Close Date	RO Mileage	OP Code/Part #	Description
03710	[redacted]	04/30/2011	04/30/2011	0031519	A1648300218 64	COMBINATION FILTER
03710		04/30/2011	04/30/2011	0031519	A2518200745 65	WIPER BLADE
03710		04/30/2011	04/30/2011	0031519	BQ8400476	255/50 R19 107 H SKU 0354
03710		04/30/2011	04/30/2011	0031519	N400809000007	BULB
03710		05/10/2010	05/10/2010	0020593	055	N/A
03710		05/10/2010	05/10/2010	0020593	55	WHEELS, CHASSIS ALIGNMENT CHECK
03710		12/05/2008	12/05/2008	0005285	98	OPERATING CORRECTLY AT THIS TIME
03710		07/21/2008	07/21/2008	0000192	88	WINDOW TINT FIVE REGULAR SIZED WINDOWS (STARK TYPE OPTIC)
03710		07/21/2008	07/21/2008	0000192	98	*** OPCODE NOT ON REPORT ***
03710		07/21/2008	07/21/2008	0000192	98	MISC
03710		04/15/2008	04/15/2008	0000010	72	NEW CAR DETAIL
03710		03/29/2008	03/29/2008	0000010	38	PDI,PERFORM

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Financial Services Consultant
480 421-4521
vkovalcik@penskeautomotive.com

Mercedes-Benz
SENIOR Certified
AFIP F & I Professional

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www.mercedesbenzofchandler.com

A PENSKE AUTOMOTIVE DEALERSHIP

135K

1yr - 2524.25
#2 yrs 3789.25

ge Expiration

d repairs to the vehicle

When Does Your Extended Limited Warranty Start?

Your MBCPO Extended Limited Agreement commences after the expiration by time duration of the Mercedes-Benz Certified Pre-Owned Limited Warranty assuming that the total vehicle accumulated mileage is less than the mileage listed on the Agreement .

When Does Your Extended Limited Warranty End?

Your Extended Limited Agreement expires on the earlier occurrence of either of the following:

- The designated time period of the Agreement, or
- The designated total vehicle accumulated mileage of the Agreement.

Consult **page 1** for the specific start date, time duration and maximum mileage of your MBCPO Extended Limited Warranty.

Mercedes-Benz Certified Pre-Owned Limited Warranty
ITEMS COVERED UNDER THIS EXTENDED LIMITED WARRANTY

During the specified Extended Limited Warranty period, all necessary repairs or replacements of the parts listed below will be made by any applicable, authorized Mercedes-Benz Dealer at no charge to you or any eligible subsequent Private Party Purchaser, to correct defects in material or workmanship in covered vehicle parts and/or systems of a Mercedes-Benz Certified Pre-Owned vehicle.

Any repairs will be made as determined by Mercedes-Benz USA, LLC, using new or remanufactured Genuine Mercedes-Benz Parts at its discretion.

If a Part Is Not Listed, It Is Not Covered

1. **ENGINE:** Engine block, cylinder head(s), cylinder head gasket(s), all internally lubricated parts, including internally lubricated seals and gaskets, intake and exhaust manifolds, timing chain cover, flywheel, flex-plate, vibration damper (harmonic balancer), coolant pump, turbocharger, supercharger, belt tensioners, injection pump, control module, and motor mounts.
2. **TRANSMISSION:** Transmission case, control module, all internally lubricated parts, including internally lubricated seals and gaskets, valve body, automatic transmission metal lines, torque converter, modulator control valve, control pressure cable, shift linkage(s), master/slave cylinder, clutch disc, pressure plate, clutch release bearing and fork for vehicles equipped with a manual transmission.
3. **REAR AXLE:** Center section/rear axle and all internally lubricated parts, including internally lubricated seals and gasket, axle side shafts, drive shaft, drive shaft center bearing, drive shaft flex-disc assembly, rear axle shaft bearings and hubs.
4. **ELECTRONIC STABILITY PROGRAM (ESP):** Control module, wheel speed sensors, hydraulic pump and electric motor, all hydraulic lines and lateral acceleration sensors.
5. **AUTOMATIC SLIP DIFFERENTIAL (ASD):** All hydraulic system components including pump, pressure lines, solenoid/valves and control module.
6. **ELECTRONIC TRACTION SYSTEM (ETS):** Hydraulic unit (ABS/ETS), charging pump, pressure reservoir, control module, vehicle speed sensors.
7. **ACCELERATION SLIP REGULATION (ASR):** Hydraulic unit (ABS/ASR), charging pump, pressure reservoir and control module.
8. **M-CLASS MODELS ONLY:** Transfer case, transfer case shift motor, front axle, front differential component assembly, including seals and gaskets, front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.
9. **4-MATIC MODELS ONLY:** Transfer case, front axle, center section andall internally lubricated parts, including internally lubricated seals and gaskets. front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.
10. **G-CLASS MODELS ONLY:** Transfer case, transfer case shift motor, front axle, including seals and gaskets, front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.
11. **COOLING SYSTEM:** Thermostat, radiator, fan clutch, engine fan (including electronic fan), coolant expansion tank, transmission and engine oil coolersas well as the metal lines and fittings.
12. **FUEL INJECTION SYSTEM:** Vacuum shutoff, vacuum control valve, ALDA/BCAPA (barometric pressure-charge air compensation) unit, fuel pump, cold start valve, fuel pressure regulator, fuel injectors (gas and diesel), fuel injector holders, all metal high pressure fuel injection lines and return lines.

CPO ELW +1/120K +2/135K

1yr -2524.25
+2yrs 3789.25

GENERAL PROVISIONS
Agreement Geographic Territory, Terms, and Mileage Expiration

This Extended Limited Warranty only applies to covered repairs to the vehicle occurring within the United States and Puerto Rico.

When Does Your Extended Limited Warranty Start?

Your MBCPO Extended Limited Agreement commences after the expiration by time duration of the Mercedes-Benz Certified Pre-Owned Limited Warranty assuming that the total vehicle accumulated mileage is less than the mileage listed on the Agreement .

When Does Your Extended Limited Warranty End?

Your Extended Limited Agreement expires on the earlier occurrence of either of the following:

- The designated time period of the Agreement, or
- The designated total vehicle accumulated mileage of the Agreement.

Consult **page 1** for the specific start date, time duration and maximum mileage of your MBCPO Extended Limited Warranty.

Mercedes-Benz Certified Pre-Owned Limited Warranty
ITEMS COVERED UNDER THIS EXTENDED LIMITED WARRANTY

During the specified Extended Limited Warranty period, all necessary repairs or replacements of the parts listed below will be made by any applicable, authorized Mercedes-Benz Dealer at no charge to you or any eligible subsequent Private Party Purchaser, to correct defects in material or workmanship in covered vehicle parts and/or systems of a Mercedes-Benz Certified Pre-Owned vehicle.

Any repairs will be made as determined by Mercedes-Benz USA, LLC, using new or remanufactured Genuine Mercedes-Benz Parts at its discretion.

If a Part Is Not Listed, It Is Not Covered

1. **ENGINE:** Engine block, cylinder head(s), cylinder head gasket(s), all internally lubricated parts, including internally lubricated seals and gaskets, intake and exhaust manifolds, timing chain cover, flywheel, flex-plate, vibration damper (harmonic balancer), coolant pump, turbocharger, supercharger, belt tensioners, injection pump, control module, and motor mounts.
2. **TRANSMISSION:** Transmission case, control module, all internally lubricated parts, including internally lubricated seals and gaskets, valve body, automatic transmission metal lines, torque converter, modulator control valve, control pressure cable, shift linkage(s), master/slave cylinder, clutch disc, pressure plate, clutch release bearing and fork for vehicles equipped with a manual transmission.
3. **REAR AXLE:** Center section/rear axle and all internally lubricated parts, including internally lubricated seals and gasket, axle side shafts, drive shaft, drive shaft center bearing, drive shaft flex-disc assembly, rear axle shaft bearings and hubs.
4. **ELECTRONIC STABILITY PROGRAM (ESP):** Control module, wheel speed sensors, hydraulic pump and electric motor, all hydraulic lines and lateral acceleration sensors.
5. **AUTOMATIC SLIP DIFFERENTIAL (ASD):** All hydraulic system components including pump, pressure lines, solenoid/valves and control module.
6. **ELECTRONIC TRACTION SYSTEM (ETS):** Hydraulic unit (ABS/ETS), charging pump, pressure reservoir, control module, vehicle speed sensors.
7. **ACCELERATION SLIP REGULATION (ASR):** Hydraulic unit (ABS/ASR), charging pump, pressure reservoir and control module.
8. **M-CLASS MODELS ONLY:** Transfer case, transfer case shift motor, front axle, front differential component assembly, including seals and gaskets, front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.
9. **4-MATIC MODELS ONLY:** Transfer case, front axle, center section andall internally lubricated parts, including internally lubricated seals and gaskets. front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.
10. **G-CLASS MODELS ONLY:** Transfer case, transfer case shift motor, front axle, including seals and gaskets, front drive shaft, front axle shaft, bearings, wheel speed sensors and hubs.
11. **COOLING SYSTEM:** Thermostat, radiator, fan clutch, engine fan (including electronic fan), coolant expansion tank, transmission and engine oil coolersas well as the metal lines and fittings.
12. **FUEL INJECTION SYSTEM:** Vacuum shutoff, vacuum control valve, ALDA/BCAPA (barometric pressure-charge air compensation) unit, fuel pump, cold start valve, fuel pressure regulator, fuel injectors (gas and diesel), fuel injector holders, all metal high pressure fuel injection lines and return lines,

warm-up regulator, fuel accumulator, fuel distributor, mass/volume air flow sensor, primary pressure regulator, engine idle speed control valve, fuel heater (diesel only), fuel primer pump (hand operated [diesel only]), throttle linkage assembly, fuel tank and expansion tank.

13. **STEERING SYSTEM:** Power steering gear box including PML control valve, seals, pump, pump pulley, ignition lock including cylinder / tumblers, drag link, steering shock absorber, steering knuckle, tie rods, idler arm and idler arm bushing.

14. **SUSPENSION:** Coil springs, anti-sway torsion bar as well as associated linkage and brackets, ADS pump (where applicable), reservoir, valves, accumulators, valve linkage, suspension pressure reservoir, gas spring reservoir, oil reservoir and cover, oil level sending unit, high-pressure oil hose, distribution valve, switch level adjustment, solenoid locking valve, suspension acceleration sensor, body acceleration sensor, switch load sensor, upper and lower control arms, as well as all suspension links and bushings, ball joints, wheel bearings, wheel bearing seals and air suspension struts.

15. **BRAKE SYSTEM:** Master cylinder, brake booster, Brake Operating Unit including BOU sensors, vacuum pump, hydraulic unit (ABS or ABS/ETS/ASR/ESP/SBS) wheel speed sensors, brake calipers, proportioning valve, metal and composite hydraulic lines and fittings.

16. **ELECTRICAL SYSTEM:** Ignition coils and secondary wiring, starter system components, as well as all electrical motors, wiring harnesses and connectors, starter lockout switch, sending units, sensors, switches, fuse boxes, relay modules, control modules, transmitters, instrument panel, gauges, rheostats, potentiometers, blower motor series resistors, alternator pulley, voltage regulator, diodes, buzzers, horns, actuators, timers, electro-mechanical valves, solenoids, as well as air bag contact plate (located in steering wheel), heated seat elements, and global positioning system (GPS).

17. **CLIMATE CONTROL:** All electrical components noted above, as well as the A/C compressor and clutch, receiver/drier bottle, refrigerant hoses and connections, evaporator, expansion valve, condenser, rear vent control cables, vacuum actuators, all vacuum valves and elements, auxiliary cooling pump, cold engine lock-out switch, temperature selector wheel, servo unit, mono valve, dual valve, switchover valve, heater core and heater housing assembly.

18. **BODY:** Window regulators, sunroof cables, front and rear windshield wiper linkages, power seat drive cables and seat belt assemblies.

19. **CENTRAL LOCKING SYSTEM:** Actuator/element, pneumatic check valve, switches and linkages.

20. **TOWING:** In the event of a mechanical breakdown due to a covered part during the term of this Limited Warranty, and the towing charges are reasonable and competitive, the costs of the vehicle being towed to the nearest authorized Mercedes-Benz Dealer is covered.
Additional charges not covered by this limited warranty may be applicable for a breakdown location that is not a reasonably accessible roadside location, as determined by the authorized Mercedes-Benz Dealer Technician or tow service provider.

21. **REMOTE CENTRAL LOCKING:** Transmitters (excluding batteries) and receivers.*

22. **CLOSING ASSIST:** Actuators, switches, and supply pump.*

23. **SOFT TOP/RETRACTABLE HARDTOP:** Mechanical linkages, hydraulic unit, valves/solenoids, switches and sensors.*

24. **ROLL BAR SYSTEM:** Roll bar mechanism or complete assembly; roll bar, hydraulic cylinders, hydraulic unit, valves / solenoids, actuators, and switches.*

25. **AUDIO SYSTEMS:** Head unit, Speakers, Audio amplification system, CD player and changer, antenna system.

26. **SATELLITE RADIO SYSTEM:** All components of satellite radios are covered under this warranty if they have been installed at the factory or by an authorized Mercedes-Benz Dealer using approved components.

27. **NAVIGATION SYSTEM:** CD drive, control module, antenna system.

