

PE03-058
HOGAN & HARTSON
FOR
MERCEDES-BENZ
3/12/2004
ATTACHMENT A

PE03-058
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FOR
MERCEDES-BENZ
3/12/2004
ATTACHMENT A
PART 1 OF 5

CA Ref ID: 110410 Priors: No Open Date: 06/10/1999 Status: CLS Last Update: 06/11/1999

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: East Haven CT [REDACTED] Corres ID:

Agent: Denise Nowicky Phone: 6254 Orig By: P Orig CD: H0 Region: 5 Market: 4

Service Retailer: 09101 CONTINENTAL MOTORS, FAIRFIELD CT Assign Agent: SOM - 27

Orig Retailer:

Sell Retailer: 09101 CONTINENTAL MOTORS, FAIRFIELD CT

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 2020291A [REDACTED] Model: C280W 1998

World VIN: WDBHA29G3WA [REDACTED]

Mileage: 20000 Engine Number: 11292030142971

Prod Date: 02/06/1998 Warranty Start Date: 03/07/1998

Close Agent: Ted Zawacki Field Closing Date: 06/11/1999

Close With: 0 Close By: M Close How: P Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsu
10	10	2	3	08

Involved Information

> [REDACTED] - Owner, [REDACTED] East Haven, CT [REDACTED]
 Primary Residence
 Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/10/1999 10:51:23 Agent: Denise Nowicky Phone 6254 Note Type: PC

Client claims that within first year of ownership, she has had many repairs, including, but not limited to: rear bulb replacement (ax), radio amplifier replacement, grab handle replacement, belt tensioner replacement to resolve vibration, rear window retractor, climate control repair, fan repair (climate control), trim panel around climate control, moon roof (2X, which is in-op at this time, again) She can be reached 203-469-3278

Open Date: 06/10/1999 15:33:27 Agent: Ed Mc Rae Phone 7527 Note Type: PC

SPOM discussed case with client. Client stated that she would "like to trade this vehicle in on either a new or pre-owned M-B. - this vehicle has required too many repairs" She requested MBUSA's assistance with obtaining a replacement vehicle.

SPOM explained that she would need to coordinate this with retailer Sales Manager. SPOM offered client a goodwill gesture of free service on new vehicle. Client requested that this be applied to her deal with retailer for new or pre-owned M-B. SPOM will offer \$250.00 as goodwill gesture.

Client was advised that retailer Sales Manager (Steve Keer) will contact her to make arrangements.

Open Date: 06/11/1999 11:14:06 Agent: Ed Mc Rae Phone 7527 Note Type: RC

Retailer Sales Manager - Steve Keer advised that he will contact client today (6/11) to discuss trade-in/new purchase.

Summary Note Information**CONFIDENTIAL****Mercedes Benz of U.S.A**

Note ID 592628 **Cus Ident** 14847798 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED] **Town**

Hallandale

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 95364**Last Sell Dir** 95364**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65F5WA [REDACTED]**Mileage** 1000 **Prod Date** 06/06/1997 **Warr Date** 06/06/1997 **Model** E320W 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Canadian Vehicle Warranty Inquiry	02/06/2003 13:30:05	Honora Duffy	6307

Summary Notes

Date	Time	Updated BY	Phone
02/06/2003	13:29:53	Honora Duffy	6307

[REDACTED] called - Canadian car @ Fort Lauderdale & she claims she has Canadian extended warranty. she wanted to know if crankshaft pulley would be covered & how to pursue - told her to call MB Canada.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 92893 Priors: No Open Date: 02/06/1998 Status: CLS Last Update: 02/13/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Business

City: Baldwin

NY [REDACTED]

Corres ID:

Agent: Linda Tognetti Phone: 6268 Orig By: P Orig CD: H0 Region: 5 Market: 1

Service Retailer: 55124 LAKEVIEW AUTO SALES ROCKVILLE CE NY Assign Agent: SOM - 22

Orig Retailer:

Sell Retailer: 56113 MERCEDES - BENZ MANH NEW YORK NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2020291 [REDACTED] Model: C280W 1998

Grp	Fail	Major	Minor	Rst
01	08	2	3	11

World VIN: WDBHA29G1W [REDACTED]

Mileage: 3940 Engine Number: 11292030005926

Prod Date: 08/07/1997 Warranty Start Date: 10/25/1997

Close Agent: Wilhelm Jansen Field Closing Date: 02/13/1998

Close With: O Close By: M Close How: V Owner Satisfied: N

Involved Information

>

[REDACTED]

[REDACTED] Baldwin, NY [REDACTED]
Primary Business
Secondary Residence**Customer Assistance Referral - Full Notes**

Open Date: 02/06/1998 15:57:42 Agent: Linda Tognetti Phone 6268 Note Type: PC

Customer called CAC saying vehicle was towed to Lakeview on Wednesday evening.

Customer has been told vehicle needs new engine. Customer does not want car any more; wants to speak with regional manager.

Open Date: 02/09/1998 11:39:08 Agent: Linda Tognetti Phone 6268 Note Type: PC

Customer called writer. Dealer told customer that E. Palmer was at dealership; wants customer to come to dealership to sign a release to have the engine taken out of the car and worked on.

Customer wants to speak with someone regarding this.

Voice message left for SOM, M. Doherty.

Open Date: 02/11/1998 12:45:00 Agent: Michael Doherty Phone 7522 Note Type: PC

TS Palmer is inspecting vehicle this date.

Open Date: 02/12/1998 12:51:12 Agent: Linda Tognetti Phone 6288 Note Type: PC
Letter received from customer, dated Feb. 9, 1998. Letter was sent to MBCC, MBNA, M-B Manhattan and Lakeview Auto.

Customer writes: "Please be advised that on Feb. 4, 1998, at approximately 8 p.m., while I was driving the above referenced vehicle, a loud continuous noise began to emanate from the car. I telephoned the 1(800) FOR MERCEDES operator who advised me that a roadside assistant would be contacting me. At approximately 10 p.m., the roadside assistant, Kevin, appeared at the lessee's above address, opened the hood, started the car, and stated that the noise was coming from the engine. I watched while Kevin conducted his examination and started the car and I observed that the engine unit was visibly shaking and still exhibiting the loud continuous noise. At approximately 11:15 p.m., a tow truck appeared and took the vehicle to Mercedes-Benz, Rockville Centre, NY.

As of Feb. 4, 1998, said vehicle had 3,941 miles.

As of the date hereof, said vehicle is still at the Lakeview Auto a/k/a Mercedes-Benz Lakeview, Inc. dealership.

Notice is hereby given by the undersigned that the subject vehicle has a nonconformity and/or defect.

Open Date: 02/13/1998 15:20:27 Agent: Michael Doherty Phone 7522 Note Type: RC
TS Ernie Palmer inspected vehicle and striped down engine at 55124.

Customer stated that she had engine oil changed at an independent shop; nine miles later the engine made a knocking noise. Car was towed to 55124.

Mr. Palmers inspection and subsequent investigation revealed that engine balancer shaft had seized and this was a result of vehicle being run with little or no oil in it. Please refer to TPR 410007 by Mr. Palmer.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 121420 Priors: No Open Date: 01/19/2000 Status: CLS Last Update: 01/21/2000

Mr. [REDACTED]

Address: 4215 Lake Washington Rd

Title:

Phone: [REDACTED]

Business

City: Melbourne

FL [REDACTED]

Corres ID:

Agent: Honora Duffy

Phone: 6307

Orig By: P

Orig CD: H0

Region: 2

Market: 7

Service Retailer: 14113 CONTINENTAL MOTORCAR MELBOURNE FL Assign Agent: SOM - 27

Orig Retailer:

Sell Retailer: 14113 CONTINENTAL MOTORCAR MELBOURNE FL

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fall	Major	Minor	Rsr
13	06	3	3	09

DBAG VIN: 2020291 [REDACTED] Model: C280W 1998

World VIN: WDBHA29GXWF [REDACTED]

Mileage: 47000

Engine Number: 11292030034420

Prod Date: 07/22/1997

Warranty Start Date: 09/24/1997

Close Agent: Paul Renick

Field Closing Date: 01/21/2000

Close With: O

Close By: M

Close How: P

Owner Satisfied: N

Involved Information

> [REDACTED] Owner, [REDACTED] Melbourne, FL [REDACTED]

Primary

Business

Secondary

Residence

Customer Assistance Referral – Full Notes

Open Date: 01/19/2000 10:29:44 Agent: Honora Duffy Phone 6307 Note Type: PC

Client called "this car has caused pre-mature engine wear because harmonic balancer tore apart - flapping around - caused stress to oil pan and crankshaft. I planned to keep this car for over 100,000 miles - I don't know what to do - I think MB should look at this & give me some type of consideration for this happening while under warranty"

client demanding direct contact from SPOM "because dealer is trying to say this is nothing" ... writer advised him that SPOM would contact Service Manager - find out exactly what's going on & then call him to discuss his concerns -

SPOM provides corporate position which will be upheld by home office/germany.

Open Date: 01/20/2000 10:32:18 Agent: Honora Duffy Phone 6307 Note Type: PC

Client called again - saying he just spoke with Paul Renick & "doesn't agree with his position that I won't have a problem. I just contacted the Federal Trade Commission & told them my story - they seem to feel this falls under Magnuson-Moss act and I have a case to pursue this through that law"

I reconfirmed with client that Paul Renick is top person at MB to address this matter & whatever SPOM discusses with him is corporate position - if he wishes to further discuss his concerns, we can have SPOM call him again.

Client said "I will pursue this through Magnuson-Moss act - if he wishes to call me, he's welcome to"

I have call into SPOM to let him know of client's 2nd call.

Open Date: 01/21/2000 08:51:08

Agent: Paul Ranick

Phone 6200

Note Type: RC

Client contact 1-20-00. Listened to client describe at length why he felt internal damage had been done to engine and what MBUSA should do to resolve the issue for him. Client describes "hours of operation" with problem but claims he felt no vibration nor heard any noise, yet vibration is what client feels has caused internal damage. Advised client that repairs appear to have been completed within the scope and intent of the warranty terms. Explained goodwill adjustments to client. Advised client that warranty could not be extended. Advised client that no financial allowance would be given to him by MBUSA should he want to trade this vehicle in. Further explained to client that the value of this vehicle was the same as any other like make and model with similar mileage and in similar condition since repairs had been completed in a satisfactory manner. Client very adamant that he is not satisfied and will pursue legal remedies. pwr

Open Date: 01/21/2000 08:52:01

Agent: Paul Ranick

Phone 6200

Note Type: RC

No further contact with client would be productive at this time. pwr

CONFIDENTIAL

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 121854 Priors: Both Open Date: 01/27/2000 Status: CLS Last Update: 01/31/2000

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Rancho Santa Margarita CA [REDACTED]

Corres ID: 160983

Agent: Andrew Dunleavy

Phone: 6320

Orig By: M

Orig CD: H0

Region: 3

Market: 1

Service Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 2020291A [REDACTED] Model: C280W 2000

World VIN: WDBHA29G9YA [REDACTED]

Mileage: 2740

Engine Number: 11292030582154

Prod Date: 09/28/1999

Warranty Start Date: 11/14/1999

Close Agent: Jeff Bondurant

Field Closing Date: 01/31/2000

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp	Fall	Major	Minor	Ra
03	36	2	3	16

Involved Information

>

[REDACTED] - Owner, [REDACTED] Rancho Santa Margarita, CA [REDACTED]

Primary

Residence

Primary

Residence

Primary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/27/2000 16:10:11 Agent: Andrew Dunleavy Phone 6320 Note Type: FC

case generated by letter to MBUSA regarding 3 service visits in 9 months for an "abnormal noise" demonstrated while car is warming up. Dealer states no abnormal noise was found but replaced V belt and tensioner, camshaft in right bank. Car was also damaged at retailer but they only repainted the portion which was damaged and not the entire bumper. Client claims there is a "noticeable difference" Client wants to be contacted by MBUSA at 949-206-2829 between 7:30 and 5pm to discuss.

Open Date: 01/31/2000 09:15:27 Agent: Jeff Bondurant Phone 6200 Note Type: RC

I reviewed the case and inspected the MB with the client. There is a noise at idle when warm which started at approximately 900 miles. The MB was tested again with the accessory belt removed with the same noise present. An appointment has been made with the Technical Specialist for 2/8 to further inspect the MB. The client is somewhat satisfied at this time.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 121899 Priors: Cus Open Date: 01/28/2000 Status: CLS Last Update: 02/05/2000

Address: [REDACTED]

Title: [REDACTED]
Phone: [REDACTED] Residence

City: Virginia Beach VA [REDACTED] Corres ID:

Agent: Thomas Trivento Phone: [REDACTED] Orig By: P Orig CD: H0 Region: 1 Market: 8

Service Retailer: 71108 VITI, INC. TIVERTON RI Assign Agent: SOM - 30

Orig Retailer:

Sell Retailer: 80218 PHILLIPS AUTOMOTIVE VIRGINIA BEA VA

Disp Amt: [REDACTED] Corr Fwd: N Mailgram Sent: N

Grp Fail Major Minor Rsr

DBAG VIN: 2020291A [REDACTED] Model: C280W 2000

13 36 1 2 14

World VIN: WDBHA29G4Y [REDACTED]

Mileage: 2700 Engine Number: 11292030582225

Prod Date: 09/28/1999 Warranty Start Date: 10/23/1999

Close Agent: [REDACTED] Field Closing Date: 02/05/2000

Close With: 0 Close By: M Close How: V Owner Satisfied: Y

Involved Information

- Rupert Lindo - Owner, 2144 Schubert Dr, Virginia Beach, VA 23454-6666
- 401-841-2125, Primary Residence
- 401-849-3660, Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 01/28/2000 13:46:49 Agent: Thomas Trivento Phone [REDACTED] Note Type: PC
CLIENT ALLEGES CAR IN SHOP SINCE 1/18/00 FOR CAMS, ROCKERS, LIFTERS, ETC AND OWNER SEEKS CONTACT FROM MB REP IN THE MATTER, EITHER TO OBTAIN SOME QUALITY ASSURANCES WITH VEHICLE, OR TO BE TAKEN OUT OF IT.