28. **OPTICAL NETWORK:** Fiber optics and connectors associated with optical componentry.

29. **COMAND:** Control display unit, central processor, steering wheel control system, integrated CD drive, integrated Navigation processor, GPS antenna system and Navigation CD drive.

30. **Modular Control System (MCS)—M-CLASS ONLY: MCS**—centralized component control unit, single CD player, CD changer, audio amplification system, Navigation system and antenna system.

31. **HYBRID VEHICLES:** High-Voltage Battery coolant system, Electric Drive motors, Regenerative Braking System components.*

*MBCPO Extended Limited Warranty coverage applies to vehicles bearing these items as original equipment only.

Mercedes-Benz Certified Pre-Owned Extended Limited Warranty—Exclusions

WHAT IS EXCLUDED FROM THIS WARRANTY?

1. **Vehicle batteries**
2. **Shock Absorbers / Suspension Struts**
3. **Phone**
4. **Soft top, including:**
   –Fabric top
   –Rear glass/plastic window
   –Headliner
5. **Glass**
6. **Vehicle paint and trim**
7. **Damage caused by outside influences:** Resultant Damage from factors such as:
   –Fuel
   –Fluid contamination
   –Improper fuel usage
   –Improper adjustments
   –Corrosion and algae
8. **Damage due to accidents, fraud, negligence, misuse, improper adjustments, modification, alterations, disconnection, or tampering. Damage due to accidents or acts of nature or other events beyond the control of MBUSA; damage from objects striking the vehicle.** Misuse of the vehicle such as, but not limited to:
   –Driving over curbs
   –Overloading
   –Improper operation
   –Operating without regard to vehicle warning lights
   –Storage or transport
   (Proper vehicle use is described in the Operator's Manual.)
9. **Damage due to lack of maintenance or lack of proper maintenance** or failure to use specified maintenance parts and fluids as described or indicated in the vehicle's Service Booklet.
10. **Normal maintenance:** The vehicle requires normal services such as:
    –Cleaning and polishing
    –Lubrication and filter changes as specified
    –Engine tune-up
    –Wiper blades
    –Replacement of worn brake pads and discs
    –Refer to the Service Booklet for details
11. **Damage due to alterations:** Alterations by changing or adding to the vehicle that adversely affect its performance, reliability, and longevity.
12. **Damage caused by other than original equipment parts:** Any malfunctions caused by the use of other than Mercedes-Benz original equipment or MBUS-approved spare parts or accessories.
13. **Altered odometer:** Any vehicle on which the odometer has been altered and the actual mileage cannot be determined.
14. **Consequential damages:** This limited warranty does not cover any consequential or secondary damages that may be suffered as a result of the need to repair or replace a warranted part except to the extent coverage of such damage is required by the state whose law governs this limited warranty.
15. **Repairs at non-authorized dealers:** Otherwise covered repairs when the prescribed repair is not performed by an authorized Mercedes-Benz Dealer.
16. **Liability from use of the vehicle:** Liability for damage to property or injury or death of any person arising out of the operation, maintenance, or use of the vehicle whether or not related to the prescribed repair.
17. **Vehicle used "for-hire" purpose or commercial rental:** Vehicle cannot be used for commercial purposes.
18. **Taxes:** Any and all taxes required on this limited warranty except where prescribed by law.
19. **Extra Expenses:** This MBCPO Limited Warranty does not cover:
    –Loss of the vehicle during warranty repairs
    –Lodging bills
    –Substitute transportation rentals
    –Other travel costs
    –Telephone calls
    –Loss of pay
20. **Items, Systems, Parts and Accessories Not Identified as Covered:** If a system, item, part, or accessory is not listed in the section of this document entitled

21. **Repairs Required due to normal wear and tear**

22. "ITEMS COVERED UNDER THIS WARRANTY," it is not covered by this MBCPO Extended Limited Warranty.

LIMITS OF LIABILITY

The only remedy available under a Mercedes-Benz Certified Pre-Owned Extended Limited Warranty is the prescribed work performed in accordance with the terms of this Warranty.

There is no liability for incidental or consequential loss or damage under this Extended Warranty including, but not limited to liability for the following:

- Injury
- Loss of life
- Property damage
- Loss of use
- Loss of time, inconvenience, or commercial loss

Any amount exceeding the actual market value of the vehicle is not the responsibility of MBUSA.

THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE LIMITED TO THE DURATION OF THIS WARRANTY AS DEFINED ON PAGE 2.

Some states do not permit the exclusions or limitations of implied warranties, so these limitations may not apply to you. This Warranty gives you specific legal rights. You may also have other rights, which vary from state to state.

MERCEDES-BENZ USA, LLC, OR THE AUTHORIZED MERCEDES-BENZ DEALER NEITHER ASSUME NOR AUTHORIZE ANY OTHER PERSON TO ASSUME FOR THEM ANY OTHER LIABILITY IN CONNECTION WITH SUCH VEHICLE.

NO PAYMENT OR OTHER COMPENSATION WILL BE MADE FOR INDIRECT OR CONSEQUENTIAL DAMAGE, SUCH AS DAMAGE OR INJURY TO PERSON OR PROPERTY OR LOSS OF REVENUE WHICH MIGHT BE PAID, INCURRED OR SUSTAINED BY REASON OF THE FAILURE OF ANY PART OR ASSEMBLY THAT MAY BE REPAIRED OR REPLACED IN ACCORD WITH THE TERMS OF THIS WARRANTY.

Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

VEHICLE SERVICE UNDER THIS EXTENDED LIMITED WARRANTY

The Conditions and Vehicle Service Requirements for Your Warranty

- This Mercedes-Benz Certified Pre-Owned Extended Limited Warranty is applicable only in the United States and Puerto Rico.
- Within the scope of this Extended Limited Warranty, any covered defective parts in your vehicle will be exchanged or repaired by your Mercedes-Benz Dealership.

  Mercedes-Benz recommends Genuine Mercedes-Benz Parts, exchange units, and factory-approved accessories for all of your vehicle's replacement parts. These parts meet the same exacting quality control standards as the original equipment on your vehicle and comply with all applicable Federal and State safety regulations.
- Any applicable, authorized Mercedes-Benz Dealer of your choice will perform Mercedes-Benz Certified Pre-Owned Extended Limited Warranty repairs or replacements.
- Your vehicle should be delivered to the Mercedes-Benz Dealer during normal service hours.
- A reasonable time should be allowed after taking the vehicle to the Mercedes-Benz Dealer for performance of the repair.

Mercedes-Benz requires that you service your vehicle at our specified mileage intervals. Your *Operator's Manual* and your vehicle's *Service Booklet* contain this information. These services help assure the proper operation of your vehicle. The required service maintenance is available at all authorized Mercedes-Benz Dealerships.

Failure to follow the required Mercedes-Benz service maintenance schedule, using specified materials, fluids, and parts, at the specified intervals could cause vehicle damage not covered by this Warranty.

Emission System Warranty and Service Maintenance

Where applicable, your vehicle may qualify for any remaining portion of the Emission Systems, Emission Performance, or California Emission Control System warranties.

The law requires your vehicle to conform to exhaust emission standards. To provide the best vehicle performance and lowest vehicle emissions, you are responsible to see that all recommended maintenance procedures detailed in the vehicle's *Service Booklet* are performed at the specified times and mileages. The emission control warranty does not cover failures due solely to owner abuse or lack of proper

maintenance. (Refer to the original new vehicle *Service and Warranty Information* booklet for more information regarding emission control warranty coverage).

More frequent maintenance may be needed for vehicles under severe operating conditions such as dusty areas, very short trip driving, or trailer towing.

Although warranty obligations are not dependent upon the use of any particular brand of replacement parts, you may elect to use non-genuine Mercedes-Benz parts for replacement purposes. We recommend the use of Mercedes-Benz spare parts for service and repairs since they have been made according to the manufacturer's specifications. It is also important to use only fuels and lubricants meeting factory specifications since the emission systems warranty does not cover repair or replacement of parts necessitated by failure to use such items.

For detailed information concerning emission control system maintenance please refer to your *Service Booklet*. If you want additional information concerning tune-up specifications or emission control system maintenance jobs, we recommend a special *Maintenance Manual*, which is available from your authorized Mercedes-Benz Dealership or directly from MBUSA.

Do I Have to Bring My Vehicle to an Authorized Mercedes-Benz Dealership for Service?

- **Repairs covered under Mercedes-Benz Warranties** must be performed at an authorized Mercedes-Benz Dealership.
  When you bring your vehicle in for warranty servicing at your authorized Mercedes-Benz Dealership, please present this document to your Service Advisor to speed service order write-ups.

- **Maintenance service as recommended in your vehicle's *Service Booklet*** can be performed by any qualified service outlet. However, we recommend that all maintenance service work be performed by your authorized Mercedes-Benz Dealership. Authorized Mercedes-Benz Dealerships have the trained personnel, tools, diagnostic instruments, and service reference literature necessary to perform the recommended maintenance correctly and systematically.

Roadside Assistance

On the road, you are protected by 24-hour roadside Assistance throughout the United States. For assistance just call: 1-800-FOR-MERCedes (1-800-367-6372).

Consult your Roadside Assistance program literature for details, terms, and limitations on benefits.

TRANSFERABILITY

If I Sell My Mercedes-Benz Certified Pre-Owned Vehicle, Can I Transfer the Warranty?

If you transfer or sell your vehicle to a Private Party Purchaser, the remaining benefits under the Mercedes-Benz Certified Pre-Owned Extended Limited Warranty can be transferred to the new owner except those benefits listed under cancellation policies that follow, as applicable in the state in which your are a resident. If the vehicle is sold to a Dealer or other vehicle reseller, the Extended Limited Warranty terminates. To complete this transfer:

- Provide the Mercedes-Benz *Service Booklet* and the Mercedes-Benz Certified Pre-Owned Extended Limited Warranty booklet for the vehicle to the Private Party Purchaser.
- Complete and send to MBUSA the "Notice of Address Change or Change of Ownership" card in the centerfold of the *Service and Warranty Information* booklet.

Can I Transfer My Warranty to Another Vehicle?
No.

CANCELLATION POLICY:

All U.S. States Except Florida, Washington, California and Puerto Rico
If you purchased your vehicle in one of the following states, please consult "State Amendments to This Agreement" beginning on this page: Alabama, Arkansas, Colorado, Georgia, Hawaii, Idaho, Illinois, Iowa, Massachusetts, Minnesota, Nevada, New Hampshire, Rhode Island, Texas, Utah, and Wisconsin

Can I Cancel My Warranty?
If for any reason you terminate your Mercedes-Benz Certified Pre-Owned Extended Limited Warranty prior to the date this agreement commences, MBUSA will refund 100% of the cost of the agreement to you or any Lienholder or lessor. In those limited situations where this agreement is purchased within 30 days of coverage commencement, you may terminate this agreement within 30 days and receive a full refund if you have not made a claim.

After this agreement commences, you may cancel at any time and , you or the Lienholder or lessor will receive a prorated refund based on the full number of months remaining on this agreement, less any claims paid under this agreement

Definition of Terms

Private Party Purchaser: Any purchaser of the vehicle other than

- A Motor Vehicle Dealer
- An authorized Mercedes-Benz Dealer
- A person engaged in the business of buying, selling, or exchanging vehicles

No Charge: Mercedes-Benz Certified Pre-Owned Extended Limited Warranty repairs and replacements will be made at no charge for parts or labor as well as those diagnostic operations that are directly related to the warranty repairs.

Mercedes-Benz USA, LLC (MBUSA)We, Us, Our : The party obligated(provider) to perform under this agreement. One Mercedes Drive, Montvale, N.J. 07645 1-800-FOR-MERCEDES (1-800-367-6372)

Obligations of the provider under this service contract are backed by the full faith and credit of the provider.

If you have any questions regarding coverage under this MBCPO Extended Limited Warranty Agreement, please consult your authorized Mercedes-Benz Dealership, or contact MBUSA at 1-800-FOR-MERCedes (1800-367-6372).

2 Pages Missing

From CARFAX: Register for CarFax Buyback Guarantee [Incident: [redacted]

CARFAX Consumer Affairs <CarfaxWebSupport@carfax.com>

Fri, 6/24/2011 5:49 PM

To: [redacted]

Below is CARFAX's response to your recent inquiry.

Subject

From CARFAX: Register for CarFax Buyback Guarantee

Discussion Thread

Response (Tricia) 06/24/2011 01:49 PM

Thank you for your reply, [redacted]

I'm sorry we don't have another method for commenting on dealers that do not appear in the drop down menu. I wish we could help you out with that.

Just let me know if you have additional questions.

Good luck!

Tricia

Customer By Email 06/24/2011 01:25 PM

Hi Tricia,
Thanks for your response and the link. It is a pity the Dealer is not listed in the drop down menu. I had a very horrendous experience and would have loved to share it with other buyers. Maybe I'll figure out another way to share my experience with the public.
Regards,
[redacted]

Response (Tricia) 06/24/2011 12:10 PM

Thank you for your reply, [redacted]

I'm going to provide you with a link to the current CARFAX report for this 2008 MERCEDES-BENZ ML350 - VIN: 4JGBB86E88A[redacted]

[redacted]

This link will be good for a period of 60 days. Please be sure to print a copy of this report and retain it with your records in case you ever need to file a claim against our guarantee.

If the dealer you purchased from was not listed in the drop down menu of our Voice of the Consumer feature, we will not be able to share your experience with the dealer in question.

Please let me know if you have additional questions.

Thank you,

Tricia

Customer By Email 06/23/2011 10:48 PM

fHello Tricia,
Thanks for response to my enquiry. The original CarFax was Provided by Schumacher European Ltd. in Scottsdale Arizona . Was not aware Dealership could/should complete the registration. Never offered. Typical of my experience..
I did follow step (2) and registered at the link [redacted] you provided.
Thanks for providing link.
I tried to share my used car buying experience but unfortunately my comments were not accepted because the Dealership in
question is not listed. If Carfax would like to learn about my experience, please inform me where I can send it to. Unfortunately, it was very poor and very upsetting.
Thankfully,
[redacted]

Response (Tricia) 06/16/2011 03:23 PM

Hello,

Thank you for taking the time to contact us by email. My name is Tricia and I will be assisting you with your issue.

Who provided you with the original CARFAX report?

Thank you for inquiring about the CARFAX Buyback Guarantee Registration. You must complete this registration within 90 days of running your report to activate the guarantee, so here are some suggestions:

1. Try to access the registration form online by clicking on the following link:
[redacted]

2. Send CARFAX your name, address, telephone number, email address, the VIN of the guaranteed Vehicle and the
purchase price to:

CARFAX, Inc
Attn: Consumer Affairs Dept.
5860 Trinity Parkway, Suite 600
Centreville, VA 20120

3. If you bought your vehicle from a dealership, your dealer should also be able to complete the registration on your
behalf.

In case you do need to make a claim in the future, be sure to retain a printed copy of the

CARFAX report with your vehicle's other important documents. The protection of the CARFAX Buyback Guarantee will last one year from the date you ran your report.

Please let me know if you have additional questions.

Thank you,

Tricia
Consumer Affairs Analyst

Auto-Response 06/15/2011 12:40 PM

Question: (null)
Answer: The CARFAX Buyback Guarantee ("guarantee") protects consumers from buying cars or light trucks with one of the following branded titles issued by a Department of Motor Vehicles and each Canadian Province: Salvage (excluding Salvage brands issued due to Theft), Junk, Rebuilt, Reconstructed, Dismantled, Fire, Flood, Hail, Exceeds Mechanical Limits, Not Actual Mileage and Manufacturer/Lemon Buyback. The branded title must have been issued at least 60 days prior to the date the CARFAX report was run and the issuing event missed by CARFAX.

The guarantee does not cover any/all accident, total loss, or frame/structural damage events unless a branded title was issued by a government as a result. Brands are typically issued to vehicles when the resulting damage from the event exceeds a specific percentage of the vehicle's value. Please refer to each state/province's branding requirements for more specific information.

Vehicles having varying accident damage may qualify for the guarantee if a branded title was issued to the vehicle prior to a CARFAX Report being run. No other data is covered by this guarantee.

For specific coverage terms or to obtain a Claim Form, please click here.

Customer By Web Form 06/15/2011 12:40 PM

Is is possible to get a current copy of the free Carfax that came with the vehicle I purchased? Also, how do I register for the Buyback Guarantee? can't find anywhere on your site to do so.

[redacted]

Re: Register for CarFax Buyback Guarantee [Incident: [redacted]

To: [redacted]

From: CARFAX Consumer Affairs <CarfaxWebSupport@carfax.com>
Sent: Wednesday, June 15, 2011 4:40 PM
To: [redacted]
Subject: Register for CarFax Buyback Guarantee [Incident: [redacted]

Thank you for contacting CARFAX. We received your inquiry and will respond via email as soon as possible.

Important Note: To ensure receipt of our replies, please add our address ("carfaxwebsupport@carfax.com") to your email contacts list.

Please do not respond to this message. This is an automated message acknowledgement.

Discussion Thread

Auto-Response 06/15/2011 12:40 PM

Question: (null)
Answer: The CARFAX Buyback Guarantee ("guarantee") protects consumers from buying cars or light trucks with one of the following branded titles issued by a Department of Motor Vehicles and each Canadian Province: Salvage (excluding Salvage brands issued due to Theft), Junk, Rebuilt, Reconstructed, Dismantled, Fire, Flood, Hail, Exceeds Mechanical Limits, Not Actual Mileage and Manufacturer/Lemon Buyback. The branded title must have been issued at least 60 days prior to the date the CARFAX report was run and the issuing event missed by CARFAX.

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Customer By Web Form 06/15/2011 12:40 PM

Is is possible to get a current copy of the free Carfax that came with the vehicle I purchased? Also, how do I register for the Buyback Guarantee? can't find anywhere on your site to do so.



RE: Repair order

Issac Szlamkowicz <i.szlamkowicz@drivethebest.com>
Sat 6/11/2011 11:26 PM

To: [redacted]

Just bring the car in on Monday and we will get it in.

Issac

From: [redacted]
Sent: Saturday, June 11, 2011 3:20 PM
To: Isaac Szlamkowicz
Cc: [redacted]
Subject: RE: Repair order

From what I can tell from web site, fairly easy to schedule appts.

Ok...Closing is at 6:00 PM today. Inquire/Inform me what Dealership is prepared to do.

Respectfully,

[redacted]

From: i.szlamkowicz@drivethebest.com
To: [redacted]
Subject: RE: Repair order
Date: Sat, 11 Jun 2011 15:06:48 -0700

There is no one here now to arrange anything with.

From: [redacted]
Sent: Saturday, June 11, 2011 3:02 PM
To: Isaac Szlamkowicz
Cc: [redacted]
Subject: RE: Repair order

Isaac,

If at all possible, please arrange for service for Monday. I don't want to add too many miles to the vehicle...for obvious reasons. And, I'd like to address and move on...

This morning the inflation of the tires had to be corrected. Also, was told the tires had uneven wear on inside and outside of both. Told both should have been balanced and advised to have two rear replaced. I don't want to get into a situation where there's going to be an argument about tires depth. All I know is the handling of the vehicle is affected because there are two new tires up front, two with uneven wear on the rear and not balanced and I'm fighting to control the vehicle. That's enough to make me upset.

If the position is that I got the vehicle for a price that would rules that out replacement...we can begin the procedure for the return and I can go elsewhere, possibly buy new.

Respectfully,

[redacted]

From: i.szlamkowicz@drivethebest.com
To: [redacted]
Subject: RE: Repair order
Date: Sat, 11 Jun 2011 14:09:28 -0700

[redacted]

I will arrange a service appointment for Tuesday. At that time we can address the headliner and tell you the depth on the tread. I will have key rings for you but you should know that the puck was not a standard option at the time, it was $500. I did however say If I had one that I would give it to you.

Issac

From: [redacted]
Sent: Saturday, June 11, 2011 1:54 PM
To: Isaac Szlamkowicz
Cc: [redacted]
Subject: RE: Repair order

Isaac,

As you are aware, tires are not covered by the CPO Warranty, which is why I should have insisted on those being replaced before purchase. In any event, I am not without options.

Now, I have to contend with the handling of the vehicle with the uneven wear, bumpy ride, vibration etc. (ie) keeping it in a straight line.

- According to the CPO Warranty, Tire dept should have a dept = 50% above TWI. I don't believe the two rear tires meet that criteria.

1. The Headliner stain that was identified was not addressed, it is still there. There is also a scuff mark of some sort and soil spots all over the interior.
2. The sunroof one touch operation on return is not smooth and continuous. It, as you know, stops and the button has to be depressed to close the sunroof.
3. I am also disappointed that the vehicle was not washed/detailed inside and out before I took possession.

Please let me know when you will arrange to have these issues corrected.

Respectfully,

[redacted]

Ps. I am also requesting key rings, a "Puck" for the bluetooth, and all other items that came "standard" with this vehicle model.

From: i.szlamkowicz@drivethebest.com
To: [redacted]
Subject: Repair order
Date: Sat, 11 Jun 2011 11:27:48 -0700

[redacted]

Attached is a copy of the repair order. The car was never in an accident, you have a copy of the car fax. You have in your procession all the work that we did to the vehicle when it came in so that would tell you what condition it was in, nothing more than normal wear. As far as what it was used for it was a family car.

One of the nice things about our Certified Pre-Owned cars is that it has a warranty on it.

Issac

RE: Repair order

Issac Szlamkowicz <i.szlamkowicz@drivethebest.com>

Sat 6/11/2011 10:06 PM

To: [redacted]

There is no one here now to arrange anything with.

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Sent: Saturday, June 11, 2011 3:02 PM
To: Isaac Szlamkowicz
Cc: [redacted]
Subject: RE: Repair order

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Respectfully,

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Issac

From: [redacted]
Sent: Saturday, June 11, 2011 1:54 PM
To: Isaac Szlamkowicz
Cc: [redacted]

Subject: RE: Repair order

Isaac,

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Now, I have to contend with the handling of the vehicle with the uneven wear, bumpy ride, vibration etc. (ie) keeping it in a straight line.

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3. I am also disappointed that the vehicle was not washed/detailed inside and out before I took possession.

Please let me know when you will arrange to have these issues corrected.

Respectfully,

[redacted]

Ps. I am also requesting key rings, a "Puck" for the bluetooth, and all other items that came "standard" with this vehicle model.

From: i.szlamkowicz@drivethebest.com
To: [redacted]
Subject: Repair order
Date: Sat, 11 Jun 2011 11:27:48 -0700

[redacted]

Attached is a copy of the repair order. The car was never in an accident, you have a copy of the car fax. You have in your procession all the work that we did to the vehicle when it came in so that would tell you what condition it was in, nothing more than normal wear. As far as what it was used for it was a family car.

One of the nice things about our Certified Pre-Owned cars is that it has a warranty on it.

Issac

RE: Repair order

Issac Szlamkowicz <i.szlamkowicz@drivethebest.com>

Sat 6/11/2011 9:09 PM

To: [redacted]

Josephine,

I will arrange a service appointment for Tuesday. At that time we can address the headliner and tell you the depth on the tread. I will have key rings for you but you should know that the puck was not a standard option at the time, it was $500. I did however say If I had one that I would give it to you.

Issac

From: [redacted]
Sent: Saturday, June 11, 2011 1:54 PM
To: Isaac Szlamkowicz
Cc: [redacted]
Subject: RE: Repair order

Isaac,

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One of the nice things about our Certified Pre-Owned cars is that it has a warranty on it.

Issac

Customer Number: [redacted]

Invoice No [redacted]

INVOICE

SCOTTSDALE SCHUMACHER
Where the accent is on quality!

Mercedes-Benz

[redacted]

PAGE 1

Schumacher European, Ltd.
18530 North Scottsdale Road
Phoenix, Arizona 85054
480.991.1155

Mailing Address:
P.O. Box 27710
Scottsdale, Arizona 85255
www.drivethebest.com

CHANDLER AZ [redacted]

Home: [redacted] Bus: Cell: [redacted]

Email: EMAIL [redacted]

SERVICE ADVISOR: 49 JOHN CUMMINS

COLOR	YEAR	MAKE/MODEL	VIN	LICENSE	MILEAGE IN / OUT	TAG
040 BLACK	08	MERCEDES-BENZ ML350	4JGBB86E88A[redacted]		31584 / 31585	[redacted]

DEL. DATE	PROD. DATE	WARR. EXP.	PROMISED	PO NO.	RATE	PAYMENT	INV. DATE
10JUN11		06JUL2012	WAIT 10JUN11		125.00	CASH	11JUN11

R.O. OPENED	READY	OPTIONS: STK:P3117 DLR:03710
11:44 10JUN11	13:55 10JUN11	

LINE OPCODE TECH TYPE HOURS	LIST	NET	TOTAL
A THE OWNER STATES THE CR HAS AN OIL LEAK			
CAUSE: .			
011010 ENGINE, CHECK FOR OIL LEAK(S)/LOSS			
1123 W08			(N/C)
019735 CENTRIFUGE COVER - CRANKCASE VENTILATION,			
R & R/ SEAL			
1123 W08			(N/C)
1 272-010-06-31 HOUSING COVE			(N/C)
31585 T1123 65-- CENTRIFUGE COVER IS LEAKING INSPECTED FOR ENGINE			
OIL LEAKS, FOUND CENTRIFUGE COVER LEAKING---- REPLACED LEAKING			
CENTRIFUGE COVER			

****

THANK YOU FOR LETTING US SERVICE YOUR MERCEDES BENZ. BE SURE TO CALL FOR YOUR NEXT APPOINTMENT. THE SERVICE DEPARTMENT IS OPEN 7:00AM-6:00PM,MONDAY THRU FRIDAY AND SATURDAY 8:00AM-1:00PM. CARS NOT PICKED UP BY 6:00 PM, WILL NOT BE AVAILABLE FOR PICK UP UNTIL THE FOLLOWING WORKING DAY.