Open Date: 02/05/2000 11:29:45 Agent: Steve Sauer Phone [REDACTED] Note Type: RC
SPOM met with client, road tested vehicle. Advised client that engine noise is to spec, however agreed to replace belt and tensioner.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 124823 Priors: Both Open Date: 03/30/2000 Status: CLS Last Update: 04/10/2000

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Rancho Santa Margarita, CA [REDACTED]

Corres ID: [REDACTED]

Agent: Joseph Burka Phone: 6249 Orig By: P Orig CD: H0 Region: 3 Market: 1

Service Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 202029 [REDACTED] Model: C280W 2000

World VIN: WDBHA29G9Y [REDACTED]

Mileage: 4000 Engine Number: 11292030582154

Prod Date: 09/28/1999 Warranty Start Date: 11/14/1999

Close Agent: Jeff Bondurant Field Closing Date: 04/10/2000

Close With: O Close By: D Close How: P Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsr
05	36	1	3	05

Involved Information

➤ [REDACTED] Owner, [REDACTED] Rancho Santa Margarita, CA [REDACTED]

Primary Residence

Primary Residence

Primary Residence

Customer Assistance Referral – Full Notes

Open Date: 03/30/2000 10:46:20 Agent: Joseph Burka Phone 6249 Note Type: PC

Client upset with performance of vehicle. Client claims engine "ticking" noise has been unable to be successfully remedied, after several engine repairs. Client also claims there are transmission problems as well as remote key problems that need to be addressed. Client is extremely disappointed, and finds it frustrating that he has to take vehicle to retailer all the time. SEE PRIOR CASE

Open Date: 04/10/2000 13:25:17 Agent: Jeff Bondurant Phone 6200 Note Type: RC

i test drove the MB with the client, Service Manager Shop Foreman of 05747 for 115 miles. The fuel gauge work correctly during the test drive and two noises were heard. One was from the belt tensioner and the second from a valve lifter. The fuel sending unit and belt tensioner were replaced. Some valve rollers was found installed up side done (previously replaced by 05747) and were replaced. The client is satisfied.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 133030 Priors: No Open Date: 09/11/2000 Status: CLS Last Update: 10/01/2000

Address: 395 E. 95Th St.

Title:

Phone: - -

City: Brooklyn

NY

Corres ID:

Agent: Kathleen Duming Phone: 4633 Orig By: P Orig CD: H0 Region: 5 Market: 2

Service Retailer: 55164 SOVEREIGN MOTOR CARS BROOKLYN NY Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 55164 SOVEREIGN MOTOR CARS BROOKLYN NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fall	Major	Minor	Rst
03	06	3	3	13

DBAG VIN: 2020291F Model: C280W 1999

World VIN: WDBHA29G4XP

Mileage: 20200 Engine Number: 11292030239679

Prod Date: 06/20/1998 Warranty Start Date: 08/20/1998

Close Agent: John F. Mayo Field Closing Date: 10/01/2000

Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] Owner, [Redacted] Brooklyn, NY [Redacted]
 Primary Residence [Redacted]
 Secondary Residence [Redacted]

Customer Assistance Referral - Full Notes

Open Date: 09/11/2000 19:01:21 Agent: Kathleen Duming Phone 4633 Note Type: PC

[Redacted] called to express his great disappointment with his vehicle which is currently in the shop waiting for parts to repair the fan belt-pulley and timing chain. Client stated that he had trouble with his trunk remote opening once, his window remote opening once and oil leaks and valve covers. He wants to speak to a manager with regard to this vehicle since it has needed service already and he is SOOO disappointed.

Phone # office: [Redacted] ext 62
home: [Redacted]

Open Date: 09/14/2000 09:44:05 Agent: Jackie Wing Phone 6296 Note Type: PC

Writer assured client that we are working on this, and thanked him for his patience.

Open Date: 10/01/2000 01:24:06 Agent: John F. Mayo Phone 7521 Note Type: RC

Writer [Redacted] reviewed case with service manager, Jim McGrory. He informed me at the time crankshaft pulley came apart causing problem. Then parts delay.

Since then vehicle was repaired and returned to client. Recent follow up confirmed all is well with client.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 138970 Priors: No Open Date: 01/23/2001 Status: CLS Last Update: 01/24/2001

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Business

City: Vallejo

CA 94591- 839

Corres ID:

Agent: Cynthia Feuss

Phone: 6289

Orig By: P

Orig CD: H0

Region: 6

Market: 1

Service Retailer: 05765

AUTOBAHN MOTORS

BELMONT

CA

Assign Agent: SOM - 22

Orig Retailer: 05734

HOUSE OF IMPORTS, IN

BUENA PARK

CA

Sell Retailer: 05734

HOUSE OF IMPORTS, IN

BUENA PARK

CA

Disp Amt:

Corr Fwd:

Mailgram Sent:

Grp: Fall Major Minor Rsn

DBAG VIN: 2020291A [REDACTED]

Model: C280W 1998

13 08 2 3 09

World VIN: WDBHA29G4WA [REDACTED]

Mileage: 53000

Engine Number: 11292030141512

Prod Date: 02/05/1998

Warranty Start Date: 03/13/1998

Close Agent: Richard Zollman

Field Closing Date: 01/24/2001

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Involved Information

➤

[REDACTED]

L

[REDACTED]

Vallejo, CA [REDACTED]

Primary

Business

Secondary

Mobile

Secondary

Residence

Customer Assistance Referral – Full Notes

Open Date: 01/23/2001 12:32:55

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

Owner of 1998 C280, 53k, alleges when she started to hear a "bad noise from the car", she called several dealers for appts but was told she would have to wait 3 weeks. Client alleges after a few days she took a chance & drove into Autobahn on a Saturday. Client alleges Autobahn replaced belt & tensioner at 53k on/about 12-3-01, total cost was \$644.44. Client feels that noise began while car was under 50k miles, that MB should refund cost of this repair. Client asks to be contacted at [REDACTED]

Open Date: 01/24/2001 14:16:26

Agent: Richard Zollman

Phone 6200

Note Type: RC

Retailer contacted client offered to reimburse her for belt tensioner repair less belt, which is a maintenance wear item at 53,000 miles.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 147298 Priors: No Open Date: 10/23/2001 Status: CLS Last Update: 10/24/2001

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence: [REDACTED]

City: Akron	OH [REDACTED]	Corres ID:			
Agent: Thomas Trivento	Phone:	Orig By: P	Orig CD: H0	Region: 4	Market: 5
Service Retailer: 62103	GANLEY AKRON, INC.	AKRON	OH	Assign Agent: SOM - 25	
Orig Retailer: 62214	LEIKIN MOTOR COMPANI	WILLOUGHBY	OH		
Sell Retailer: 62214	LEIKIN MOTOR COMPANI	WILLOUGHBY	OH		
Disp Amt:	Corr Fwd: N	Mailgram Sent: N			
DBAG VIN: 2020291 [REDACTED]	Model: C280W	1998		Grp	Fall Major Minor Rsr
World VIN: WDBHA29G0WF [REDACTED]				01	04 2 3 06
Mileage: 58000	Engine Number: 11292030078035				
Prod Date: 10/30/1997	Warranty Start Date: 01/01/1998				
Close Agent: Ira Zahner	Field Closing Date: 10/24/2001				
Close With: O	Close By: M	Close How: P	Owner Satisfied: N		

Involved Information

> [REDACTED] Owner [REDACTED] Akron, OH [REDACTED]
 Secondary Business
 Primary Residence

Customer Assistance Referral – Full Notes

Open Date: 10/23/2001 11:35:49 Agent: Thomas Trivento Phone Note Type: PC

Primary Phone: 330 798 1904 Residence

Current Mileage: 58000

Warranty Start Date: 01/01/1998

Starlink Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer [REDACTED] phoned CAC requesting intervention by MB Tech Rep to assist dealer with alleged ongoing problem involving belt tensioner, water pump & oil pan repairs, dealer unable to advise on completion of repairs necessary. Customer states vehicle has been at dealer (4) weeks for this situation, still not repaired.

Customer also requesting review by MB Rep for possible goodwill assistance in repairs which currently are being performed at 58k. Customer working through SA Jeff In Service, who advised customer to contact MBUSA in this matter.

Open Date: 10/24/2001 09:06:54

Agent: Scott Hickam

Phone 7425

Note Type: RC

Sporn has made contact with customer and dealer. Sporn has advised customer that there will be no goodwill assistance in the repair of his FLEET LEASE vehicle at 58,000 miles.

Customer has stated that this afternoon he will go to the BMW dealer and purchase one due to the fact that BMW bends over backwards to satisfy him.

Customer is not satisfied.

CONFIDENTIAL

CA Ref ID: 154095 Priors: Both Open Date: 07/31/2002 Status: CLS Last Update: 08/17/2002

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Columbus

OH [REDACTED]

Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 4 Market: 6

Service Retailer: 62402 ED POTTER, INC. COLUMBUS OH Assign Agent: SOM - 26

Orig Retailer: 62402 ED POTTER, INC. COLUMBUS OH

Sell Retailer: 62402 ED POTTER, INC. COLUMBUS OH

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 2020291A [REDACTED] Model: C280W 1999

World VIN: WDBHA29G0X [REDACTED]

Mileage: 36094 Engine Number: 11292030315830

Prod Date: 09/29/1998 Warranty Start Date: 11/21/1998

Close Agent: Steve Neukam Field Closing Date: 08/17/2002

Close With: O Close By: D Close How: P Owner Satisfied: N

Grp	Fail	Major	Minor	Rsr
10	10	2	3	17

Involved Information

- Ephraim Zovela - L, 2813 Powell Ave, Columbus, OH 432091850
 - 814-481-1230, Secondary Business
 - 814-378-8371, Secondary Mobile
 - 814-883-7486, Primary Residence
 - 814-338-1728, Secondary Residence

Customer Assistance Referral - Full Notes

Open Date: 07/31/2002 14:05:07 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: 8148837486

Current Mileage: 36094

Warranty Start Date: 11/21/1998

Starlink Warranty: N/A

Previous CA Referrals: 135744, 160209

Previous Summary Notes: 258484, 540277

Customer called to claim that he has just had a major warranty repair (harmonic balancer and head gasket). Customer is claiming that he has contacted the Ohio Attorney General and is claiming that the vehicle is a lemon. (Writer called SM at Ed Potter to confirm repairs.) Customer can be contacted at home or [REDACTED].

Open Date: 08/12/2002 10:35:24 Agent: Steve Neukam Phone 6200 Note Type: RC

SPOM reviewing service history.

Open Date: 08/17/2002 19:58:58 Agent: Steve Neukam Phone 6200 Note Type: RC

SPOM spoke with SM who handled case during SPOM's absence. Customer is approaching end of warranty period. SPOM reviewed warranty history which does not support lemon law case. Customer not happy with car. SM offered to have sales department evaluate vehicle and make purchase offer. Customer declined. Case closed.

02/18/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 154777 Priors: No Open Date: 08/30/2002 Status: CLS Last Update: 09/10/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

City: Colonia

NJ 07067-2822

Corres ID:

Agent: Joseph Burka

Phone: 6249

Orig By: P

Orig CD: H0

Region: 5

Market: 3

Service Retailer: 52101

MILLENNIUM AUTOMOTIV

BRIDGEWATER

NJ

Assign Agent: SOM - 25

Orig Retailer: 52101

MILLENNIUM AUTOMOTIV

BRIDGEWATER

NJ

Sell Retailer: 52101

MILLENNIUM AUTOMOTIV

BRIDGEWATER

NJ

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 202029 [REDACTED]

Model: C280W

1998

World VIN: WDBHA29G3W [REDACTED]

Mileage: 61771

Engine Number: 11292030193956

Prod Date: 04/30/1998

Warranty Start Date: 06/20/1998

Grp	Fall	Major	Minor	Rsr
20	04	3	3	09

Close Agent: Eric Erdenberger

Field Closing Date: 09/10/2002

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information

- > Earle Rothbell - L, 350 New Dover Rd, Colonia, NJ 070672822
 - 732-382-8983, Secondary
 - 908-222-0033, Secondary
 - 908-222-0800, Primary Residence
 - 732-381-4575, Secondary Residence
 - 908-222-0001, Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/30/2002 09:48:22

Agent: Joseph Burka

Phone 8249

Note Type: PC

Primary Phone: 7323814575

Current Mileage: 61771

Warranty Start Date: 08/20/1998

StarMark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Owner called CAC per request of dealer SA Chris Bongiorno (sp).

Owner demands MBUSA replace vehicle under NJ Lemon Law. Owner claims vehicle has been to dealer 3xs (and is currently at center at time of this writing) for belt tensioner snapping. Owner feels vehicle has not met his expectations and does not want vehicle. Owner feels this problem is related to his "check engine light" problem which "plagued" his vehicle before the expiration of the warranty.

Writer explained at 61,000 this vehicle probably did not justify replacement under NJ Lemon Law. Writer offered review for technical assistance. This did not satisfy the owner, however, agreed to have region review.

MBUSA goodwill belt tensioner repair on 7/24/02.

Open Date: 09/04/2002 10:41:32

Agent: Cynthia Fouss

Phone 6289

Note Type: PC

Owner calls CAC, he is in an agitated state, claims he was advised that he has to pay for 1/3 of the repair, owner states he feels he should not have to pay for any portion of the repair and alleges "they did not fix this car right to begin with, that is why the car started to overheat. Why should I have to pay for your mistakes? I want to speak directly with the person who makes the decisions on this for Mercedes, this is unacceptable. At this point, I do not even want this car anymore..."