WARRANTY DISCLAIMER: ALL PARTS AND ACCESSORIES ARE SOLD AND ALL REPAIRS ARE PROVIDED BY THE DEALERSHIP AS-IS. THE DEALERSHIP HEREBY EXPRESSLY DISCLAIMS ALL WARRANTIES, EXPRESS AND IMPLIED, INCLUDING ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND NEITHER ASSUMES NOR AUTHORIZES ANY OTHER PERSON TO ASSUME FOR IT ANY LIABILITY IN CONNECTION WITH THE SALE OF PARTS OR PRODUCTS OR THE REPAIR. THE ONLY WARRANTIES ON PARTS AND ACCESSORIES OR REPAIRS ARE THOSE WHICH MAY BE OFFERED BY THE MANUFACTURER OR THE ORIGINAL PARTS DISTRIBUTOR AND ONLY SUCH MANUFACTURER OR DISTRIBUTOR SHALL BE LIABLE FOR PERFORMANCE UNDER SUCH WARRANTIES. CUSTOMER SHALL NOT BE ENTITLED TO RECOVER FROM THE DEALERSHIP ANY CONSEQUENTIAL DAMAGES, DAMAGES TO PROPERTY, DAMAGES FOR LOSS OF USE, LOSS OF TIME, LOSS OF PROFIT OR INCOME, OR ANY OTHER INCIDENTAL DAMAGES.

By signing below, you acknowledge that you were notified of and authorized the Dealership to perform the services/repairs itemized in this Invoice and that you received (or had the opportunity to inspect) any replaced parts as requested by you. The vehicle is being returned to you in exchange for your payment of the Amount Due.

DATE CUSTOMER SIGNATURE AUTHORIZED DEALERSHIP REPRESENTATIVE SIGNATURE

ENVIRONMENTAL COMPLIANCE AND SHOP SUPPLIES CHARGE:
A charge equal to 10% of the total cost of labor, not to exceed $27.00, will be added to the Repair Order for compliance and supplies applicable with this service or repair.

ALL PARTS ARE NEW UNLESS OTHERWISE INDICATED.

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 DEDUCTION	$ 0.00
SALES TAX	$ 0.00
PLEASE PAY THIS AMOUNT	$ 0.00

Re: CARFAX REVIEW

[redacted]

Sat 3/27/2021 2:54 PM

To: [redacted]

From: [redacted]
Sent: Friday, June 24, 2011 2:32 AM
To: [redacted]
Subject: CARFAX REVIEW

Did not receive the Proof of Soundness Portfolio that is supposed to accompany each Certified Pre-Owned vehicle purchase as specified by MBUSA. Bought the vehicle late Friday afternoon om 6/10/2011 and had to take it to another dealer close to home the following morning, Saturday, less than 24 hours later to have tire pressure adjusted. Vehicle was handling roughly, difficlty handling/steering/vibration. Tires on rear had insufficient thread and un-even wear on inner and outer side walls of both rear tires. Took vehicle back on Monday June thirteen for service. Vehicle kept for two days. Two new tires placed on rear. Vehicle rechecked. Vehicle washed and detailed and stain on headliner and interior side wall cleaned as this was not done at time of purchase. Moonroof repaired, not closing on return.
Finally got two of the contents of the Proof of Soundness Portfolio on Monday June thirteen. Getting these items: The Inspection and certification Report, Certified Pre-Owned Limited Warranty Booklet was like pulling teeth. The CPO Delivery Checklist I have yet to receive. Salesman told me this is the same as the Inspection and Certification Report, very doubtful. Called MBUSA to confirm the document exists..reluctantly told the documents is a valid document.
Had to call Service Manager Tuesday afternoon to find out the status of the vehicle. Supposedly a second inspection was ordered and not reday for pickup. Vehicle was supposed to be kept ovenight. The following day, Wednesday, no notification regarding when I could pick up vehicle. Decided to call and notiffy Sales Manager in the afternoon that I was picking up vehicle. Carpet still wet at delivery. Staff at curb very curteous. Finance Dept Staff very couteous. Not charge for the two days I had the loaner. My vehicle was still listed on Schumacher European Ltd. web site and MBUSA site for sale as late as Tuesday June fourteen. I complained about this to the salesman on Saturday June eleven. Again on June twelve and on June thirteen. Finally removed Tuesday, June fourteen. Unfortunately, my experience was not what I expected from a Dealer with the reputation this dealership supposedly has. The evasions and omissions has led me to wonder what is being with-held about the vehicle. Vehicle ride still rough. I still wonder about drive quality and wonder if there are issues with undercarraige/drivetrain/suspension/shocks/struts/ball

[redacted]

Repair order

Issac Szlamkowicz <i.szlamkowicz@drivethebest.com>

Sat 6/11/2011 6:28 PM

To [redacted]

1 attachments (2 MB)

scan.jpg;

[redacted]

Attached is a copy of the repair order. The car was never in an accident, you have a copy of the car fax. You have in your procession all the work that we did to the vehicle when it came in so that would tell you what condition it was in, nothing more than normal wear. As far as what it was used for it was a family car.

One of the nice things about our Certified Pre-Owned cars is that it has a warranty on it.

Issac

MBUSA Position Statement re: Steering Components

To promote and maintain its rigorous standards of quality and safety, if a repair is necessary, MBUSA strongly recommends that all repairs be performed by a certified technician using only Genuine Mercedes-Benz Parts. Steering, suspension, and drive-axle components are important to a vehicle's control and handling; their original design, measurements, and integrity are essential to it's safe operation.

Mercedes-Benz vehicles and Genuine Parts are designed and manufactured to meet production-engineered specifications while maximizing the safety of all occupants during a collision. If a collision repair is necessary, MBUSA strongly recommends that all repairs be performed by a certified technician using only Genuine Mercedes-Benz Parts, mechanical components, and electrical components, as well as safety devices such as airbags and seat belts. The official replacement and repair procedures are available in the Workshop Information System (WIS), and are continually updated and specific to each model and repair.

- For safety reasons, the steering gear must be replaced if components of the front axle or steering gear, or any part of the steering linkage, are deformed or damaged. A shock transmitted to the steering gear through the front axle or steering linkage may have caused damage that is not externally visible. A pressure test or crack test required for this is not possible in the workshops; therefore, the steering gear is to be replaced in cases of doubt. If it is decided that the original steering gear will remain in the vehicle, contrary to the intent of this document, we recommend having this decision of the appraiser or insurance company officer confirmed in writing with an accompanying signature.

- In the event of damage to the engine compartment paneling or steering plate, the steering gear must be checked for damage. In particular, the steering gear housing must be visually inspected for signs of external damage and cracks. The steering gear must be removed in order to enable the inspection to be performed. This is necessary in order to ensure that the steering components have not also been damaged. In cases of doubt, the steering gear must be replaced.

- In the event of accidents with body damage (e.g., a deformed fender, longitudinal member, side panel, rear end, etc.), the steering gear can be used again on the condition that the components of the front axle, the steering gear, or steering linkage (e.g., tie rods or the drag link) are not damaged.

- In the event of steering-wheel airbag deployment, the steering wheel and steering column tube must always be replaced. Damage can occur to the steering wheel and steering column tube that is not externally visible.

[redacted]

Automotive Diagnostic Specialties

6835 West Chandler Blvd.
Chandler, Arizona 85226
480-961-8704
Email: Info@adsaz.biz
www.automotivediagnosticspecialties.com

Invoice

Bill To [redacted]
Chandler, AZ [redacted]
USA

Home [redacted]
Email

Invoice # [redacted]
Work Order #
Service Advisor Andy Hangartner
Technician Stolz, John

Plate [redacted]
Description 2008 Mercedes-Benz ML350 4Matic V6 3.5L 3498CC
VIN 4JGBB86E88A[redacted]
Odometer 46,950

Invoice Date 4/8/2021 4:52 PM
Appointment 4/6/2021 9:20 AM
Promised 4/6/2021 6:00 PM

Concern

Service Advisor Notes
Inspection results:
Steering noise while turning. Power Steering system leaks at power steering pump and rack and pinion. Replace components and bleed air from system, plus wheel alignment.
Tires worn uneven, recommend replace as a set because of 4wd transfer case.
Front struts and rear shocks leaking. Recommend replacement
Checked lower control arms and found rear bushings are tearing. They do appear to be original. Upper Control Arms have probably been changed by indications of retention nuts having been removed
Check and measure brake pad lining. Measurement(s) within spec. Noticed excessive brake dust on front wheels and soft pedal plus increased stopping distance. Recommend checking receipt to see if brake components are OEM equipment. This vehicles braking ability can be affected by aftermarket parts. Also recommend to power flush brake hydraulic system and replace fluid. Removed caliper(s) and checked brake pads. They do show mercedes Benz emblems on pads, but brake rotors are devoid of MB markings. Checked brake fluid for contaminants and testing shows good at this time.
To address brake system we would only perform a complete brake job with all parts. We would NOT do a partial job because of our warranty and liability.

Service Advisor Notes
Vehicle does have whining noise while turning wheel in wither direction, softer than normal brake pedal and seems to have increased stopping distance.

Inspection

Complete Vehicle Inspection
Perform Visual Inspection and Evaluation of Vehicle. Examine components and check to give opinion on whether they have been replaced recently and/or if they are Mercedes parts. Remove brake caliper at customer request and check parts identification.

Labor	$217.42 *
Discount	($32.61)
Sub	**$184.81**

Total Parts		$0.00
Total Labor		$184.81
Total Before Taxes & Miscellaneous Charges		$184.81
(*) Shop Supplies		$12.94 S
(S) State Sales Tax	7.8 %	$1.01
Grand Total		**$198.76**

Total discounts applied is $32.61

[redacted] paid $198.76 by Visa

[redacted]

Invoice Signature. Signed on 4/8/2021 4:52 PM

I hereby authorize the repair work to be done along with the necessary parts and materials and herby grant you and/or your employees permission to operate the vehicle herein described on streets, highways, or elsewhere, at your discretion, for the purpose of testing and/or inspection. An express mechanics lien is hereby acknowledged on the above vehicle to secure the amount of repairs thereto. Not responsible for damage or articles left in car in case of fire, theft or any other cause beyond our control.

NO WARRANTY IMPLIED OR GIVEN ON PERFORMANCE PARTS OR LABOR UNLESS OTHERWISE STATED. NO WARRANTY IMPLIED OR GIVEN ON CUSTOMER SUPPLIED PARTS OR LABOR. WARRANTY IS 36 MONTHS OR 36,000 MILES PARTS AND LABOR ONLY WHEN RETURNED TO ADS FOR REPAIR UNLESS OTHERWISE NOTED. VEHICLES OVER 8000 GVW AND FRICTION MATERIAL CARRY A 12 MONTH/12,000 MILE WARRANTY.

Customer Signature: [redacted] **Date:** 4/8/21

480.961.8704

AUTOMOTIVE DIAGNOSTIC SPECIALTIES

ADS Automotive Diagnostic Specialties 6835 W Chandler Blvd Chandler, AZ, 85226
480-961-8704
http://automotivediagnosticspecialties.com

COURTESY INSPECTION

Customer:	[redacted]	**License:**	[redacted]
Vehicle:	2008 Mercedes-Benz M-Class ML350, 7-Speed Automatic, 4WD, 3.5L V6 DOHC 24V	**VIN:**	4JGBB86E88A[redacted]
Inspection date:	04/08/2021	**Odometer:**	46,950 miles
Repair Order:	[redacted]	**Last Visit:**	04/06/2021

We have inspected your vehicle with the following results:





John Stolz, Technician

ADS
AUTOMOTIVE DIAGNOSTIC SPECIALTIES

Service Team, Service Advisor

Inspection Details

Good

Under Hood and Fluid Conditions	Observation	Recommended Action
Brake Fluid		
Under Car	**Observation**	**Recommended Action**
Rear Brakes		

Good

In Car

✓ Horn ✓ Headlights ✓ Turn Signals/Hazards

✓ Brake/Running Lights ✓ Windshield/Windshield Wipers ✓ Windshield Washers

✓ Air Conditioning/Heater

Under Hood and Fluid Conditions

✓ Transmission Fluid ✓ Differential Fluid ✓ Transfer Case Fluid

✓ Windshield Washer Fluid ✓ Drive Belts ✓ Radiator

✓ Cooling Fans ✓ Air Filter ✓ Battery

Under Car

✓ Drive Axle/CV Boots ✓ Exhaust System

Needs future Attention

Under Hood and Fluid Conditions	Observation	Recommended Action
Cooling System Hoses	Appear Original	**Radiator Coolant Hose(s)**
Miscellaneous Findings	*Notes:* After repairing power steering leaks, we recommend to steam clean underside and recheck for oil leaks if/as necessary	**Not Applicable**
Under Car	**Observation**	**Recommended Action**
Brake Hydraulics	*Notes:* Check and measure brake pad lining. Measurement(s) within spec. Noticed excessive brake dust on front wheels and soft pedal plus increased stopping distance. Recommend checking receipt to see if brake components are OEM equipment. This vehicles braking ability can be affected by aftermarket parts. Also recommend to power flush brake hydraulic system and replace fluid. Looked at Brake pads and noted Mercedes emblem on pads but could not find same on Brake Rotors	
Rear Strut/Shock	Right Side Left Side	**Shock Absorber, Rear**

Needs Immediate Attention

Under Hood and Fluid Conditions	Observation	Recommended Action
Power Steering Fluid	Leaking	**Power Steering Pump**

Needs Immediate Attention

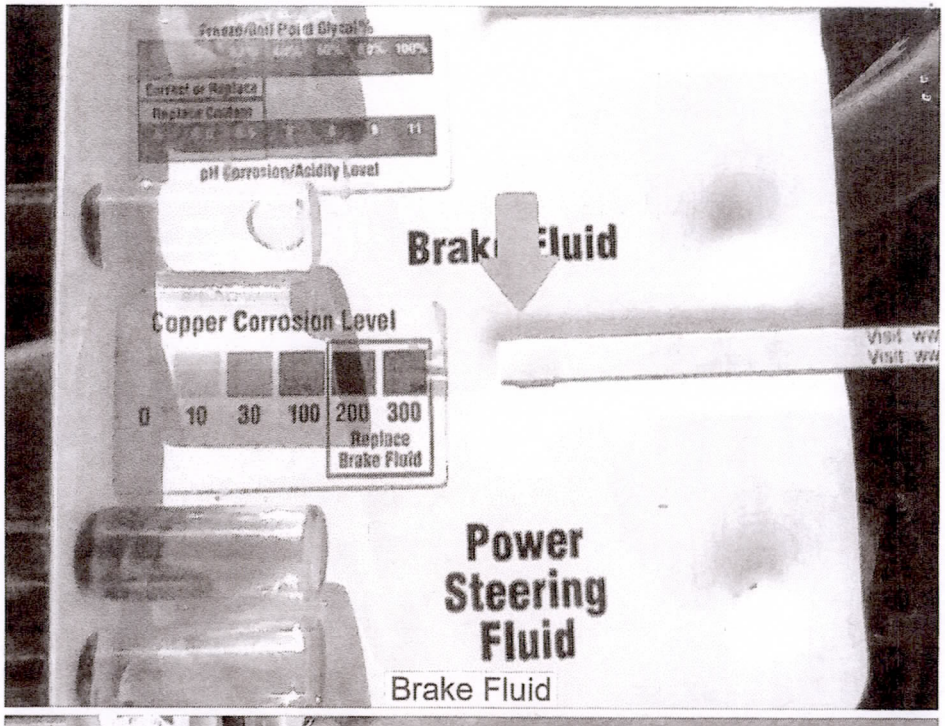
Under Car	Observation	Recommended Action
Front Tires	3/32 Tread Left *Notes:* Tires are worn out, being awd tire tread depth between tires is critical. Needs 4 new tires and alignment. Steering wheel is off to right while driving straight	**Mount & Install 4 Tires**
Front Brakes	Other *Notes:* Mercedes symbol on pads, but nothing on rotors. Rotors are no name.	
Rear Tires	3/32 Tread Left	**Mount & Install 4 Tires**
Front Strut/Shock	Leaking Right Side Left Side	**Strut Assembly, Front** Shocks and struts are integral to your vehicle's ability to stop, balance, and give you a smooth ride. Overused shocks and struts, similar to used brake fluid, can increase the distance required to bring the vehicle to a complete stop, as well as decrease fuel efficiency. For more information click and watch:
Suspension/Steering	Control Arm Bushing Front Cracking Other *Notes:* Upper and lower control arms do not appear to be newer, bushings are cracking and hard. Seems like they were not changed	**Suspension Control Arm, Lower** **Suspension Control Arm, Upper** **Steering Rack and Pinion** **Power Steering Pump**

Needs Immediate Attention

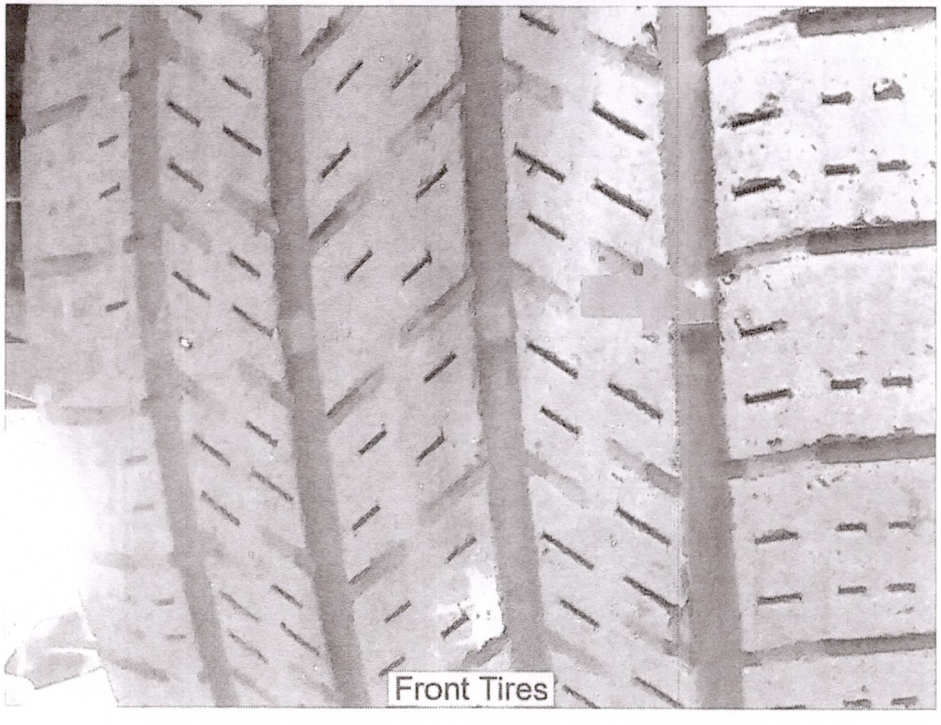
Under Car	Observation	Recommended Action
Fluid Leaks	Engine Oil Power Steering Oil Pan *Notes:* Power steering pump is leaking down onto frame and front differential. Also looks like rack and pinion is leaking from line.	**Diagnose Fluid Leak Concern**