Owner vents for several minutes, I assure him I will share his comments per his request.

Open Date: 09/04/2002 16:52:53

Agent: Ed Duffy

Phone 6288

Note Type: PC

Customer called requesting to speak directly with whom ever makes the decisions. Customer alleges the dealer advised him that the engine would be replaced at 1/3 - 1/3 - 1/3. Customer feels he should not have to pay a full 1/3. He claims this was told to him by his service advisor and allegedly approved by MB. There are no notes to confirm or deny this statement. Customer is requesting direct contact Thursday morning 9/5/02 either at home (number above) or his office [REDACTED] call.

Request being made to SPOM Bodo Baltyki.

Open Date: 09/05/2002 14:45:04

Agent: Joseph Burka

Phone 8249

Note Type: PC

Handwritten letter documenting above. Writer will copy SPOMs Erdenberger and Baltyki.

Open Date: 09/05/2002 15:54:49

Agent: Bodo Baltyki

Phone

Note Type: RC

Writer reviewed with service mgr. Joe Carannante who advised writer that vehicle had coolant leak and that driver [REDACTED] continued to drive with low coolant warning displayed even though they were advised against this by dealer. During prior repair dealer states that crankshaft vibration damper was replaced 50% goodwill, then about 700 miles later coolant leak occurred. Leaking hose was replaced at that time. No engine damage was apparent at time of hose replacement, but now is evident and dealer suggesting engine repairs. Dealer has offered 3 way split between dealer, MB and customer which customer disputes. SPOM Eric Erdenberger scheduled to be at dealer 9/9 and will likely follow up. Writer suggested dealer discuss with Eric Erdenberger upon his return. Writer left message for customer providing name and contact number as well as advising of normal SPOM absence.

Open Date: 09/09/2002 14:06:06

Agent: Bodo Baltyki

Phone

Note Type: PC

Writer spoke to [REDACTED] on 9/8 to advise of Eric's absence and that situation would be reviewed by him with dealer upon his return 9/9/02. Writer advised dealer service management of same.

Open Date: 09/10/2002 11:32:38

Agent: Eric Erdenberger

Phone 6200

Note Type: RC

SPOM discussed case yesterday with SM Joe C and SD Ralph C. SM Joe C advised that they wanted to do a 1/3 MB, 1/3 Bridgewater, 1/3 Owner split of the cost of the new engine. [REDACTED] was not happy with this. SPOM called [REDACTED] yesterday and discussed the reasoning behind the goodwill cost split. Owner believes he is still paying too much. SPOM reminded owner that he would never have needed an engine had his wife not continued to drive the vehicle without coolant and that only paying 1/3 for a new engine was a better than fair deal. SPOM told owner that this goodwill gesture was not negotiable and that if he didn't think it was enough he could refuse and MBUSA would rescind the offer. Owner stated that he would accept the offer. Dealer will order new engine today, 9.10.02, and will replace engine asap. Owner relatively happy with goodwill gesture.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 155222 Priors: No Open Date: 09/18/2002 Status: CLS Last Update: 09/19/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Southern Pines

NC

Corres ID: 207792

Agent: Thomas Trivento

Phone: [REDACTED]

Orig By: M

Orig CD: H0

Region: 2

Market: 4

Service Retailer: 59229

BOB KING AUTOHAUS

WILMINGTON

NC

Assign Agent: SOM - 25

Orig Retailer: 59210

BECK IMPORTS OF THE

CHARLOTTE

NC

Sell Retailer: 59210

BECK IMPORTS OF THE

CHARLOTTE

NC

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 202029

Model: C280W

1998

World VIN: WDBHA29G1W

Mileage: 77288

Engine Number: 11292030092199

Prod Date: 11/13/1997

Warranty Start Date: 12/20/1997

Close Agent:

Field Closing Date: 09/19/2002

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Grp: Fall Major Minor: Rs

41 06 2 3 09

Involved Information

> [REDACTED] - Owner, [REDACTED], Southern Pines, NC [REDACTED]
Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/18/2002 12:06:50 Agent: Thomas Trivento Phone Note Type: PC

Primary Phone: 910 895 0539 Residence

Current Mileage: 77288

Warranty Start Date: 12/20/1997

Starmark Warranty: Y Starmark Retail Date: 05/04/2001

Starmark Warranty: BAS Starmark Dir: 59229

Previous CA Referrals:

Previous Summary Notes: 440087

Customer, [REDACTED] sent letter dated 9/8/02, received at CAC on 9/18/02, requesting review of repairs/repair order by independent to replace Serpentine Belt & Tensioner. Total cost \$439.45.

Customer vehicle has Starmark Warranty until December 2002, however, due to repairs required, felt work should be performed immediately, and did not want to flatbed to authorized MB dealer.

Customer notes " can you see it in your Corporate heart to reimburse me for all or part of this amount ?".

Open Date: 09/19/2002 11:58:47 Agent: Gary Cox Phone 7235 Note Type: RC

TT customer on 9-19-02 at 11:30 am. Customer requested MB contribution for crank pulley repair performed at independent shop. Advised customer with Starmark warranty vehicle repairs need to be performed at MB dealer.

Customer understood our position and requested some type of contribution. Offered to pay 50% for repairs as one time goodwill. Customer satisfied.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 155508 Priors: No Open Date: 09/30/2002 Status: CLS Last Update: 10/02/2002

[Redacted]

Address: [Redacted]

Title: [Redacted]

Phone: [Redacted]

Residence

City: Fairfax Station VA 22039-

Corres ID:

Agent: Andrew Dunleavy Phone: 6320 Orig By: P Orig CD: H0 Region: 1 Market: 1

Service Retailer: 80215 HBL, LLC VIENNA VA Assign Agent: SOM - 22

Orig Retailer: 80215 HBL, LLC VIENNA VA

Sell Retailer: 80215 HBL, LLC VIENNA VA

Disp Amt: Corr Fwd: Y Mailgram Sent: N

Grp	Fall	Major	Minor	Est
03	06	2	3	13

DBAG VIN: 2020291 [Redacted] Model: C280W 1998

World VIN: WDBHA29G5W [Redacted]

Mileage: 75540 Engine Number: 11292030087321

Prod Date: 10/31/1997 Warranty Start Date: 11/26/1997

Close Agent: John Freund Field Closing Date: 10/02/2002

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- Francis Rock - Owner, 1159 Liffing Lane, Fairfax Station, VA 22039
703-280-3500, Secondary Residence

Customer Assistance Referral - Full Notes

Open Date: 09/30/2002 09:36:43 Agent: Andrew Dunleavy Phone 6320 Note Type: PC

Primary Phone: 7032503500
Current Mileage: 75540
Warranty Start Date: 11/26/1997
StarMark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes: 554789

Customer upset he never received 3/01 letter and even if he didn't he alleges the dealer (HBL) recently performed \$2300 in repairs (he has the invoice) in which the dealer filled his vehicle with mineral/petroleum based oil. He feels he should be reimbursed as the "damage was probably due to the FSS"

He wants to know who is responsible going forward and what/if any ramifications this poses after the settlement is concluded in December. Writer will forward to SPOM and SM for review.
When I asked client if the bill states SPECIFICALLY that there was petroleum based oil used in the refilling of crankcase he stated yes.

Open Date: 10/02/2002 11:31:48

Agent: Marc Chapman

Phone 6200

Note Type: RC

writer spoke with customer 10/01/02 and discussed his concern of an engine repair. dealer replaced the crankshaft pulley which this writer explained was not an internal component of the engine and would not be affected by the type of engine oil. writer accepted this and asked why he did not receive the 3/01/02 letter advising him of the oil situation. writer advised i could not answer this and explained he would be receiving an additional letter soon. customer satisfied.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 165848 Priors: No Open Date: 11/14/2003 Status: CLS Last Update: 11/24/2003

[REDACTED]

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Longboat Key

FL [REDACTED]

Corres ID: 229649

Agent: Robyn Letz

Phone: 6209

Orig By: M

Orig CD: HO

Region: 2

Market: 5

Service Retailer: 15309

GLAUSER, INC.

SARASOTA

FL

Assign Agent: SOM - 34

Orig Retailer: 05619

SMYTHE EUROPEAN, INC

SAN JOSE

CA

Sell Retailer: 05619

SMYTHE EUROPEAN, INC

SAN JOSE

CA

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

Grp Fall Major Minor Ru

DBAG VIN: 2020291A [REDACTED]

Model: C280W

1999

03 08 3 3 13

World VIN: WDBHA29G4 [REDACTED]

Mileage:

35276

Engine Number: 11292030313814

Prod Date: 09/28/1998

Warranty Start Date: 11/14/1998

Close Agent: Larry Stains

Field Closing Date: 11/24/2003

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Involved Information

> [REDACTED] Owner [REDACTED] Longboat Key, FL [REDACTED]
 [REDACTED] Primary [REDACTED] Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/14/2003 12:33:42

Agent: Robyn Letz

Phone 6209

Note Type: PC

Primary Phone: 941 383 8159

Current Mileage: 35276

Warranty Start Date: 11/14/1998

Starlink Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] sent letter to Juergen Schrempp of DaimlerChrysler AG, dated 10/06/03 and received 10/14/03.

Customer is demanding reimbursement by MBUSA for repairs to harmonic balancer based on low mileage of vehicle. Customer is demanding satisfaction within 3 weeks or he will file a formal complaint with J.D. Power III of J.D. Power Assoc.

[REDACTED] sent a repair bill for Tensioner, R&R & replaced harmonic balancer & bolt. replaced oil level sensor O-ring. Cleaned engine. Changed oil & filter. Total for repair was \$1180.83, labor charges only.

(Customer claims dealer gave him 2 prices \$1900 if they wanted parts returned and \$1180 if they did not. Customer wants to know if MBUSA paid for parts and dealer needed to return them to us for the lower price.)

Customer says he and his family own several Mercedes.

Writer will contact G. Bowne.

Open Date: 11/17/2003 09:19:19

Agent: Robyn Letz

Phone 6209

Note Type: PC

From G. Bowne:
Hi Larry,

CONFIDENTIAL

Please reimburse the customer under goodwill. Any questions, please give me a call.

Open Date: 11/18/2003 15:14:01

Agent: Larry Stains

Phone 6200

Note Type: PC

Dealer to contact owner and reimburse for repair.

Open Date: 11/24/2003 12:08:11

Agent: Larry Stains

Phone 6200

Note Type: RC

Dealer Service Manager spoke with owner on 11/21/2003 to advise a reimbursement will be issued. Owner satisfied with response.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 166050 Priors: No Open Date: 11/24/2003 Status: CLS Last Update: 11/25/2003

Address: [REDACTED]

Title:

Phone: [REDACTED] 2

Residence

City: Virginia Beach

VA [REDACTED]

Corres ID:

Agent: Ed Duffy

Phone: 6296

Orig By: P

Orig CD: HO

Region: 1

Market: 4

Service Retailer: 80218

PHILLIPS AUTOMOTIVE

VIRGINIA BEA

VA

Assign Agent: SOM - 26

Orig Retailer: 15309

GLAUSER, INC.

SARASOTA

FL

Sell Retailer: 15309

GLAUSER, INC.

SARASOTA

FL

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp Fail Major Minor Rsn

DBAG VIN: 202029 [REDACTED]

Model: C280W

1999

13 06 3 3 09

World VIN: WDBHA29G8X [REDACTED]

Mileage:

22000

Engine Number: 11292030488001

Prod Date: 06/01/1999

Warranty Start Date: 09/22/1999

Close Agent: Thomas Ishler

Field Closing Date: 11/25/2003

Close With: D

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information

➤

Owner, [REDACTED]

Virginia Beach, VA [REDACTED]

Primary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/24/2003 08:56:10

Agent: Ed Duffy

Phone 6296

Note Type: PC

Primary Phone: 7572704102

Current Mileage: 22000

Warranty Start Date: 09/22/1999

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer called stating she has taken possession of this vehicle from her uncle the original owner, recently deceased. Customer stated the vehicle started making noises on Saturday 11/22/03 and she had the vehicle taken to Phillips Automotive # 80218 - customer stated the dealer advised her today the vehicle needs the crank pulley and related repairs performed which will cost her \$3,000.00 +.

Customer is questioning the durability of the product. Vehicle is currently at this dealer.

Copy of referral notes to Gary Bowne

Open Date: 11/24/2003 16:43:08

Agent: Honora Duffy

Phone 6307

Note Type: PC

██████████ called again alleging "Mr. Duffy told me that this would be reviewed and your regional manager would be getting back to me today - but I have heard nothing?"

I confirmed procedure - that dealer/region once they receive her concerns will review the file and dealer's Service Manager or Service Director will call her with company position - this can take at least several business days.

Customer was "confused on procedure" - I re-explained several times. I told customer if she wishes to find out status of the review, she can contact either Frank Lindsay or Rick Compton @dealership as they would be reviewing file, and any currently needed repairs, with their regional manager to discuss whether post-warranty would be offered.

I also confirmed that customer would not be hearing back directly from SPOM once this is finalized.