Front Tires

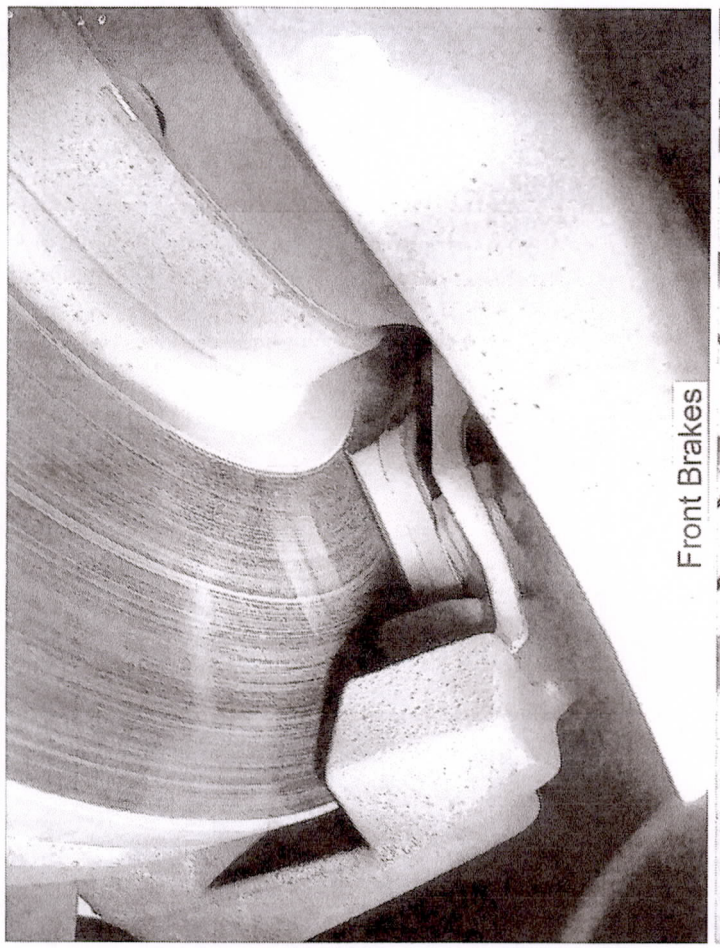


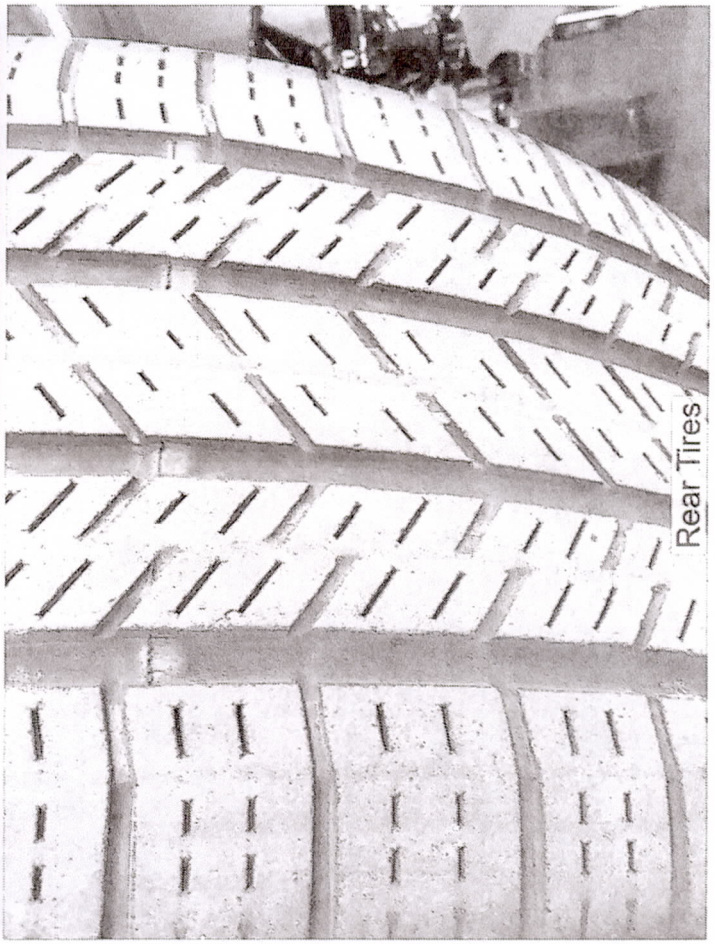
Brake Fluid

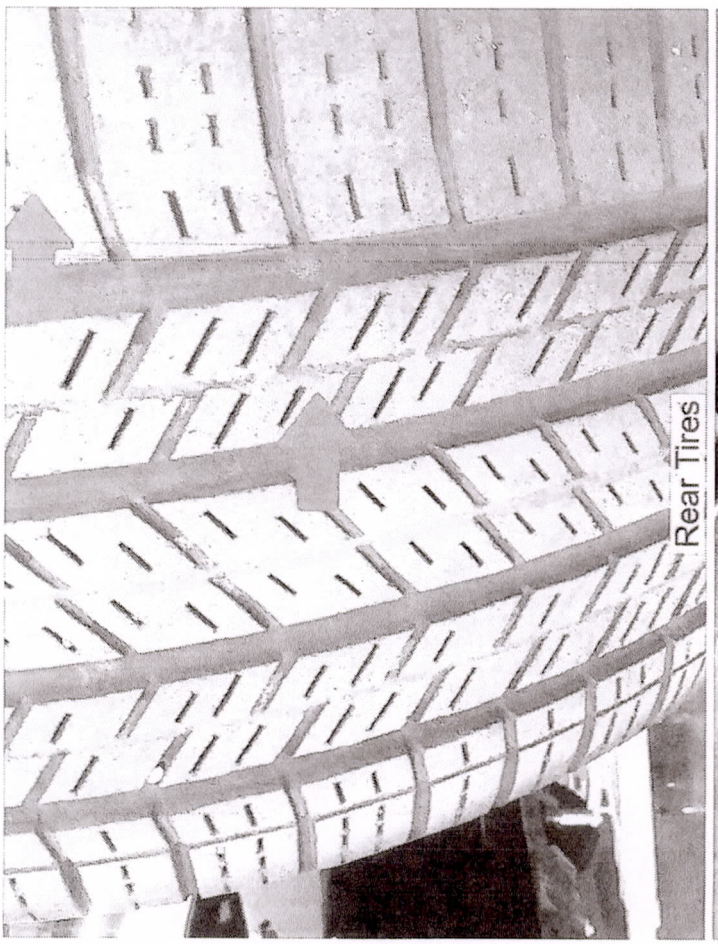

Front Tires

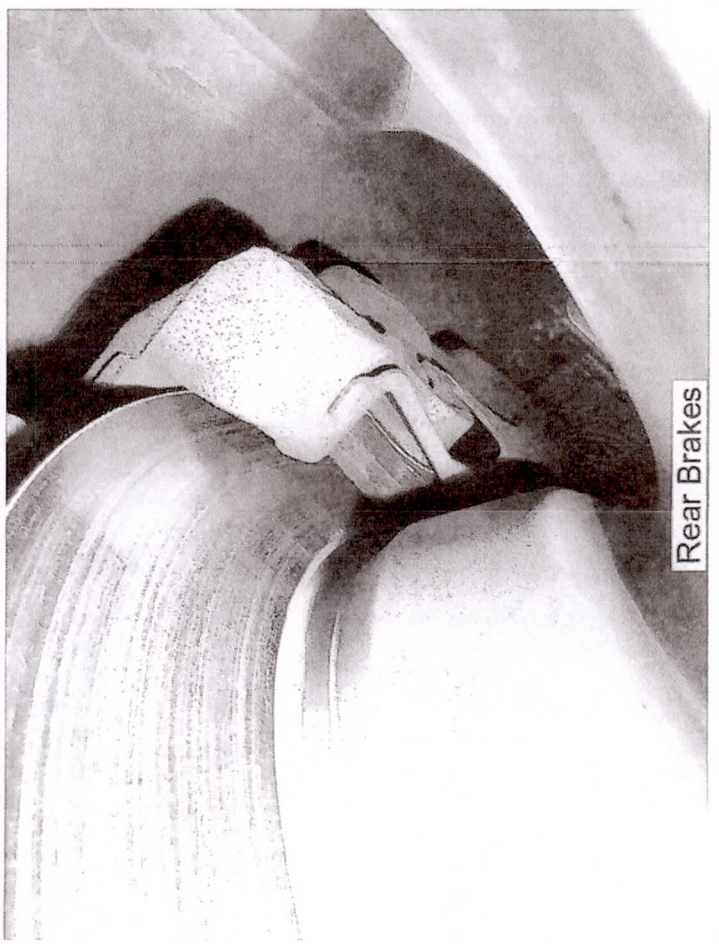


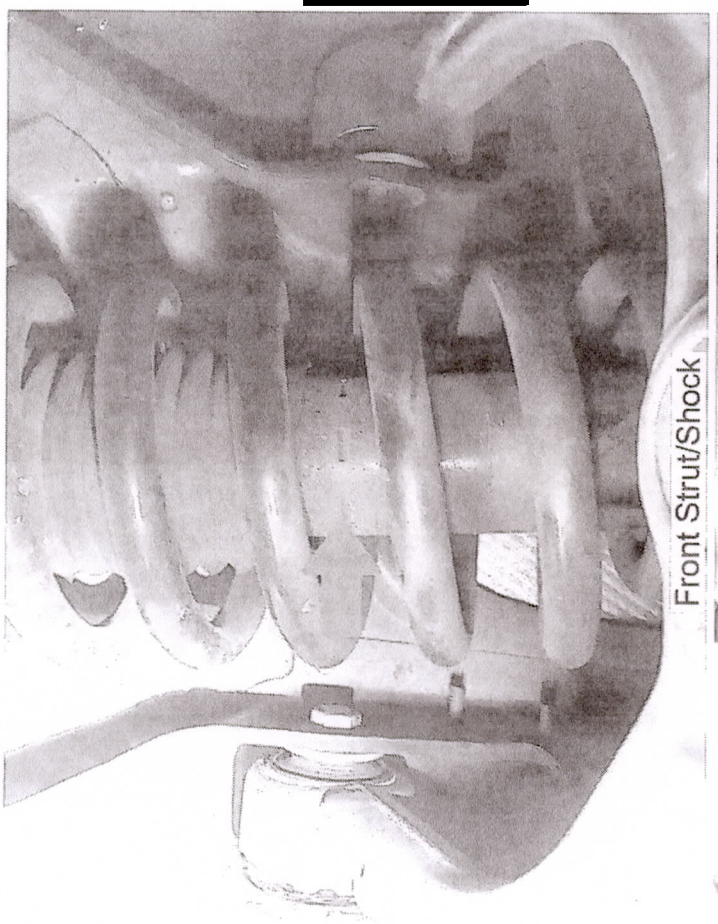
Front Tires

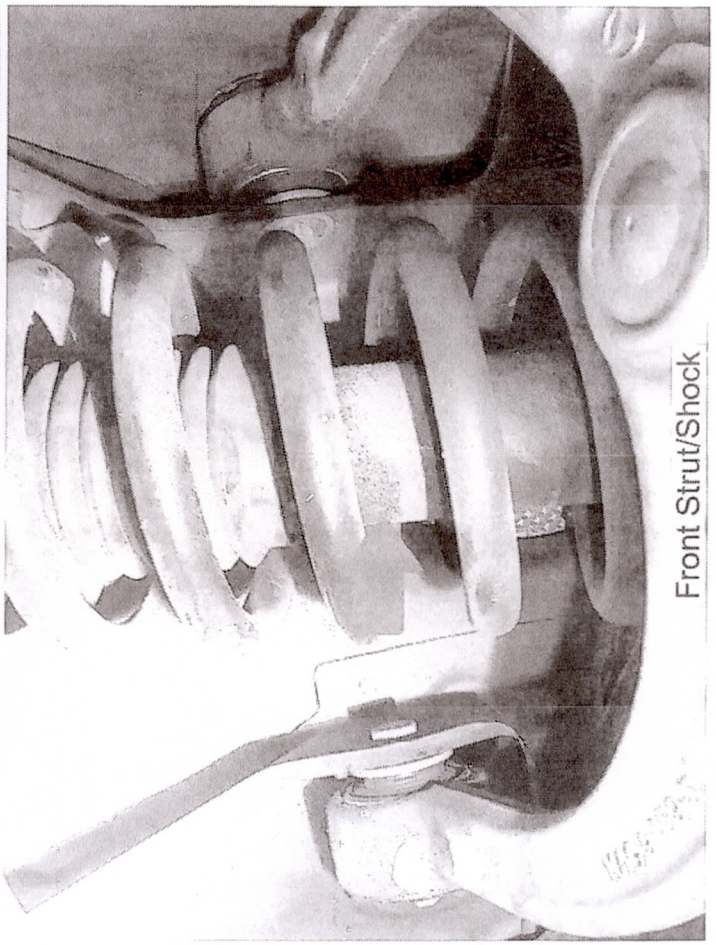

Front Brakes


Rear Tires

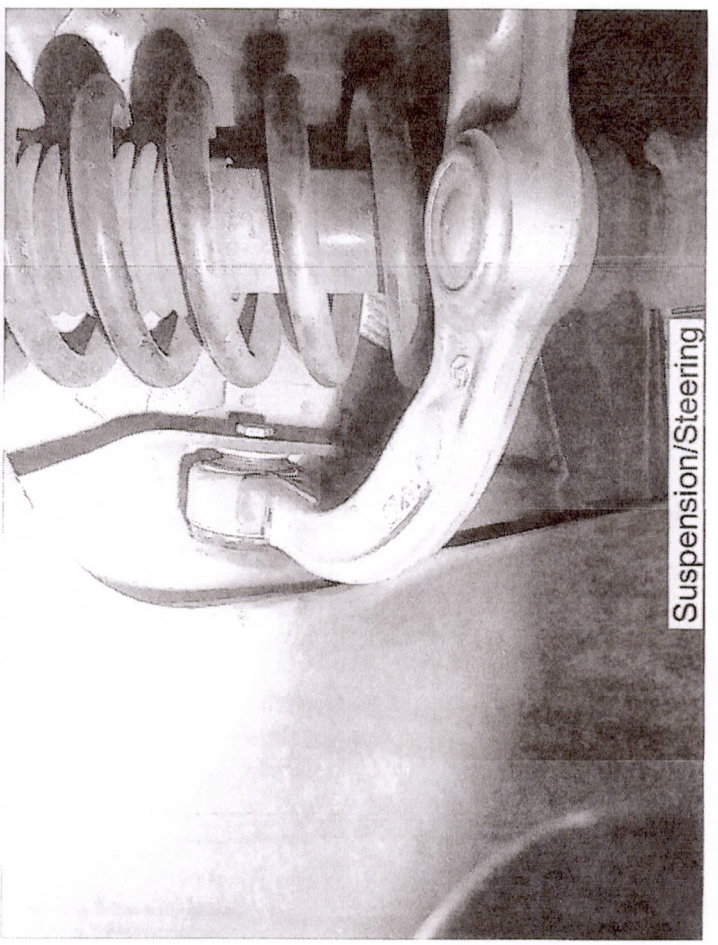

Rear Tires

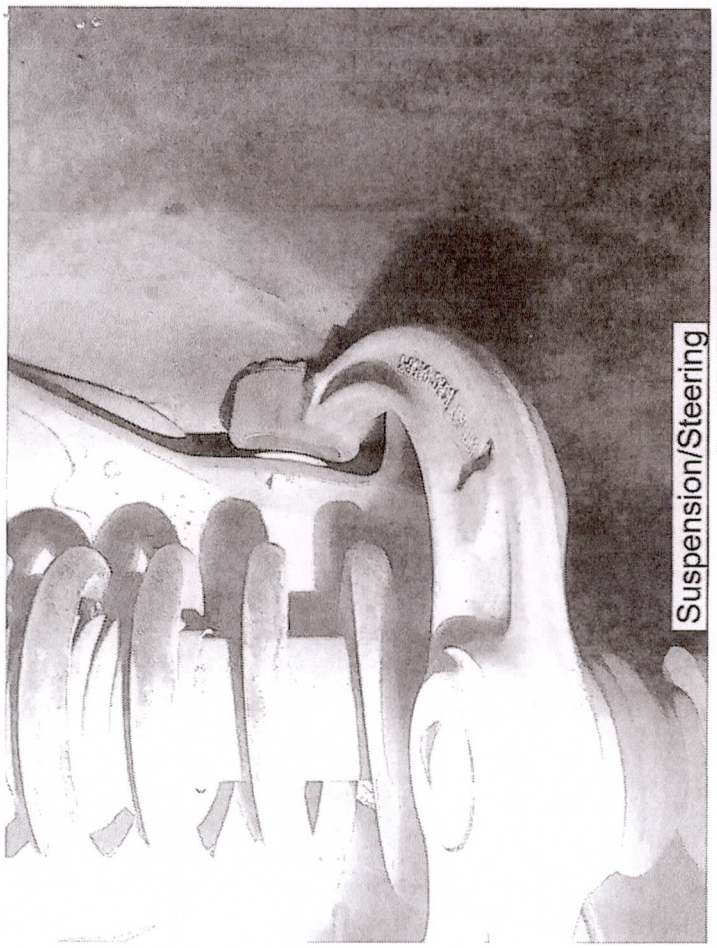

Rear Brakes

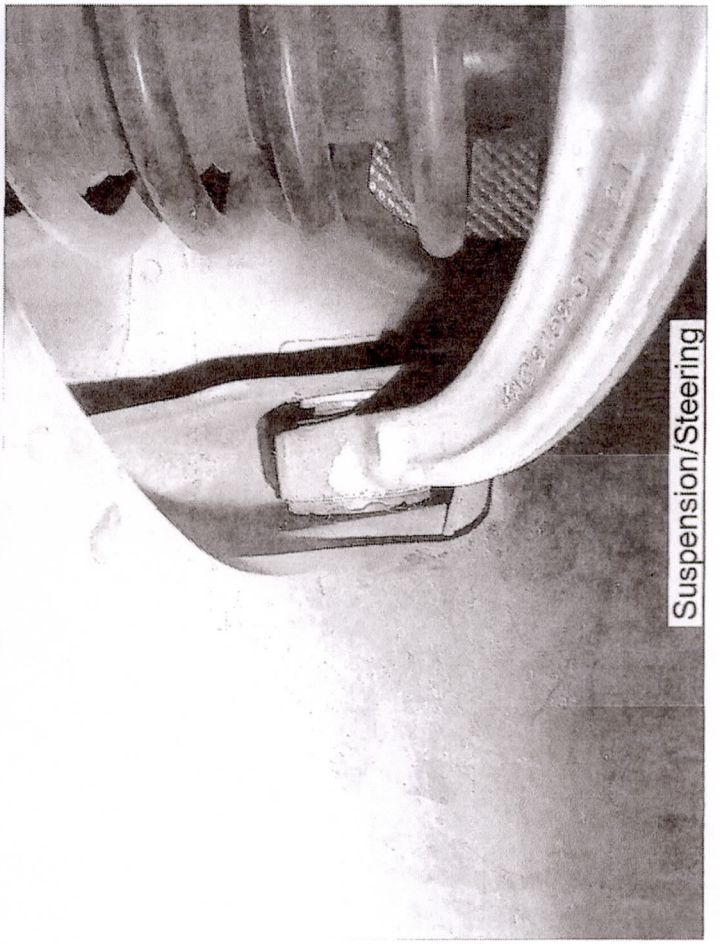

Front Strut/Shock

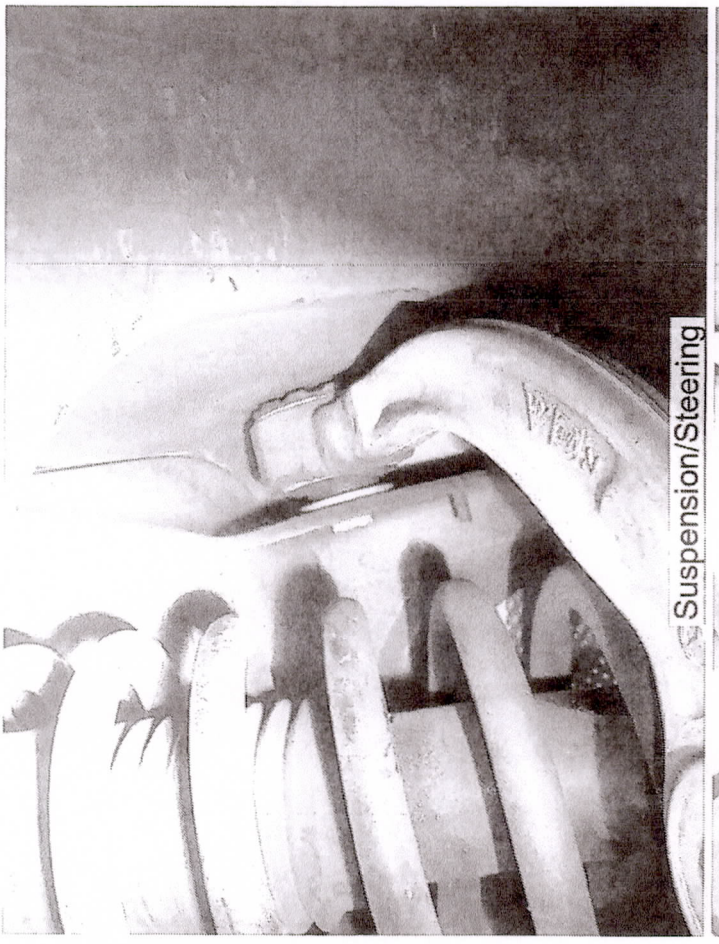

Front Strut/Shock


Rear Strut/Shock

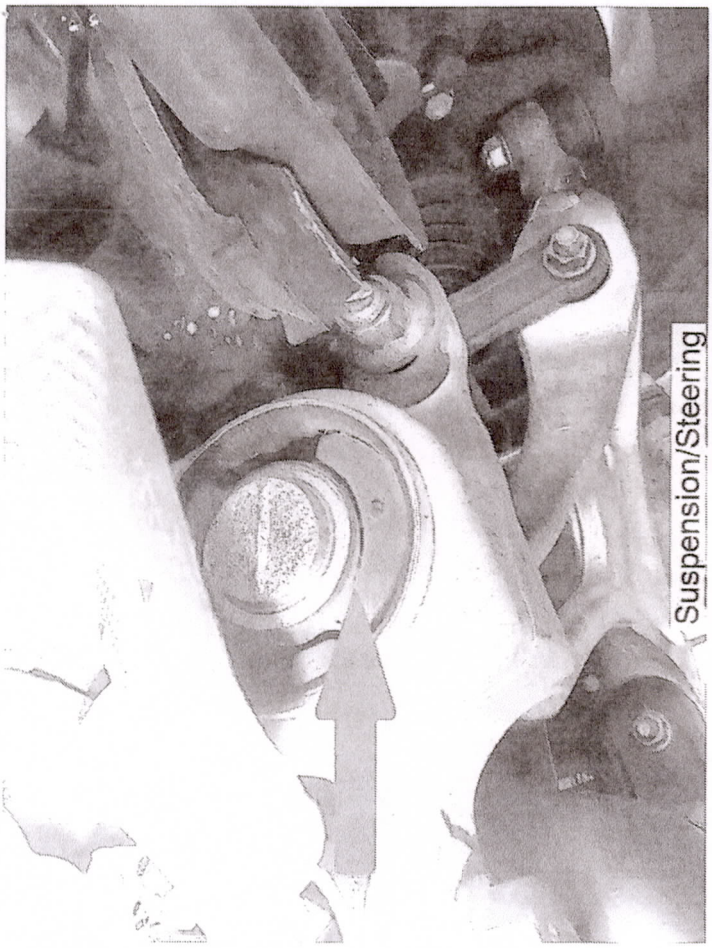

Suspension/Steering

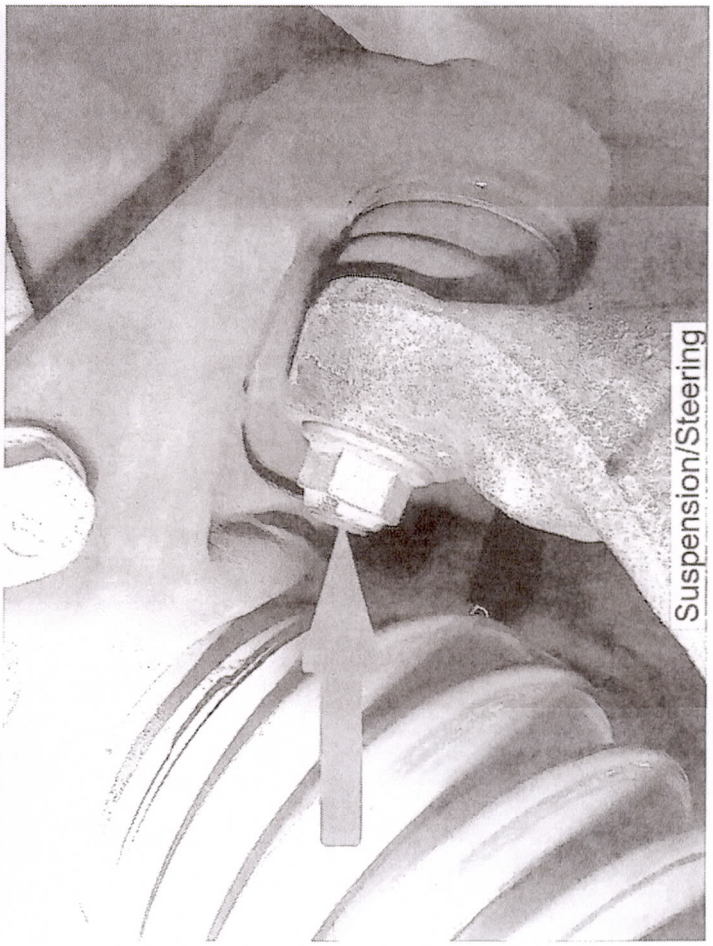

Suspension/Steering

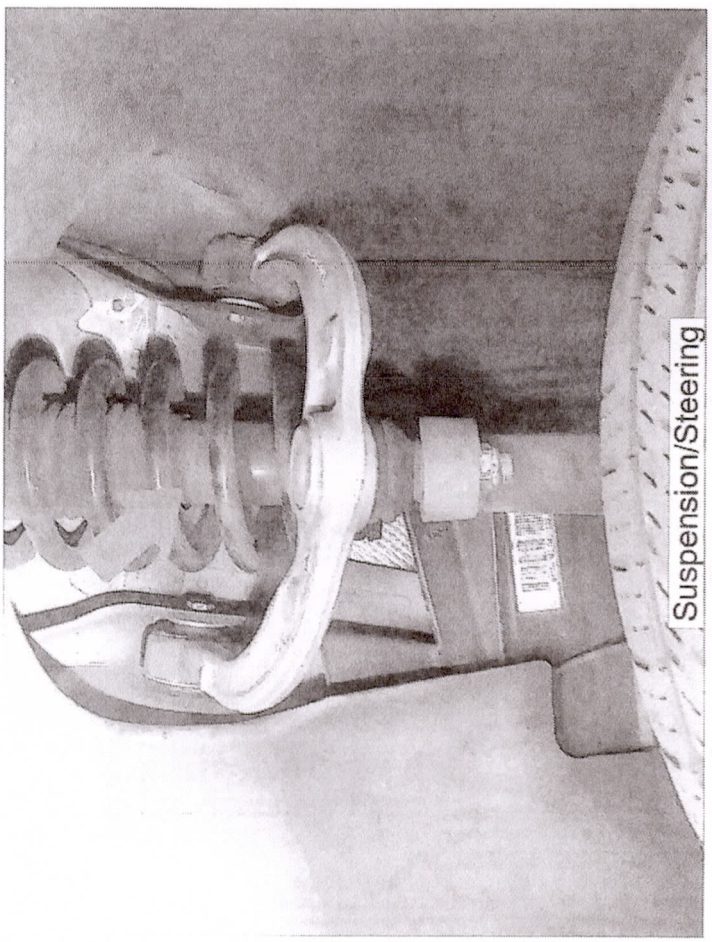

Suspension/Steering

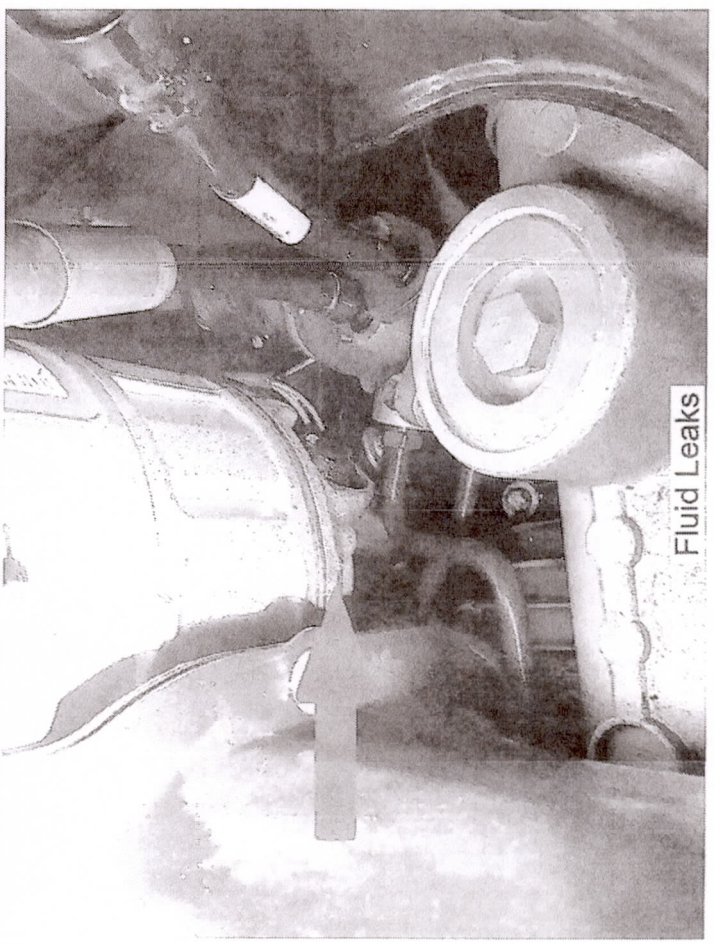

Suspension/Steering

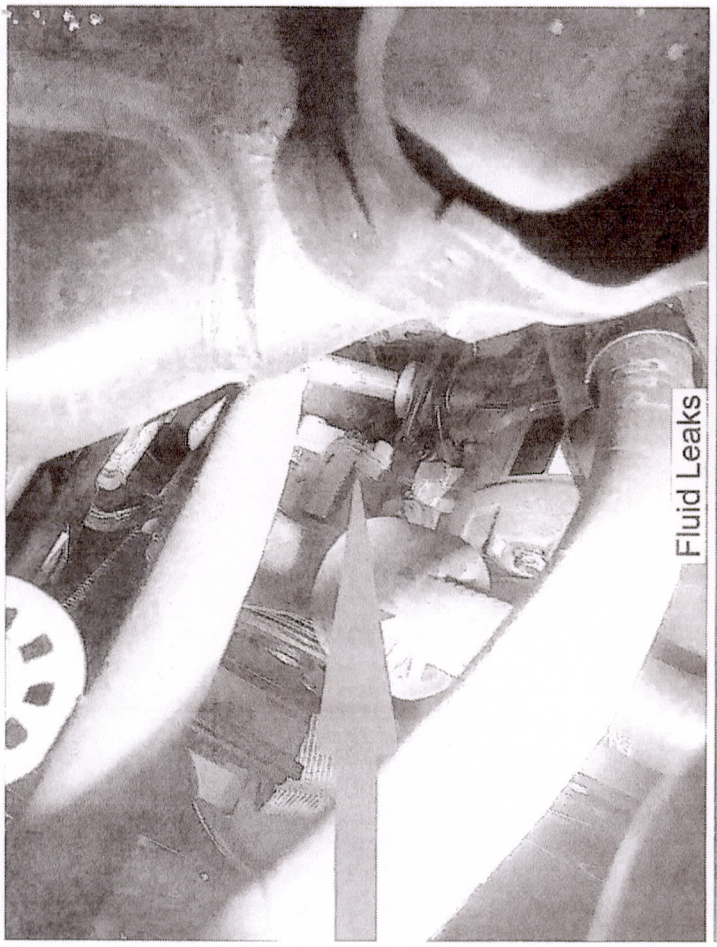

Suspension/Steering

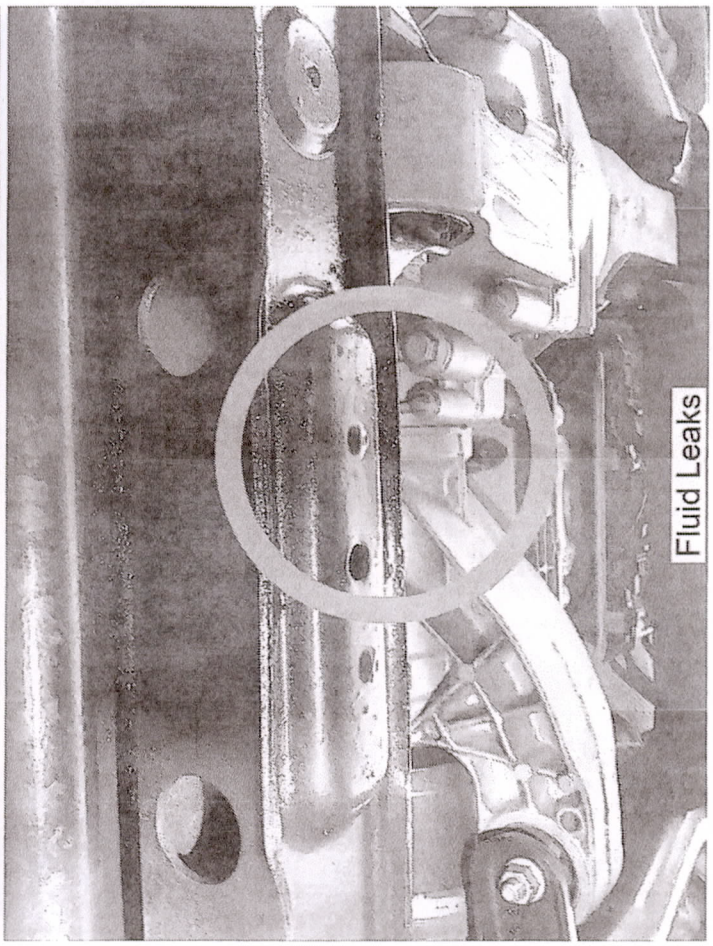

Suspension/Steering

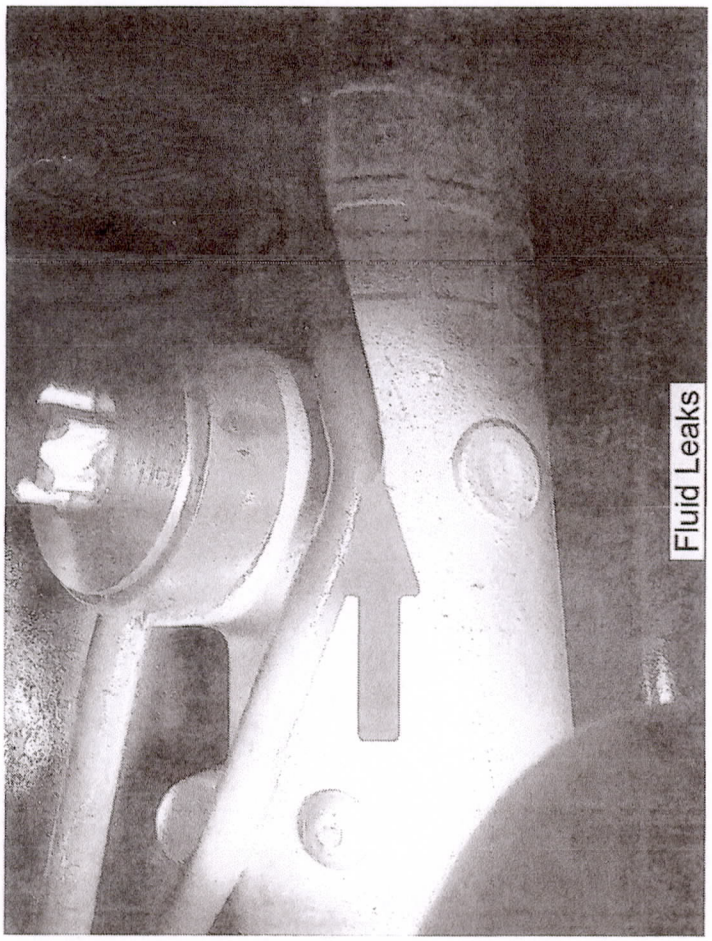

Suspension/Steering


Suspension/Steering


Fluid Leaks


Fluid Leaks


Fluid Leaks


Fluid Leaks

TECH+AUTOMOTIVE

7333 E. BUTHERUS DRIVE. B200
SCOTTSDALE, AZ 85260
~~4810~~480-607-1177 - TECHPLUSAUTOMOTIVE.COM

VEHICLE INSPECTION

MODEL 2008 Mercedes Benz ML 350

VIN # 4JGBB86E8[redacted]

Exterior

Body

YES	NO	
☑	☐	Are seams where doors and fenders meet even and straight? (NO)
☑	☐	Are seams where the hood and trunk meet the fenders even and straight? (?)
☒	☐	Does a magnet cling to all steel body panels? (Be sure to test fenders, the lower corners of doors, and rocker panels—the areas below doors. If a magnet doesn't cling, suspect body filler was used to repair rust or accident damage.)
☑	☐	Are all body panels the same color?
☐	☒	Has the car been recently repainted? (Look for signs of spray paint on moldings; also check the edges of the doors, hood, and trunk to be sure they are all the same color. Fresh paint may cover rust that will continue to progress.)

Passed

Tires

YES	NO	
☐	☒	Do all tires have the same amount of tread?
☑	☐	Are all tires the same size? (Check tire size markings on tire sidewalls.)
☑	☐	Are all tires the same brand?
☑	☐	Is there a spare tire, jack, and lug wrench? If the vehicle has locking hubcaps, is there a key for removing them?
☑	☐	Is the spare tire inflated (Press hard against the side with your thumb; the tire should be firm.)

Passed

Rear Tires low @ Thread on Outside and Inside.

Suspension

YES	NO

Passed

☑ ☐ Does the vehicle sit level?

☑ ☐ Bounce each corner of the vehicle. Do all corners respond the same? (Corners should only bounce once or twice before stopping.)

☐ ☒ Do you hear a creaking noise when bouncing the vehicle's corners?

Passed

Frame

YES	NO	
☒	☒	Examine inside trunk, wheel wells, and under hood. Do you see areas that look like they have been crumpled and straightened?
☐	☒	Look underneath each side of the vehicle for a row of holes in the frame just inside the vehicle's outer edge. Do holes appear scratched or recently cleaned? (If so, suspect the frame has been straightened after a crash.)

L.k. Good

Call

Check!

---

passed

Gas Cap and Filler Neck

YES	NO	
☑	☐	Is there a gas cap? Does it fit correctly? (If the cap locks, is there a key?)
☑	☐	Remove the gas cap and check inside the filler neck. Is there a fuel-nozzle restrictor to prevent adding leaded fuel? (Most states require them.)

Interior

YES	NO	
☑	☒	Is upholstery in good condition? (Look for tears, stains, and burns.)

Headliner

passed

☑	☐	Are the dashboard and headliner in good condition?
☑	☐	Do seats adjust easily?
☑	☐	Are any window cranks, door locks, handles, dash controls or similar items missing?
☑	☐	Do all interior lights and dash bulbs work?
☑	☐	Does carpet condition match the age of the vehicle?
☐	☑	Does carpeting smell of mildew or stale water, suggesting moisture underneath (or worse, flood damage)?