Open Date: 11/25/2003 14:48:48

Agent: Thomas Ishler

Phone 712B

Note Type: RC

Writer contacted SM, Rick Compton and advised we would cover the repair 100%. SM called customer and got answering machine. SM left message on answering machine that the entire repair would be taken care of at no cost to her and that the dealer had received the parts and were starting on the repair.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 167150 Priors: No Open Date: 01/21/2004 Status: CLS Last Update: 01/27/2004

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Charlotte NC [REDACTED] Corres ID:

Agent: James Blasie Phone: 4620 Orig By: P Orig CD: H0 Region: 2 Market: 1

Service Retailer: 59210 BECK IMPORTS OF THE CHARLOTTE NC Assign Agent: SOM - 32

Orig Retailer: 17315 ATLANTA CLASSIC CARS DULUTH GA

Sell Retailer: 17315 ATLANTA CLASSIC CARS DULUTH GA

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 202029 [REDACTED] Model: C280W 1998

World VIN: WDBHA29G3W [REDACTED]

Mileage: 67000 Engine Number: 11292030190360

Prod Date: 04/10/1998 Warranty Start Date: 05/09/1998

Close Agent: John Atkinson Field Closing Date: 01/27/2004

Close With: O Close By: M Close How: V Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsn
03	06	2	3	09

Involved Information

> [REDACTED] - Owner, [REDACTED], Charlotte, NC [REDACTED]
Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 01/21/2004 17:17:04 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: 7043011160

Current Mileage: 60,000

Warranty Start Date: 05/09/1998

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Debra Ensminger called and alleged vehicle was repaired at dealer and they advised her that harmonic balancer had "went" and damaged oil pan; the repair cost her \$1338.00 She was inquiring if "there was any warranty" or could MB provide assistance with cost.

Copy of notes sent to G. Bowne.

Open Date: 01/21/2004 23:28:38 Agent: John Atkinson Phone 6200 Note Type: PC

Will review with dealer ASAP.

Open Date: 01/27/2004 20:32:10

Agent: John Atkinson

Phone 8200

Note Type: RC

Contacted Gary Bowne as requested today, 01/27/04.

Contacted [REDACTED] today, 01/27/04 from the dealership after discussing and reviewing the service file with Jackie Buchanan, SM. We discussed the service history and her concerns.

As a goodwill gesture I offered to split the cost of the repair where she would receive a 1/3 off the cost of the repair. She was thankful and accepted the offer. I informed her the dealership would send her a check for 1/3 of the cost of the repair.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 152426 Priors: No Open Date: 05/15/2002 Status: CLS Last Update: 05/20/2002

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence: [Redacted]

City: Newtown	PA [Redacted]	Corres ID:			
Agent: Thomas Nardi	Phone: 6297	Orig By: P	Orig CD: HO	Region: 1	Market: 2
Service Retailer: 67294	KEENAN MOTORS	DOYLESTOWN	PA	Assign Agent: SOM - 24	
Orig Retailer: 17302	R B M OF ATLANTA, IN	ATLANTA	GA		
Sell Retailer: 17302	R B M OF ATLANTA, IN	ATLANTA	GA		
Disp Amt:	Corr Fwd: N	Mailgram Sent: N			
DBAG VIN: 2020331 [Redacted]	Model: C43	1998		Grp	Fall
World VIN: WDBHA33GXW [Redacted]				49	04
Mileage: 43500	Engine Number: 11394460001950			2	3
Prod Date: 03/23/1998	Warranty Start Date: 05/09/1998				09
Close Agent: George McNichol	Field Closing Date: 05/20/2002				
Close With: O	Close By: D	Close How: V	Owner Satisfied: Y		

Involved Information

- > [Redacted] Driver, [Redacted] Newtown, PA [Redacted]
 - Secondary Business
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
- > [Redacted] - Owner, [Redacted] Newtown, PA [Redacted]
 - Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/15/2002 10:48:49

Agent: Thomas Nardl

Phone 6297

Note Type: PC

Primary Phone: 215 504 4040

Current Mileage: 43500

Warranty Start Date: 05/09/1998

Starlink Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Client called seeking goodwill towards the repair of her seat controls.

Client alleges that she just purchased the vehicle on E-Bay. Client states when she brought it in for service at dealer 87294 she found out the vehicles warranty expired on May 8th.

Vehicle is presently at the dealership having non-warranty work performed; B-service, replacement of a belt and State Inspection.

Client states that the assistant SM Peter told her that Goodwill would not be available because she did not purchase the vehicle from them.

Writer informed the client her situation would be documented and reviewed.

Open Date: 05/20/2002 12:29:24

Agent: George McNichol

Phone 6200

Note Type: RC

I reviewed situation with Service Manager Tom Haig and agreed that Mb would pay for muffler, ball joints, harmonic balancer, and PSE pump parts only. I left voice mail message for clients to call Service manager

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 101700 Priors: No Open Date: 10/19/1998 Status: CLS Last Update: 10/19/1998

Address: [REDACTED] Title: [REDACTED]
Suite [REDACTED] Phone: [REDACTED] Business

City: Bayside NY [REDACTED] Corres ID:

Agent: Linda Tognetti Phone: 6268 Orig By: P Orig CD: H0 Region: 5 Market: 1

Service Retailer: 55157 SILVER STAR MOTORS, LONG ISLAND NY Assign Agent: SOM - 23

Orig Retailer:

Sell Retailer: 55157 SILVER STAR MOTORS, LONG ISLAND NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 20836518 [REDACTED] Model: CLK320C 1998

Grp: Full Major Minor: Rsr
10 : 10 : 2 : 3 : 08

World VIN: WDBLJ65G0W [REDACTED]

Mileage: 5000 Engine Number: 11294030036833

Prod Date: 09/24/1997 Warranty Start Date: 10/30/1997

Close Agent: Steve Dennis Field Closing Date: 10/19/1998

Close Wth: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [REDACTED] n - L, [REDACTED], Bayside, NY [REDACTED]
Secondary
Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/19/1998 10:18:41 Agent: Linda Tognetti Phone 6268 Note Type: PC
Customer called CAC.

Customer alleges vehicle has had numerous problems (tensioner belt replaced twice, bulb, valve, seat, thermostat, outside temperature gauge.)

Vehicle has to go back to dealership again for problems.

Customer allegedly called dealership this morning....spoke with Maria Tuly.....was told "we'll never be able to make you happy...."

Customer does not want vehicle anymore.....specifically wants out of it by the end of the month. Customer wants to speak with SPOM.

Open Date: 10/19/1998 17:51:46 Agent: Paul Gagliardi Phone 7523 Note Type: RC

Writer has met with [REDACTED] on one previous occasion regarding his vehicle. There are no specific concerns at this time. [REDACTED] feels this vehicle is not of the caliber that his previous vehicle, a Lexus, was. [REDACTED] cites return visits to have problems such as glue from an old inspection sticker removed, and any malfunction must be addressed immediately. [REDACTED] also complained that the alternate transportation he was provided did not have electric windows. Writer explained as in the past, we will honor the terms of the new car warranty and assist in expediting any concerns, but we are not in a position to replace this automobile.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 126932 Priors: No Open Date: 05/15/2000 Status: CLS Last Update: 05/18/2000

Address: 2301 Carmel Rd

Title:

Phone:

Residence

City: Charlotte

NC

Corres ID:

Agent: Carol Tobias

Phone: 6243

Orig By: P

Orig CD: H0

Region: 2

Market: 1

Service Retailer: 59210

BECK IMPORTS OF THE

CHARLOTTE

NC

Assign Agent: SOM - 24

Orig Retailer:

Sell Retailer: 72307

DICK DYER AND ASSOCI

COLUMBIA

SC

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 2083651

Model: CLK320C 1999

World VIN: WDBLJ65G6X

Mileage: 12000

Engine Number: 11294030518219

Prod Date: 07/05/1999

Warranty Start Date: 09/15/1999

Close Agent: Barry Downing

Field Closing Date: 05/18/2000

Close With: D

Close By: M

Close How: P

Owner Satisfied: N

Grp	Fail	Major	Minor	Raz
13	36	2	3	03

Involved Information

>

Owner, [REDACTED], Charlotte, NC [REDACTED]

Primary

Residence

Customer Assistance Referral - Full Notes

Open Date: 05/16/2000 14:55:27 Agent: Carol Ramirez Phone 6243 Note Type: PC

Client claims that he has taken the vehicle in to the retailer on 2 occasions due to a knocking sound in the engine. Client alleges that they are not doing anything about it. Client is asking for assistance to have this repaired.

Open Date: 05/18/2000 17:00:10 Agent: Barry Downing Phone 6200 Note Type: RC

Call to client - not available - living with brother - asked for return call. Vehicle has been in one time and parts were ordered - belt tensioner is here for installation. Appointment for 05/22/00

Client presented check for 1st service that was returned NSF - retailer will not perform any work on vehicle until client's account is current.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 136680 Priors: No Open Date: 11/20/2000 Status: CLS Last Update: 11/27/2000

Address: [REDACTED]

Title:

Phone: [REDACTED]

Mobile

City: Coral Springs

FL [REDACTED]

Corres ID:

Agent: Linda Tognetti

Phone: 6268

Orig By: P

Orig CD: H0

Region: 2

Market: 6

Service Retailer: 15317

AUTOHAUS POMPANO

POMPANO BEAC

FL

Assign Agent: SOM - 28

Orig Retailer:

Sell Retailer: 86429

ROSEMURGY INTERNATIO

WAUSAU

WI

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2083651 [REDACTED]

Model: CLK320C 1999

World VIN: WDBLJ65GXX [REDACTED]

Mileage: 27000

Engine Number: 11294030324104

Prod Date: 10/19/1998

Warranty Start Date: 11/30/1998

Close Agent: Andrew Kambich

Field Closing Date: 11/27/2000

Close With: 0

Close By: D

Close How: V

Owner Satisfied: Y

Grp Fail Major Minor Rsr

13 06 2 3 13

Involved Information

>

[REDACTED]

[REDACTED]

Coral Springs, FL [REDACTED]

Primary

Mobile

Secondary

Residence

Customer Assistance Referral - Full Notes

Open Date: 11/20/2000 14:42:12

Agent: Linda Tognetti

Phone 6268

Note Type: PC

[REDACTED] called CAC, extremely upset.

Client alleges he was almost kill in this vehicle Saturday night. Client is being told tat the crank pulley broke. Client will be out of vehicle for 2-3 days.

[REDACTED] was told by Kevin, service advisor, that retailer will not provide a rental/loaner vehicle, despite the fact that this is covered under warranty. If client wants to rent a vehicle, it will cost him \$50 per day.

[REDACTED] says he was looking to purchase another vehicle, but he will not look at MB because we do not provide loaner vehicles.

Client may be reached at 954-234-7011.

Open Date: 11/21/2000 09:50:29

Agent: Wayne Shewchuk

Phone 7228

Note Type: PC

Writer investigating.

Open Date: 11/27/2000 11:22:20

Agent: Wayne Shewchuk

Phone 7228

Note Type: RC

Retailer contacted client and offered rental at no charge to client. Client came and picked up rental. Clients vehicle repairs were completed on 11/22/00 and client picked up his vehicle

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 91893 Priors: No Open Date: 01/06/1998 Status: CLS Last Update: 01/12/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

City: Kennesaw

GA [REDACTED]

Corres ID: 108407

Agent: Ronald Smith Phone: 6315 Orig By: M Orig CD: H0 Region: 2 Market: 2

Service Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA Assign Agent: SOM - 22

Orig Retailer:

Sell Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 210065 [REDACTED] Model: E320W 1998

Grp	Fall	Major	Minor	Ra
20	52	2	3	08

World VIN: WDBJF65F5W [REDACTED]

Mileage: 4317 Engine Number: 11294130038783

Prod Date: 07/22/1997 Warranty Start Date: 09/04/1997

Close Agent: John Segeder Field Closing Date: 01/12/1998

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [REDACTED] Systems - L, [REDACTED] Kennesaw, GA [REDACTED]
 Primary
 Primary
 > [REDACTED] Driver, [REDACTED] Kennesaw, GA [REDACTED]
 Primary Business
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/08/1998 11:10:02 Agent: Ronald Smith Phone 6315 Note Type: PC

*****NOTICE TO MANUFACTURER OF FINAL NOTICE TO REPAIR FORM*****

INVOICES ATTACHED

OWNER WRITES THAT HE IS PUTTING MBNA ON NOTICE, THAT IF CONDITION SHOULD REOCCUR HE WILL BE REQUESTING REIMBURSEMENT FOR THE PURCHASE PRICE OF THE VEHICLE

"CURRENT PROBLEMS HAVE BEEN REPAIRED"

LEAKING TENSIONER DEFECTIVE AND CAME APART INTERNALLY, REPLACE BELT TENSIONER WEAK TENSIONER, V-BELT, (POWER PUMP LEAKING AD WAS REPLACED),

HO WILL SEND A MAILGRAM TO ACKNOWLEDGE OWNER'S CORRES AND WILL FAX A COPY OF FINAL NOTICE FORM, OWNER'S CERTIFIED LETTER, AND ATTACHED INVOICES TO SOM

Open Date: 01/08/1998 16:29:31 Agent: John Segeder Phone 7222 Note Type: RC

Left message on owner phone yesterday. Owner on vacation and will not return until 1-12-98. I stated I would call again to verify satisfactory repair.

Open Date: 01/12/1988 19:17:50 Agent: John Sageder

Phone 7222

Note Type: RC

Spoke with owner today to assure that vehicle still operates satisfactorily.

She assured me "Everything is fine at this time".