☐	☑	Check under the dash at the top of the carpet. Are there stains suggesting heater core or air conditioner leakage?

---

passed

Accessories

YES	NO	
☑	☐	Do all accessories, such as the heater, air conditioner, audio system, and alarm system, operate fully? Test all functions of each.

---

oil seperator / Breather ~~Hoses~~.

Engine Compartment

YES	NO	
☑	☐	Are there signs of oil or fluid leaks?
☐	☒	Run the engine at full operating temperature. Are there abnormal smells that might be due to leaking fluids on hot engine parts?
☐	☒	Are there unusual noises, such as clattering or metallic sounds, or sharp hissing, in the engine compartment when the engine is running? (Normal sound is smooth whirring of belts and fan.)
☐	☒	Does anything appear to be missing? (Look for shiny or clean areas where parts may have been removed.)

Passed.

YES NO

Under the Vehicle

Are there fluid leaks on the underside of the engine and transmission, at axle ends, at brake line connections, or on the ground beneath the vehicle? Green fluid is usually antifreeze; reddish fluid is usually power steering or transmission fluid; dark brown or black fluid is usually oil or brake fluid.

Are any parts loose, with the exception of exhaust parts slung from flexible rubber "donuts"?

Does anything appear missing, such as bolts, clamps, brackets or cables?

Are exhaust system parts rusty?

Are there marks from scrapes, indicating the car has bottomed out on rocks or pavement?

Examine exhaust when the car is operating at normal temperature. Do you see white or blue smoke? (Both can indicate an engine problem, especially if the smoke burns your eyes. A small amount of steam is normal, especially in cold weather.)

Engine oil from PCV system Oil Separator (see previous page.)

Passed

Good

Performance

YES NO

Engine

Does the engine start easily?

Does the engine stall at any time? (yes 2x)

Does the engine idle smoothly?

Does the idle speed seem too slow or fast?

Does the engine hesitate or stumble on acceleration? (hesitate)

☑	☐	Does the engine run smoothly during operation?
☐	☒	Does the engine seem to lack power?
☑	☐	If the vehicle has cruise control, do all features work correctly?
☑	☐	Do engine or other system warning lights appear?
☐	☐	Does the engine diesel (continue running) when shut off?

N/A passed

Transmission and Clutch

YES	NO	
☑	☐	Is automatic shifting smooth?
☐	☐	On a manual-shift vehicle, is take-off smooth, without grabbing or jerking?
☐	☐	On a manual-shift vehicle, accelerate hard in a higher gear (third or fourth) or while going uphill. If engine rpms rise without a corresponding increase in vehicle speed, the clutch could be slipping. It may need to be adjusted or replaced.
☐	☐	On a manual-shift vehicle, try shifting to a lower gear when going slowly. Does the transmission shift easily, without grinding?

N/A.

---

passed.

4-Wheel Drive

YES	NO	
☑	☐	Engage 4-wheel drive only on soft surfaces unless the owner's manual specifically says the feature can be used on hard-surfaced roads. On a suitable surface, test-drive the vehicle in forward and reverse with 4-wheel drive engaged. Does the vehicle shift smoothly in both directions?
☐	☑	Turn tight corners to the right and left. Are there clunking sounds or other noises?
☐	☑	Do the wheels bind or pull, whether turning or going straight?

11/7/11

Brakes

YES	NO	
☐	☒	Apply the brakes several times at different speeds. Also try a sudden stop. Does the vehicle pull to one side when brakes are applied?
☑	☐	Do brakes stop the vehicle adequately?
☑	☐	If the vehicle has antilock brakes (ABS), try stopping suddenly. Do wheels lock? (A pulsing brake pedal is normal.)
☑	☐	Does the parking brake hold firmly and release completely?

passed

Steering

YES	NO	
☑	☐	Does the vehicle pull to one side during normal operation?