Case closed

CONFIDENTIAL

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 93328 Priors: Both Open Date: 02/20/1998 Status: CLS Last Update: 02/25/1998

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Business

City: Los Altos CA [REDACTED] Corres ID:

Agent: Honora Duffy Phone: 6307 Orig By: P Orig CD: H0 Region: 6 Market: 1

Service Retailer: 05619 SMYTHE EUROPEAN, INC SAN JOSE CA Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

World VIN: WDBJF65F3W [REDACTED]

Mileage: 2600 Engine Number: 11294130083541

Prod Date: 10/24/1997 Warranty Start Date: 11/25/1997

Close Agent: Robert O'Donnell Field Closing Date: 02/25/1998

Close With: O Close By: M Close How: P Owner Satisfied: N

Grp	Fail	Major	Minor	Rsr
13	36	2	3	16
40	20	2	3	16

Involved Information

- Ronald Haley - Owner, 25390 La Rana Ln, Los Altos, CA 94022-4842
- 415-451-0910, Primary Business
- 408-451-0910, Primary Residence
- 850-948-0848, Primary Residence
- 415-948-0848, Secondary Residence

Customer Assistance Referral - Full Notes

Open Date: 02/20/1998 15:27:27 Agent: Honora Duffy Phone 8307 Note Type: PC
OWNER CALLED ALLEGING "CAR HAS MET REQUIREMENTS TO BE RETURNED UNDER CALIFORNIA LEMON LAW. IT HAS BEEN IN SHOP MORE THAN I HAVE BEEN ABLE TO DRIVE IT FOR VARIOUS THINGS - AGAIN & AGAIN & IS THERE TODAY."

1. "NOISE IN FRONT OF ENGINE - BACK TO DEALER SEVERAL TIMES - THEY SAY THEY CAN'T FIND, BUT I HEAR IT AGAIN WHEN I GET CAR HOME"
2. "WIND NOISE - DEALER SAYS THEY CANNOT DUPLICATE"
3. "ALIGNMENT NOW OUT - IT WASN'T OUT WHEN I BROUGHT CAR IN"
4. "POWER STEERING HOSE NEEDED REPLACEMENT, ETC. ETC."
5. "DEALER ALSO DAMAGE CAR BACKING OUT OF CARWASH & HAD TO HAVE BODY REPAIRS"

WRITER LEFT MESSAGE WITH STEVE KREMER (AT DEALER TODAY) TO GET INVOLVED.

Open Date: 02/23/1998 00:04:53

Agent: Steve Kremer

Phone 6200

Note Type: RC **CONFIDENTIAL**

SOM REVIEWED VEHICLE SERVICE FILE AT DEALERSHIP AND CONTACTED CUSTOMER ON 02-20-98. REVIEW OF SERVICE FILE DISCLOSED THAT

DEALER HAS REPLACED POLY-V-BELT ONCE AND BELT TENSIONER IN ADDRESSING AN UNDERHOOD NOISE. ALSO, DEALER HAD REPLACED LEAKING POWER STEERING HOSE. WHILE VEHICLE WAS BEING WASHED AT DEALER'S CAR WASH, THE REAR BUMPER COVER WAS SCRATCHED.

SUBSEQUENTLY, THE VEHICLE WAS AT THE DEALER'S BODY SHOP FOLLOWING THIS DAMAGE FOR EIGHT DAYS TO ADDRESS THIS DAMAGE.

ADDITIONALLY, DESPITE SEVERAL COMPLAINTS OF WIND NOISE FROM DRIVER'S WINDOW, AND EXTENSIVE TEST DRIVING OF VEHICLE WITH AND WITHOUT CUSTOMER, WIND NOISE HAS NEVER BEEN VERIFIED TO DATE ON PRESENT VISIT. BELT TENSIONER WAS AGAIN REPLACED BY DEALER DUE TO NOISE COMPLAINT. WIND NOISE AGAIN COULD NOT BE VERIFIED. DEALER FOUND THAT STEERING WHEEL WAS OFF-CENTER AND REMEDIED CONDITION. ALSO, DEALER PERFORMED WHEEL BALANCING TO ADDRESS CUSTOMER COMPLAINT OF "WOBBLE" AT APPROX. 30 MPH.

DEALER ADVISED CUSTOMER THAT VEHICLE COULD BE PICKED UP ON 02-20-98. CUSTOMER DECLINED TO PICKUP VEHICLE DUE TO DISSATISFACTION WITH REPAIR OF BUMPER COVER AT DEALER BODY SHOP, AND OPTED TO HAVE BUMPER COVER AGAIN TOUCHED-UP FOLLOWING VEHICLE REPAIRS BY SERVICE DEPT. IN SPEAKING WITH MR. HALEY, SOM EXPLAINED THAT VEHICLE WAS AVAILABLE TO BE PICKED UP, AND ALL CONDITIONS WERE REMEDIED PRESENTLY, WITH THE EXCEPTION OF THE WIND NOISE. (AN OFFER WAS MADE TO PROVIDE TECHNICAL ASSISTANCE FROM MBNA IN ADDRESSING THIS WIND NOISE.) CUSTOMER STATED THAT HE DID "NOT WISH TO PICKUP

VEHICLE" AS HE FELT THAT THE VEHICLE QUALIFIED FOR "LEMON LAW" CONSIDERATION DUE TO THE "OVER 30 DAYS THE VEHICLE HAS BEEN AT THE DEALERSHIP." SOM EXPLAINED THAT A REVIEW OF THE VEHICLE HISTORY DISCLOSED THAT THE VEHICLE HAD BEEN AT THE DEALERSHIP FOR A TOTAL OF 21 DAYS, WITH A NUMBER THESE DAYS IN AN EFFORT TO VERIFY THE WIND NOISE THAT HE FOUND SO OBJECTIONABLE.

CUSTOMER WAS EXPLAINED THAT VERY SPECIFIC CRITERIA MUST BE MET TO SATISFY THE "LEMON LAW" STATUTE. EXPLAINED TO [REDACTED] WAS THE REQUIREMENT THAT MBNA BE GIVEN AN OPPORTUNITY TO ADDRESS ANY OUTSTANDING REPAIR. ALSO, [REDACTED] WAS EXPLAINED THAT IN THIS WRITER'S OPINION, THE MAJORITY OF HIS COMPLAINTS DID NOT QUALIFY AS "SUBSTANTIALLY IMPAIRING THE USE, VALUE OR SAFETY" OF THE VEHICLE.

[REDACTED] WAS OFFERED COMPENSATION FOR THE TIME HE HAS BEEN WITHOUT HIS VEHICLE, WITH [REDACTED] DECLINING, STATING "I DON'T THINK I WANT THE VEHICLE, AND I WILL SPEAK TO MY LAWYER, MARK ANDERSON ABOUT THIS MATTER ON MONDAY."

Open Date: 02/25/1998 11:33:35

Agent: Steve Kremer

Phone 6200

Note Type: PC

see above for closing.

Open Date: 02/25/1998 11:34:23

Agent: Steve Kremer

Phone 6200

Note Type: RC

see above.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 93482 Priors: No Open Date: 02/26/1998 Status: CLS Last Update: 03/02/1998

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Albany NY [REDACTED] Corres ID:

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: P Orig CD: H0 Region: 1 Market: 7

Service Retailer: 55132 KEELER MOTOR CAR COM LATHAM NY Assign Agent: SOM - 29

Orig Retailer:

Sell Retailer: 55132 KEELER MOTOR CAR COM LATHAM NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651 [REDACTED] Model: E320W 1998

World VIN: WDBJF65FXW [REDACTED]

Mileage: 500 Engine Number: 11294130122537

Prod Date: 12/23/1997 Warranty Start Date: 01/24/1998

Close Agent: Thomas Ishler Field Closing Date: 03/02/1998

Close With: O Close By: M Close How: P Owner Satisfied: Y

Grp.	Fall	Major	Minor	Rsn
10	10	3	3	14

Involved Information

[REDACTED] Albany, NY [REDACTED]
Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 02/26/1998 11:22:34 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC
[REDACTED] called in stating that he is very upset by the fact that his new car with less than 600 miles on it has had to take the car back to the dealer 4 times already for various problems -- car was pulling to the right, power steering pump was leaking, tensioner pulley needs to be replaced. Customer very upset and wants to speak directly with someone from MB.

Open Date: 03/01/1998 18:08:01 Agent: Ed Duffy Phone 7129 Note Type: PC
Appointment has been set for Friday 3/6 at dealer to meet with owner.

Open Date: 03/02/1998 10:41:58 Agent: Honora Duffy Phone 6307 Note Type: PC
[REDACTED] CALLED ANGRY HE HAD NOT HEARD FROM SPOM -- I ADVISED HIM THAT I WOULD LEAVE ED DUFFY MESSAGE TO CALL HIM ASAP.

Open Date: 03/02/1998 17:18:44 Agent: Ed Duffy Phone 7129 Note Type: RC
Spoke to owner he wanted it to be a matter of record that in the first 600 miles of driving he had to have the belt tensioner - power steering pump and wheel alignment done. Owner stated vehicle is repaired and he loves it and the excellent service received from Keeler Motors.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 94025 Priors: No Open Date: 03/17/1998 Status: CLS Last Update: 04/08/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

City: Modesto

CA [REDACTED]

Corres ID: [REDACTED]

Agent: Thomas Trivento Phone: [REDACTED] Orig By: P Orig CD: H0 Region: 6 Market: 5

Service Retailer: 05103 MODESTO EUROPEAN MODESTO CA Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 05103 MODESTO EUROPEAN MODESTO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

Grp	Fall	Major	Minor	Rss
13	36	3	3	13

World VIN: WDBJF65FXWA [REDACTED]

Mileage: 3000 Engine Number: 11294130053290

Prod Date: 08/25/1997 Warranty Start Date: 10/22/1997

Close Agent: Field Closing Date: 04/08/1998

Close With: O Close By: M Close How: V Owner Satisfied: N

Involved Information

- > [REDACTED] - L, [REDACTED] CA [REDACTED]
Primary
- > [REDACTED] - Driver, [REDACTED] CA [REDACTED]
Primary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/17/1998 14:29:42 Agent: Thomas Trivento Phone [REDACTED] Note Type: PC
OWNER ALLEGES CAR INTO DEALER 3 TIMES FOR " BELT TENSIONER RATTLING", DEALER UNABLE TO CORRECT. OWNER SEEKS MB REP INTERVENTION IN THE MATTER TO ASSIST TECHNICALLY IN REPAIRS NEEDED.

Open Date: 03/24/1998 18:33:43 Agent: Dave Woolsey Phone [REDACTED] Note Type: RC
Customer contacted, advised of product problem, but will dispatch a T.S. Offered to make 1 month lease payment - Goodwill. Dealer contacted and will forward a check.

Open Date: 03/24/1998 18:34:04 Agent: Dave Woolsey Phone [REDACTED] Note Type: PC

Open Date: 04/08/1998 10:34:34 Agent: Dave Woolsey Phone [REDACTED] Note Type: RC
T.S. was provided a belt tensioner from H.O. It was installed, vehicle checked for oil leaks and returned to owner.

Dealer will monitor situation and contact writer with any future problems.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 94040 Priors: Both Open Date: 03/17/1998 Status: CLS Last Update: 04/27/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Business

City: Los Altos

CA [REDACTED]

Corres ID: [REDACTED]

Agent: Robert O'Donnell	Phone: 6200	Orig By: V	Orig CD: R6	Region: 6	Market: 1
Service Retailer: 05619	SMYTHE EUROPEAN, INC	SAN JOSE	CA	Assign Agent: SOM - 21	
Orig Retailer: 05619	SMYTHE EUROPEAN, INC	SAN JOSE	CA		
Sell Retailer: 05705	MERCEDES-BENZ OF SOU	TORRANCE	CA		
Disp Amt:	Corr Fwd:	Mailgram Sent:			
DBAG VIN: 2100651A [REDACTED]	Model: E320W	1998	Grp Fall Major Minor Rsi		
World VIN: WDBJF65F3W [REDACTED]			13	36	3 3 08
Mileage: 4197	Engine Number: 11294130083541				
Prod Date: 10/24/1997	Warranty Start Date: 11/25/1997				
Close Agent: Robert O'Donnell	Field Closing Date: 04/27/1998				
Close With: 0	Close By: M	Close How: V	Owner Satisfied: Y		

Involved Information

> [REDACTED] Owner, [REDACTED] Los Altos, CA [REDACTED]	
Primary	Business
Primary	Residence
Primary	Residence
Secondary	Residence

Customer Assistance Referral - Full Notes

Open Date: 03/17/1998 18:18:51 Agent: Steve Kramer Phone 6200 Note Type: PC

CUSTOMER REQUESTED MEETING WITH SPOM AND DEALER.

SPOM AND DEALER MET WITH CUSTOMER ON 03-17-98.

CUSTOMER STATED HE FELT THAT THE VEHICLE QUALIFIED FOR "LEMON LAW" BUYBACK DUE TO ITS MULTIPLE BELT TENSIONER AND BELT REPLACEMENTS. CUSTOMER ALSO EXPRESSED CONCERN WITH REGARDS TO WIND NOISE THAT HAS NOT BEEN VERIFIED TO DATE, AND A CONCERN OF "STIFF STEERING WHEEL NOISE.

CUSTOMER AGREED TO ALLOW DEALER/MBNA TO ADDRESS OUTSTANDING CONCERNS.

Open Date: 03/25/1998 23:51:29 Agent: Steve Kramer Phone 6200 Note Type: RC

TECHNICAL SPECIALIST JOE GINSKI INVOLVED IN DIAGNOSIS AND REPAIRS.

BELT TENSIONER WAS REPLACED. LEAK FROM FRONT COVER FOUND CONTRIBUTING TO FAILURE, AND RESEALED.

VEHICLE WAS RETURNED TO CUSTOMER ON 03-20-98. CUSTOMER CONTACTED THIS SPOM ON MONDAY, 03-23-98 AND ADVISED THAT BELT TENSIONER NOISE RETURNED THE MORNING OF 03-21-98 THE DAY AFTER CAR RETURNED TO CUSTOMER.)

BASED ON HISTORY OF FOUR BELT TENSIONER RPLACEMENTS, AND INVOLVEMENT OF TECH SPECIALIST, SPOM AGREED TO PROVIDE A SUBSTITUTION OF COLLATERAL UPON VERIFICATION OF PRESENT CONDITION. CUSTOMER EXPRESSED APPRECIATION.

Open Date: 04/27/1998 11:50:28 Agent: Steve Kremer Phone 6200 Note Type: RC
SUBSTITUTION OF COLLATERAL TOOK PLACE ON 04-24-98 BY DEALER 05819 (SAN JOSE, CA).
CUSTOMER SATISFIED WITH ADDRESSING OF CONCERNS.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 94189 Priors: Both Open Date: 03/23/1998 Status: CLS Last Update: 03/24/1998

Address: [REDACTED]

Title:

Phone: - -

City: Denton

TX [REDACTED]

Corrus ID:

Agent: Ronald Smith Phone: 6315 Orig By: P Orig CD: H0 Region: 2 Market: 6

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 27

Orig Retailer:

Sell Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL

Disp Amt:

Corr Fwd:

Mailgram Sent:

Grp: Fall Major Minor Rsr

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

20 36 3 3 13

World VIN: WDBJF65F3WA [REDACTED]

Mileage: 5816 Engine Number: 11294110022403

Prod Date: 06/11/1997 Warranty Start Date: 08/23/1997

Close Agent: Paul Renick Field Closing Date: 03/24/1998

Close With: O Close By: D Close How: V Owner Satisfied: N

Involved Information

> [REDACTED] Driver, [REDACTED], Miami, FL [REDACTED]

Primary

Business

Secondary

Residence

Customer Assistance Referral - Full Notes

Open Date: 03/23/1998 12:10:12 Agent: Ronald Smith Phone 6315 Note Type: PC
vehicle in 3x's for idler tensioner making noise

owner states the same thing is happening...owner doesn't want to return to dlr until MBNA is present to witness condition
seeks direct contact a.s.a.p.

Open Date: 03/24/1998 09:48:52 Agent: Zeny Holak Phone 6200 Note Type: RC
CONFIRMED THAT THREE BELT TENSIONER HAVE BEEN REPLACED. ADVISED SER MGR TO HAVE VEHICLE
COME BACK TO DLRSHIP THEY SHOULD CHECK FOR ANY POSSIBLE OIL OR FLUID LEAKS OR CONTAMINATION.
ALSO TO REPLACE BELT AND CLEAN ALL PULLY'S.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 95333 Priors: No Open Date: 04/23/1998 Status: CLS Last Update: 04/24/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Mission Viejo

CA [REDACTED]

Corres ID:

Agent: Joyce Dever Phone: 6205 Orig By: M Orig CD: H0 Region: 3 Market: 1

Service Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 2100651 [REDACTED] Model: E320W 1998

Grp Fall Major Minor Rn

03 36 2 3 16

World VIN: WDBJF65F7WA [REDACTED]

Mileage: 16

Engine Number: 11294130086110

Prod Date: 11/03/1997

Warranty Start Date: 12/19/1997

Close Agent: Jeff Bondurant

Field Closing Date: 04/24/1998

Close With: 0

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information

>

- Owner, [REDACTED] CA [REDACTED]

Primary Residence

Secondary Residence

Secondary Residence

Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/23/1998 12:25:29 Agent: Joyce Dever Phone 6205 Note Type: PC

Customer faxed letter to CAC dated 4/22/98 alleging light knock noise in subject vehicle since delivery last Dec. Customer claims factory rep has been involved and authorized new timing chain tensioner. Customer claims complaint continues and a few weeks ago he was told by dealership service advisory that factory rep had the same knock in his car and was going to find out from MBNA what to do. Customer says he has not had an answer since then and wants our response to the alleged problem.

Open Date: 04/24/1998 20:37:05 Agent: Jeff Bondurant Phone 6200 Note Type: RC

I reviewed the case with the owner. I advised him we are looking into this condition and will advise him as information is made available. I further advised him my MB makes the same noise and we confident it will not effect the life of the engine. I left my voice mail number with the owner so he can contact me if he has any questions or has additional information. The owner is satisfied.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 95453 Priors: No Open Date: 04/27/1998 Status: CLS Last Update: 04/28/1998

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: Greenville

NC [REDACTED]

Corres ID:

Agent: Joyce Dever

Phone: 6205

Orig By: P

Orig CD: H0

Region: 2

Market: 4

Service Retailer: 59229

BOB KING AUTOHAUS

WILMINGTON

NC

Assign Agent: SOM - 25

Orig Retailer:

Sell Retailer: 59229

BOB KING AUTOHAUS

WILMINGTON

NC

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 2100651A [REDACTED]

Model: E320W

1998

World VIN: WDBJP65F5WA [REDACTED]

Mileage:

9000

Engine Number: 11294130041395

Prod Date: 07/28/1997

Warranty Start Date: 11/06/1997

Grp Fail Major Minor Rr

13 53 2 3 05

27 04 2 3 16

Close Agent:

Field Closing Date: 04/28/1998

Close With: 0

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information

>

Owner, [REDACTED] NC [REDACTED]

Primary

Business

Secondary

Business

Secondary

Residence

Secondary

Residence

Customer Assistance Referral - Full Notes

Open Date: 04/27/1998 18:29:02

Agent: Joyce Dever

Phone 6205

Note Type: PC

Customer [REDACTED] phoned CAC questioning quality of subject vehicle. Customer states he purchased in November - alleges it's in the shop once a month. Claims it was in 3 times for a "tension-o-meter". Says he is currently waiting for dealership to come get car - it leaked what appears to be trans fluid all over garage floor. Customer wants to review repair history of vehicle. Customer stated he will not be at his phone number on Tues.

Open Date: 04/28/1998 18:19:54

Agent: Rice Byerly

Phone 7235

Note Type: RC

Spoke with [REDACTED] at 2:00 PM today. Reviewed svc history - he complained that he had to have the belt tensioner replaced 3 times - I explained that we had made a change to the tensioner and the last one installed was the updated model. He now complains that the vehicle leaked fluid on his garage floor and was towed to the Dir again. I inspected the vehicle at the Dirship and found a leaking o-ring on the transmission electronic control. I told him that the Dir would have vehicle repaired in the morning and that would end the leak. He stated that his garage floor now needed cleaned - I told him to get an estimate on what it would cost and call the Dir before he had it done for authorization and we would take care of it. Customer satisfied.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 97325 Priors: No Open Date: 06/20/1998 Status: CLS Last Update: 06/22/1998

Address: [REDACTED]

Title: [REDACTED]
Phone: [REDACTED] Residence

City: Richmond VA [REDACTED] Corres ID:

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: P Orig CD: H0 Region: 1 Market: 4

Service Retailer: 80206 DAVID R. MC GEORGE C RICHMOND VA Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 80127 BROWN EUROPEAN IMPOR CHARLOTTESVI VA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

Grp	Fall	Major	Minor	Ru
13	36	3	3	13

World VIN: WDBJF65F7WA5 [REDACTED]

Mileage: 3000 Engine Number: 11294130121354

Prod Date: 01/08/1998 Warranty Start Date: 03/27/1998

Close Agent: John Freund Field Closing Date: 06/22/1998

Close With: 0 Close By: D Close How: V Owner Satisfied: Y

Involved Information

> [REDACTED] Owner, [REDACTED] Richmond, VA [REDACTED]
[REDACTED] Secondary Residence [REDACTED]

Customer Assistance Referral -- Full Notes

Open Date: 06/20/1998 14:33:34 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

[REDACTED] called in stating that his new car was making a horrible screeching noise yesterday and when he brought it to the dealer they thought it was the fan belt so they replaced it. Problem continued and then customer was told that its the idler pulley, but they did not have one in stock and would have to order it, but assured him it was okay to drive the car. Customer stated that he cannot drive the car because the noise is horrible and everyone is looking at him. He stated dealer has no loaner and he did not buy the car from them and is seeking assistance from MBNA to authorize reimbursement of his rental car bill. Customer also wishing to speak to MB rep. regarding problem with his car and why it is happening with only 3000 miles on it.

Open Date: 06/22/1998 21:06:25 Agent: John Freund Phone 6200 Note Type: RC

VEHICLE REPAIRED ON 6-22-98. BELT TENSIONER CORRECTED PROBLEM.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 98282 Priors: No Open Date: 07/15/1998 Status: CLS Last Update: 07/16/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Conover

NC [REDACTED]

Corres ID:

Agent: Cynthia Feuss

Phone: 6289

Orig By: P

Orig CD: H0

Region: 2

Market: 1

Service Retailer: 59232

HENDRICK MOTORS

HICKORY

NC

Assign Agent: SOM - 24

Orig Retailer:

Sell Retailer: 72100

CARLTON MOTORCARS, I

GREENVILLE

SC

Disp Amt:

Corr Fwd:

Mullgram Sent:

Grp	Fail	Major	Minor	Rsr
42	52	2	3	08

DRAG VIN: 2100651A [REDACTED]

Model: E320W 1998

World VIN: WDBJF65F8WA [REDACTED]

Mileage: 10000

Engine Number: 1129411003331

Prod Date: 07/08/1997

Warranty Start Date: 08/29/1997

Close Agent: Barry Downing

Field Closing Date: 07/16/1998

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information

> [REDACTED] Owner, [REDACTED] Conover, NC [REDACTED]
 Primary Residence
 Secondary Residence

Customer Assistance Referral - Full Notes

Open Date: 07/15/1998 17:32:33 Agent: Cynthia Feuss Phone 6289 Note Type: PC

OWNER OF PRE-OWNED 1998 E320, 9K, STATES THAT SHE IS VERY UNHAPPY THAT HER VEHICLE HAS REQUIRED SERVICE "SEVERAL TIMES". OWNER ALLEGES BELT TENSIONERS HAD TO BE REPLACED 2X, WINDOWS RANDOMLY WENT UP & DOWN (REPAIRED). OWNER ALLEGES THAT VEHICLE IS CURRENTLY AT 59232 FOR BAS LIGHT. OWNER ALLEGES HER VEHICLE IS "A LEMON" & ASKS TO SPEAK DIRECTLY WITH SPOM. PLEASE CALL OWNERS HUSBAND, [REDACTED] AT WORK [REDACTED], OR AT HOME [REDACTED]

Open Date: 07/16/1998 15:06:56 Agent: Barry Downing Phone 6200 Note Type: RC

Spoke w [REDACTED] advised him control unit for BAS unit is expected in today.
Review repair history with him.

Unfortunately, it appears the belt tensioner has failed twice, a window needed to be adjusted and the most recent failure of a BAS control unit.

I expressed my concerns with the product shortcomings and asked him to call me via voice mail the next time there was an issue with his wife's car. Follow up with dealer...one part to repair the BAS is on B/O - will try to expedite.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 100785 Priors: No Open Date: 09/21/1998 Status: CLS Last Update: 09/30/1998

Address: 22815 Ladeene Ave

Title:

Phone:

Residence

City: Torrance

CA

Corres ID:

Agent: Linda Tognetti Phone: 6268 Orig By: P Orig CD: H0 Region: 3 Market: 3

Service Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA Assign Agent: SOM - 25

Orig Retailer:

Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp Fall Major Minor Ra

DBAG VIN: 2100651A Model: E320W 1998

13 36 3 3 08

World VIN: WDBJF65F0WA

Mileage: 10800 Engine Number: 11294130025426

Prod Date: 07/03/1997 Warranty Start Date: 10/07/1997

Close Agent: Les Korngold Field Closing Date: 09/30/1998

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [Redacted] Owner, [Redacted] Torrance, CA [Redacted]

Primary	Residence
Secondary	Residence
Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/21/1998 19:05:35 Agent: Linda Tognetti Phone 6268 Note Type: PC
Customer called CAC.

Customer says that he brought vehicle into dealership four times for same problem -- noise in engine. Vehicle was brought in on Dec. 15 (2,618 miles), Feb. 28 (4,284 miles), 5/28 (7,847), and 9/21 (10,000). Each time, the belt tensioner was replaced. Today's repair also included an oil leak.

Customer alleges that vehicle is a lemon....would like to speak with MBNA regional manager.

Open Date: 09/24/1998 13:19:47 Agent: Les Korngold Phone 7325 Note Type: RC
Spoke with Mr. Chen on 9/24/98 @ 10:10am. SPOM agreed to review customer service history on Monday, 9/28/98.

Note: Owner stated that oil has been changed frequently on this vehicle and SPOM observed that belt tensioner failures occurred shortly after these oil changes.

Mr. Chen will be out of town until Wednesday, 9/30/98, and requested SPOM to follow-up after that date.

Owner stated that vehicle is operating normally at this time.

Open Date: 08/30/1998 19:01:46

Agent: Les Korngold

Phone 7325

Note Type: RC

Spoke with customer on 9/30/98. Customer stated that vehicle was still operating normally.

Dealer found an oil leak from the oil filter housing which dripped on the tensioner.

CONFIDENTIAL

SPOM explained that an oil leak in the area of the belt tensioner may cause it to fail.

SPOM left voice-mail number for Mr. Chen to contact me directly should problem reoccur, at which time we would arrange for T.S. to inspect. SPOM also offered to inspect vehicle now, at the dealership or at the customers home or office. Customer declined offer and stated he would contact me if problem reoccured.

Closing case

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 110990 Priors: No Open Date: 06/23/1999 Status: CLS Last Update: 07/08/1999

Address

Title:

Phone:

Business

City: Playa Del Rey

CA

Corres ID:

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: P Orig CD: H0 Region: 3 Market: 4

Service Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA Assign Agent: SOM - 28

Orig Retailer:

Sell Retailer: 05721 W. I. SIMONSON, INC. SANTA MONICA CA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2100651 Model: E320W 1998

World VIN: WDBJF63F5W

Mileage: 10000

Engine Number: 11294130069906

Prod Date: 09/29/1997

Warranty Start Date: 10/29/1997

Close Agent: Carl Partyka

Field Closing Date: 07/08/1999

Close With: O

Close By: M

Close How: V

Owner Satisfied: Y

Grp-Fail Major Minor Rn

01 04 1 3 05

13 36 1 3 16

Involved Information

> [REDACTED] Owner, [REDACTED] Playa Del Rey, CA [REDACTED]
 Primary Business

Customer Assistance Referral - Full Notes

Open Date: 06/23/1999 13:07:54 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

[REDACTED] called in wishing to speak to someone at MBUSA regarding a recurring problem he is having with the belt tensioner. He states that it was already replaced 3x since he owned this car and now the problem is happening again. He states he hasn't taken it back to the retailer yet because he first wanted to speak to someone directly from MB.