☐	☑	Is steering difficult at any speed?
☐	☑	Turn sharply in both directions. Do you hear clunking or other noises, or feel rubbing or binding?
☐	☑	Does the vehicle shake or vibrate while moving? (Take the vehicle up to freeway speed for this test.)
☑	☐	Is the steering wheel centered when the vehicle is traveling straight ahead?

11/12 passed

Form Approved: O.M.B No.2127-0008

U.S. Department of Transportation

National Highway Traffic Safety Administration

DOT Auto Safety Hotline

Vehicle Owner's Questionnaire

To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET:www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received	Repository ☐
29-MAR-2022	Reference No. 11458854

OWNER INFORMATION (Type or Print)

Name	[redacted]	Daytime Telephone Number	E-mail Address
Address	[redacted]	[redacted]	[redacted]
City: Chandler	State: AZ	ZIP Code [redacted]	Evening Telephone Number

The information you provide will be used to identify potential safety-related defects. We may share your information with the applicable vehicle manufacturer during an investigation or recall in accordance with the routine uses described in the agency's Privacy Act notice. See 49 FR 53971 (Sep. 3, 2004).

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side	MAKE	Model	Model Year
4JGBB86E88A401303	MERCEDES BENZ	ML350	2008

Date Purchased	Dealer's Name and Telephone Number		Engine: No: Cylinders	Fuel Type:
6/2011	New: Penske Schumacher European (Sold)		V6	
Original Owner ☐	Dealer's City Chandler Scottsdale	STATE AZ / ZIP Code 85226		

Transmission Type	☐ Antilock Brakes ☐ Cruise Control	Powertrain	Multiple Failure:	Incident Date(s) 10-FEB-2021

FAILED COMPONENT(S)/PART(S) INFORMATION

Vehicle Components Codes: 010000 STEERING	Failure Mileage 38000.0	Failure Speed 65

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make	Tire Model (Name or Number)	Tire Size (Example P215/65R15)
DOT No. (Example: DOTMAL 9ABC036)	☐ Original Requirement ☐ Prior Repair	Failure Location:
Tire Component Code		Tire Failure Type:

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:	Date Manufactured:	Model No./Name:
Seat Type:	Installation System:	
Child Seat Component Code:	Failed Part:	

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the Incident(s), Failure(s), Crash(es), Injury(ies).)

Crash	Fire	Number of Persons Injured	Number of Deaths	Reported to Police
☐ Yes ☒ No	☐ Yes ☒ No			N

Narrative Description of Incident(s), Crash(es), Injury(ies).
Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e, parts repaired or replaced (and if old part is available).

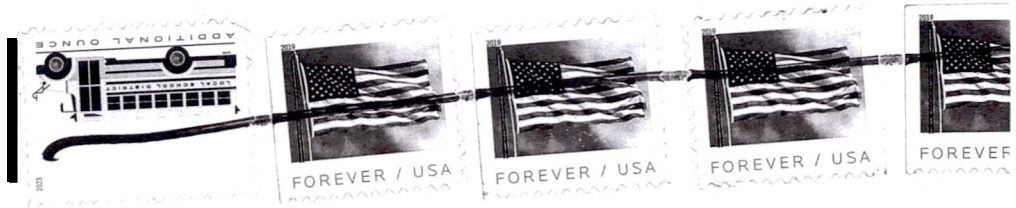
The contact owns a 2008 Mercedes-Benz ML350. The contact stated while driving approximately 65 MPH, the steering wheel failed to respond as designed. The contact drove the vehicle safely off the road. The vehicle was taken to the local dealer to be diagnosed. The contact was made aware of a power steering rack leak. The vehicle was repaired; however, the failure recurred several times. The contact related the failure to NHTSA Campaign Number: 08V682000 (Steering). The manufacturer was notified of the failure. The approximate failure mileage was 38,000.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice. ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974-Public Law 93-579. This information is requested pursuant to authority vested in the National Highway Traffic. Safety Act and subsequent amendments. You are under no obligation to respond this questionnaire. Your response may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[redacted]

Chandler, AZ [redacted]



US Dept. of Transportation
National Highway Traffic Safety Admin
Office of Defect Investigation, NV
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Washington, D.C. ~~20077-9588~~
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