Open Date: 06/24/1999 18:17:45 Agent: Carl Partyka Phone 6200 Note Type: PC

S/M from 05721 is currently reviewing service file, he is also attempting to contact [REDACTED] to set an appt. (6-24-99)

Open Date: 06/29/1999 13:23:40 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

[REDACTED] called in stating that he has not heard from the MB rep. as of yet. Will send voice mail to C. Partyka to contact [REDACTED] at his office.

Open Date: 06/29/1999 15:24:55 Agent: Carl Partyka Phone 6200 Note Type: PC

C Partyka spoke to client 12:00pm, 6-29-99, appt for T/S C Bauman to inspect car at 05721 on 7-8-99, (belt tensioner has been replaced 12/97 @ 1391 miles, 1/98 @ 5000 miles, and 10/98 @ 8064 miles, currently [REDACTED] states it is starting to make noise again)

Open Date: 07/08/1999 17:44:51 Agent: Carl Partyka Phone 6200 Note Type: RC

T/S C Bauman inspected the car at 05721 on 7-8-99, leaking oil galley seal was causing belt tensioners to fall, seal was replaced along with the belt tensioner.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 122287 Priors: No Open Date: 02/04/2000 Status: CLS Last Update: 02/17/2000

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Houston TX [REDACTED] Corres ID:

Agent: Gregg Mault Phone: 6350 Orig By: P Orig CD: H0 Region: 6 Market: 9

Service Retailer: 75116 MERCEDES-BENZ OF HOU HOUSTON TX Assign Agent: SOM - 30

Orig Retailer:

Sell Retailer: 75111 PARK PLACE MOTORCARS HOUSTON TX

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

World VIN: WDBJF65FXWA [REDACTED]

Mileage: 18000 Engine Number: 11294130070603

Prod Date: 10/07/1997 Warranty Start Date: 11/14/1997

Close Agent: Frank Oswald Field Closing Date: 02/17/2000

Close With: O Close By: M Close How: P Owner Satisfied: Y

Grp	Fall	Major	Minor	Rat
10	10	1	1	01

Involved Information

> [REDACTED] Owner, [REDACTED] Houston, TX [REDACTED]
 Primary Residence
 Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 02/04/2000 12:51:13 Agent: Gregg Mault Phone 6350 Note Type: PC
 client called stating he purchased above car as a "Starmark" and with 24 hrs of possession the belt broke and a loud clanging noise from engine. Client feels the "Starmark" inspection was never done and would like to speak with MBUSA on this issue.

Open Date: 02/11/2000 13:22:06 Agent: Frank Oswald Phone 6200 Note Type: PC
 called client 2/7, left message with secretary. Per retailer, car Starmarked on 10/8/99, and crank damper came apart on 10/22. Was repaired at that time.

Open Date: 02/17/2000 11:10:25 Agent: Frank Oswald Phone 6200 Note Type: RC
 talked with client, who advised that all items have been taken care of, but was concerned over condition of car at time of delivery. Client to fax list of things that he felt should have been caught before he took delivery, and wants MB to be aware.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 126451 Priors: No Open Date: 05/04/2000 Status: CLS Last Update: 05/05/2000

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Business

City: Baton Rouge LA [REDACTED] Corres ID:

Agent: Ronald Smith Phone: 6315 Orig By: P Orig CD: H0 Region: 2 Market: 9

Service Retailer: 32100 AUDUBON IMPORTS BATON ROUGE LA Assign Agent: SOM - 31

Orig Retailer: 32100 AUDUBON IMPORTS BATON ROUGE LA

Sell Retailer: 32100 AUDUBON IMPORTS BATON ROUGE LA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

World VIN: WDBJF65F0WA [REDACTED]

Mileage: 50000 Engine Number: 11294130006198

Prod Date: 05/23/1997 Warranty Start Date: 09/05/1997

Close Agent: Charlie Crawford Field Closing Date: 05/05/2000

Close With: O Close By: M Close How: P Owner Satisfied: N

Grp	Fail	Major	Minor	Rsr
10	10	2	1	14
15	73	2	3	09
01	08	2	3	09

Involved Information

➤ [REDACTED] Owner, [REDACTED] Baton Rouge, LA [REDACTED]

Primary	Business
Secondary	Business
Secondary	Residence
Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/04/2000 16:44:01 Agent: Ronald Smith Phone 6315 Note Type: PC
Car at retailer now and has been for one week.....client states he has just been advised that the vehicle need electrical repairs. The battery keeps going dead. Client seeks financial assistance with repairs.

Open Date: 05/05/2000 11:40:17 Agent: Charlie Crawford Phone 6200 Note Type: RC
CONTACTED CLIENT TO DISCUSS MATTER WITH HIM. CLIENT UNDER THE ASSUMPTION THAT SINCE HE BOUGHT HIS CAR WITH 9000 MILES ON IT, THAT HE WOULD BE CREDITED WITH THE 9000 MILES ADDED TO THE 50,000 MILES FOR WARRANTY. HE EXPLAINED THAT HE WAS LEASING THE VEHICLE AND WOULD BUY IT AFTER THE LEASE EXPIRED. I EXPLAINED THE WARRANTY TO HIM, THAT IT WOULD NOT BE EXTENDED, AND THAT HE SHOULD CONTACT THE SALESPERSON WHO SOLD IT TO HIM IF THEY HAD TOLD HIM THAT THE MILEAGE WOULD BE EXTENDED. I EXPLAINED THAT THIS WAS NOT POLICY OF A MBUSA. I THEN ADVISED THAT I WOULD AUTHORIZE THE PARTS COST ONLY, AND HE OR THE RETAILER WOULD HAVE TO PAY THE LABOR. CLIENT NOT HAPPY. HE NEEDS AN EIS SWITCH AND A BELT TENSIONER. HE CLAIMS THAT THESE HAVE BEEN COMPLAINTS OF HIS SINCE HE OWNED THE CAR BUT THE FILE SHOWS NO COMPLAINTS ON RECORD.

02/18/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 135196 Priors: No Open Date: 10/19/2000 Status: CLS Last Update: 10/25/2000

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: Pineville

NC [REDACTED]

Corres ID:

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: P Orig CD: H0 Region: 2 Market: 1

Service Retailer: 59210 BECK IMPORTS OF THE CHARLOTTE NC Assign Agent: SOM - 24

Orig Retailer:

Sell Retailer: 59210 BECK IMPORTS OF THE CHARLOTTE NC

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

World VIN: WDBJF65F9WA [REDACTED]

Mileage: 63000

Engine Number: 11294130060938

Prod Date: 09/11/1997

Warranty Start Date: 10/21/1997

Close Agent: Barry Downing

Field Closing Date: 10/25/2000

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
13	06	2	3	09

Involved Information

> [REDACTED] Owner, [REDACTED] Pineville, NC [REDACTED]

Primary

Business

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/19/2000 16:34:09 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

[REDACTED] called in stating that the harmonic balancer went out on her vehicle and retail center stated this should not have happened and offered to pay for the balancer, but not the labor. Client seeking goodwill assistance from MBUSA to pay for the labor (about \$1200).

Open Date: 10/25/2000 07:10:24 Agent: Barry Downing Phone 6200 Note Type: RC

[REDACTED] is the 2nd owner of this vehicle, having purchased it at the 50K mileage mark. Review w/service manager to cover both parts and labor as a goodwill gesture. When [REDACTED] picked up the vehicle, she made quite a scene at the cashier's counter because she had to pay for the tow for this \$2000 repair that was performed at no charge to her.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 137392 Priors: No Open Date: 12/08/2000 Status: CLS Last Update: 12/11/2000

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

City: Pomona

CA [REDACTED]

Corres ID:

Agent: Joseph Burka Phone: 6249 Orig By: P Orig CD: E0 Region: 2 Market: 6

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 28

Orig Retailer:

Sell Retailer: 05127 PENSKE MOTORCARS WEST COVINA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651 [REDACTED] Model: E320W 1998

World VIN: WDBJF65F6WA [REDACTED]

Mileage: 79208 Engine Number: 11294130024271

Prod Date: 06/16/1997 Warranty Start Date: 09/05/1997

Close Agent: Andrew Kambich Field Closing Date: 12/11/2000

Close With: O Close By: M Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsn
46	04	2	3	09

Involved Information

> [REDACTED] Owner, [REDACTED], Pomona, CA [REDACTED]
Primary

Customer Assistance Referral -- Full Notes

Open Date: 12/08/2000 16:13:00 Agent: Joseph Burka Phone 6249 Note Type: PC

Client alleging vehicle had most recent "A" service performed by Penske Motorcars, in West Covina, CA.

Client alleges he moved to Miami and has put 250 miles on vehicle claiming to have power steering problems.

Client alleges vehicle has a cracked belt tensioner and a requires vacuum hose replacement. Client attributes these failures to a neglect on West Covina retailer's part.

Client seeks MBUSA intervention/assistance in this matter.

Client contact #305 522 7083

Open Date: 12/11/2000 10:06:29 Agent: Wayne Shewchuk Phone 7228 Note Type: PC

Writer investigating.

Open Date: 12/11/2000 11:31:25 Agent: Wayne Shewchuk Phone 7228 Note Type: RC

Writer had direct contact with [REDACTED]. Client requesting goodwill assistance on vehicle repairs. Writer contacted retailer 14302 and they have offered goodwill assistance for 100% parts and labor on power steering pump and hose replacement. Client requesting additional assistance and writer advised that assistance had been offered to him in the interest of client satisfaction as a goodwill gesture and that further goodwill assistance could not be offered.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 137952 Priors: No Open Date: 12/26/2000 Status: CLS Last Update: 01/16/2001

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Houston TX [REDACTED] Corres ID:

Agent: Cynthia Feuss Phone: 6289 Orig By: P Orig CD: H0 Region: 6 Market: 9

Service Retailer: 75522 STAR MOTOR CARS HOUSTON TX Assign Agent: SOM - 33

Orig Retailer:

Sell Retailer: 05718 MERCEDES-BENZ OF SAN SAN DIEGO CA

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

World VIN: WDBJF63FXWA [REDACTED]

Mileage: 52811 Engine Number: 11294130035077

Prod Date: 07/16/1997 Warranty Start Date: 08/30/1997

Close Agent: Karl Hawkes Field Closing Date: 01/16/2001

Close With: D Close By: M Close How: V Owner Satisfied: Y

Grp	Fall	Major	Minor	Rat
01	04	1	3	05

Involved Information

> [REDACTED] - Owner, [REDACTED] Houston, TX [REDACTED]
 Secondary Business
 Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/28/2000 14:44:24 Agent: Cynthia Feuss Phone 6289 Note Type: PC

Owner of 1998 E320, 54k, Starmark, alleges car is still smoking & leaking, states he got it back from Star about 10 days ago. Client alleges this has been a chronic concerns since September and that he is very angry at that "constant need for repairs" which client alleges include valve covers, head gasket, power steering pump, radiator cap, tensioner, front end cover, check valve/oil pan, etc. Client claims he "has spent a small fortune on car rentals." Client asks that SPOM call him asap at 504-368-2228, please call by Wednesday has client is leaving for NC Thurs. a.m. Client claims he called about these concerns previously and gave me SPOM Sabo's name claiming SPOM never called him back. (no previous case in system, there is a Sept. 2000 sum note tho.) I left message for SPOM Sabo this time/date expressing clients sense of urgency

Open Date: 12/28/2000 18:28:59 Agent: Steve Sabo Phone 7611 Note Type: PC

Called client and left message and phone number with a young child who answered phone.

Open Date: 12/27/2000 09:17:05 Agent: Steve Sabo Phone 7611 Note Type: PC

Called 12/28 at 6pm client not in, left another message. Client has not returned call.

Open Date: 01/02/2001 09:20:48 Agent: Steve Sabo Phone 7611 Note Type: PC

Talked to client and advised him that to return vehicle to Retailer. Client will contact me when apt is set so I can arrange for Tech assist if needed.

Open Date: 01/02/2001 17:02:32 Agent: Steve Sabo Phone 7611 Note Type: PC
Contacted client and left message for him to have vehicle at retailer on 1/10 for writer and regional TS inspection.

Open Date: 01/16/2001 14:49:04 Agent: Steve Sabo Phone 7611 Note Type: RC
Inspected vehicle at retailer. Reviewed vehicle repair history and inspected vehicle. found headgasket leaking due to poor installation by retailer. all repairs following headgasket repair will be reviewed by writer and TS for charge backs.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 140761 Priors: Both Open Date: 03/09/2001 Status: CLS Last Update: 04/17/2001

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Mobile: [Redacted]

City: Miami	FL [Redacted]	Corres ID:			
Agent: Linda Tognetti	Phone: 6268	Orig By: M	Orig CD: H0	Region: 2	Market: 6
Service Retailer: 14302	BILL USSERY MOTORS I	CORAL GABLES	FL	Assign Agent: SOM - 28	
Orig Retailer: 14302	BILL USSERY MOTORS I	CORAL GABLES	FL		
Sell Retailer: 14302	BILL USSERY MOTORS I	CORAL GABLES	FL		
Disp Amt:	Corr Fwd: Y	Mailgram Seat: Y			
DBAG VIN: 2100651A [Redacted]	Model: E320W	1999	Grp	Fall	Major
World VIN: WDBJF65H0XA [Redacted]	Mileage: 28871	Engine Number: 11294130429173	10	10	2
Prod Date: 03/03/1999	Warranty Start Date: 04/20/1999				3
Close Agent: Andrew Kambich	Field Closing Date: 04/17/2001				13
Close With: O	Close By: M	Close How: P	Owner Satisfied: Y		

Involved Information

- > [Redacted] - Owner, [Redacted] Miami, FL [Redacted]
 - Secondary Fax
 - Primary Mobile
 - Secondary Residence
- > [Redacted] - Representative, [Redacted] Miami, FL [Redacted]
 - Primary Business

Customer Assistance Referral – Full Notes

Open Date: 03/09/2001 18:13:55 Agent: Linda Tognetti Phone 6268 Note Type: PC
Case being generated by letter from William C. Robinson, Esq., attorney for Ulaes Lawrence.

"...Please accept this as notice of the fact that our client believes her vehicle is a Lemon pursuant to Florida law..."

Problems include:
Fan Display Lite Malfunctioning
Engine Cooling Fan Control Module
Electrical System Light Blinking
Rear Window Malfunction
Crankshaft Pulley Malfunction
Crankshaft Malfunction
Crankshaft Leaking Again

"...My client would like a refund of her money, as the replacements offered her are not reasonable..."

Open Date: 03/12/2001 11:49:57

Agent: Wayne Shewchuk

Phone 7228

Note Type: PC

Writer investigating.

Open Date: 04/17/2001 09:51:51

Agent: Wayne Shewchuk

Phone 7228

Note Type: RC

Writer had direct contact with clients representative William Robinson on 3/16/2001. Mr Robinson stated that currently he understood that the vehicle was operating as designed. Client has not yet filed lemon law under the terms of the statute .881. Writer explained that he would be happy to become involved technically with vehicle. Writer left Mr Robinson with phone number to contact him should client have any further issues and should he want MBUSA to become involved with vehicle.

CONFIDENTIAL

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 148582 Priors: No Open Date: 12/05/2001 Status: CLS Last Update: 12/20/2001

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Starkville MS [REDACTED] Corres ID:

Agent: Joyce Dever Phone: 6205 Orig By: P Orig CD: H0 Region: 2 Market: 8

Service Retailer: 01325 LEIGH AUTOMOTIVE TUSCALOOSA AL Assign Agent: SOM - 30

Orig Retailer: 75111 PARK PLACE MOTORCARS HOUSTON TX

Sell Retailer: 75111 PARK PLACE MOTORCARS HOUSTON TX

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 2100651A [REDACTED] Model: E320W 1999

World VIN: WDBJF63H3XA [REDACTED]

Mileage: 53000 Engine Number: 11294130342820

Prod Date: 11/06/1998 Warranty Start Date: 01/07/1999

Close Agent: Larry Scruggs Field Closing Date: 12/20/2001

Close With: D Close By: M Close How: P Owner Satisfied: Y

Grp. Fall Major Minor Res

03 : 06 3 3 09

Involved Information

- > [REDACTED] And Interiors - Owner, [REDACTED] Starkville, MS [REDACTED]
 - Secondary
 - Primary Residence
 - Secondary Residence
- > Dean Self - Driver, [REDACTED] Starkville, MS [REDACTED]
 - Primary
 - Secondary
 - Secondary Business
 - Secondary Residence
- > John Polk - Representative, [REDACTED] Houston, TX [REDACTED]
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral - Full Notes

Open Date: 12/05/2001 13:37:08 Agent: Joyce Dever

Phone 6205

Note Type: PC

Primary Phone: 6623236066 (BUS) 682 323 0962 (RES)

Current Mileage: 53000

Warranty Start Date: 01/07/1999

Starmark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

REQUEST FOR GOODWILL

Customer's brother-in-law, [REDACTED] (an S-Class owner from Houston, also an attorney), called on her behalf and advised vehicle is currently being towed to dealer in Tuscaloosa for alleged harmonic balancer malfunction/failure. Customers request goodwill review for cost of repair and cost of towing. They allege a RAP tech (or dispatcher) told them to contact the SPOM. [REDACTED] mentioned something about they found their own, better towing rate (cheaper than RAP) and elected to arrange it themselves...

Open Date: 12/05/2001 17:49:03

Agent: Larry Scruggs

Phone 7230

Note Type: PC

12/05/01-SPOM CONTACTED CUSTOMER AND INFORMED HER THAT MB WILL GOOD WILL THIS REPAIR. SPOM THEN CONTACTED SERVICE MANAGER AND INFORMED HIM OF MB DECISION. SERVICE MANAGER SAID HE WILL BE WAITING FOR THE VEHICLE AND CONTACT SPOM WHEN HE HAS FINISHED HIS INSPECTION.

Open Date: 12/20/2001 11:05:07

Agent: Larry Scruggs

Phone 7230

Note Type: RC

12/20/01-CUSTOMERS VEHICLE HAS BEEN REPAIRED AND DELIVERED BACK TO HER.

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 152284 Priors: No Open Date: 05/08/2002 Status: CLS Last Update: 05/10/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Miami

FL [REDACTED]

Corres ID: [REDACTED]

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 28

Orig Retailer: 15317 AUTOHAUS POMPANO POMPANO BEAC FL

Sell Retailer: 15317 AUTOHAUS POMPANO POMPANO BEAC FL

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 2100651A [REDACTED] Model: E320W 2000

World VIN: WDBJF65G4YA [REDACTED]

Mileage: 48968

Engine Number: 11294130532607

Prod Date: 07/16/1999

Warranty Start Date: 10/20/1999

Close Agent: Andrew Kambich

Field Closing Date: 05/10/2002

Close With: O

Close By: D

Close How: P

Owner Satisfied: N

Grp	Fail	Major	Minor	Rst
05	10	2	3	04

Involved Information

>

- Owner, [REDACTED] Miami, FL [REDACTED]

Primary Residence

Secondary Residence

Secondary Residence

>

- Representative, [REDACTED] St, Miami, FL [REDACTED]

Secondary

Secondary

Secondary

Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/08/2002 14:12:47

Agent: Frank Parents

Phone 4875

Note Type: PC

Primary Phone: 3055421717

Current Mileage: 48968

Warranty Start Date: 10/20/1999

Starmark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes: 352602, 516674

Odometer Issue

██████████ called for his mother ██████████ (who he claims does not speak English well) to claim that when he brought his mother's E320 in for service for an oil leak, he was denied service because dealer claimed that the odometer had been turned back.

I called dealership and spoke to Israel who confirmed what client claimed.

Client claims that this vehicle was involved in the great Miami flood and was taken to Bif Usery with 17,000 miles on it. At some point the vehicle was taken to Pompano- because Usery had over 300 vehicles-, and when client received vehicle back he claims that it had only 6,000 miles on it.

Client claims that it was not his family who turned back miles. ██████████ can be contacted on his mobile telephone-██████████

Open Date: 05/10/2002 10:46:11

Agent: Gary Cox

Phone 7228

Note Type: RC

I reviewed this issue with dealer 14302 a month or so ago. The vehicle arrived with the mileage noted in the case. Among other items needing repairs, the vehicle had a crank balancer come apart. The engine was also extremely sluggish to the point that when the oil plug was removed, nothing came out. After reviewing the discrepancy of miles and noting that the vehicle was 17,209 miles beyond the recommended service, I declined to make any repairs to the vehicle with the exception of the front crank balancer and front cover. As I see it, the vehicle is beyond the warranty by miles.

If she (he) has an issue involving the miles, he would be directed to the dealer who made the flood repairs (15317) as there is nothing we can do to restore or amend the mileage. The vehicle (contrary to the note below) was not placed on B-status that I'm aware of, but this should be considered.

CA Ref ID: 152476 Priors: No Open Date: 05/16/2002 Status: CLS Last Update: 05/29/2002

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Powder Springs

GA [REDACTED]

Corres ID:

Agent: Lois Grillo

Phone: 4627

Orig By: P

Orig CD: HO

Region: 2

Market: 2

Service Retailer: 17315

ATLANTA CLASSIC CARS

DULUTH

GA

Assign Agent: SOM - 22

Orig Retailer: 17315

ATLANTA CLASSIC CARS

DULUTH

GA

Sell Retailer: 17315

ATLANTA CLASSIC CARS

DULUTH

GA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2100651E [REDACTED]

Model: E320W

2000

World VIN: WDBJF65J3YE [REDACTED]

Mileage:

26965

Engine Number: 11294130645143

Prod Date: 01/10/2000

Warranty Start Date: 02/16/2000

Close Agent: John Sageder

Field Closing Date: 05/29/2002

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp Fall Major Minor Rsn

83 52 2 3 13

Involved Information

➤

[REDACTED] - Owner, [REDACTED], Powder Springs, GA [REDACTED]

Secondary

Mobile

Primary

Residence

Secondary

Residence

Customer Assistance Referral – Full Notes

Open Date: 05/16/2002 18:48:28

Agent: Lois Grillo

Phone 4627

Note Type: PC

Primary Phone: 4042381766

Current Mileage: 25599

Warranty Start Date: 02/16/2000

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 297223, 334837, 343026

Customer, [REDACTED] phoned the CAC to request MBUSA technical assistance and a review of service history for his vehicle. Customer alleges that his vehicle was towed to dealer for repair of the alternator pulley belt and belt tensioner and the dealer has advised that it is ready to be picked up. Customer alleges that just a few weeks ago they lost all the air conditioning refrigerant; the front dashboard cracked and have had other issues with the vehicle.

Customer is disappointed with the need to repair his vehicle and expressed concern that he is unable to purchase an extended warranty at this time.

Writer indicated that customer comments would be noted and reviewed.

Open Date: 05/21/2002 14:19:25 **Agent:** Carol Tobias **Phone:** 6243 **Note Type:** PC
Customer called upset that he has not been contacted. Writer advised it can take 3-5 business days before contact.

Writer left a message for SPOM.

Open Date: 05/22/2002 13:06:32 **Agent:** John Segeder **Phone:** 7222 **Note Type:** RC
Spoke with owner yesterday advising him that we are not in a position to extend his warranty but always are willing to entertain post warranty adjustments. Currently vehicle is experiencing AC problems. Owner will make vehicle available to dealer, should a TS be necessary, it can always be requested.

Open Date: 05/29/2002 16:24:41 **Agent:** John Segeder **Phone:** 7222 **Note Type:** RC
Vehicle has been repaired and will be returned to the owner. High pressure hose was the problem.
Owner satisfied.
Case closed.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral CONFIDENTIAL

CA Ref ID: 152785 Priors: No Open Date: 05/30/2002 Status: CLS Last Update: 06/07/2002

Address

Title:

Phone:

Residence

City: Altadena

CA

Carres ID:

Agent: Miriam Clark

Phone: 4699

Orig By: P

Orig CD: HO

Region: 3

Market: 4

Service Retailer: 05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA Assign Agent: SOM - 25

Orig Retailer: 05623 STEAD MOTORS OF WALN WALNUT CREEK CA

Sell Retailer: 05623 STEAD MOTORS OF WALN WALNUT CREEK CA

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 2100651A Model: E320W 1998

World VIN: WDBJF65F6WA

Mileage: 73000

Engine Number: 11294130081174

Prod Date: 10/20/1997

Warranty Start Date: 12/03/1997

Close Agent: Les Korngold

Field Closing Date: 06/07/2002

Close With: D

Close By: M

Close How: V

Owner Satisfied: Y

Grp	Full	Major	Minor	Rsr
54	10	2	3	14

Involved Information

> [Redacted] Owner, [Redacted] Altadena, CA [Redacted]

Primary

Residence

Secondary

Residence

Customer Assistance Referral – Full Notes

Open Date: 05/30/2002 14:49:42 Agent: Miriam Clark Phone 4699 Note Type: PC

Primary Phone: 2137422312

Current Mileage: 73000

Warranty Start Date: 12/03/1997

Starmark Warranty: Y Starmark Retail Date: 04/16/2001

Starmark Warranty: 248 Starmark Dir: 05737

Previous CA Referrals:

Previous Summary Notes:

CUSTOMER SEEKS TECH ASSISTANCE

[Redacted] called alleging that she has had the defective light come on at least 4 times in the last six months. She alleges the dealer will replace the bulb, charge \$160 about a month ago, only to have it go out again a few days ago. Customer alleges that she asked dealer to inspect the entire electrical system, and all they did was replace the lamp. Customer feels she should not have to pay for the defective lamp repair every time she goes to dealer.

Open Date: 06/07/2002 19:11:53

Agent: Les Komgold

Phone 7325

Note Type: RC

Reviewed file with dealer and found only one repair order for a bulb replacement which was for the third stop light. It required a bulb replacement. (This set bulb malfunction warning light in the instrument cluster.)

However, on previous occasions, the front crankshaft pulley broke on this engine causing the poly-v-belt to come off. When this occurs, various warning lamps come on in the instrument cluster. This is separate and unrelated to "Light bulb warning light" as noted above. In addition, on one occasion the BAS/ESP malfunction light illuminated due to a faulty stop light switch

The customer may perceive she has an "electrical problem" when in fact these are unrelated, clearly defined, separate repairs.

In the matter of customer's dissatisfaction over the charges for the stop light bulb, the dealer stated that they would take care of the customer's next oil change service as goodwill.

Dealer customer relations manager Bandula Kaluaratchi will contact customer and resolve the case.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 155025 Priors: No Open Date: 09/10/2002 Status: CLS Last Update: 09/20/2002

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Business

City: Rowlett	TX	[REDACTED]	Corres ID:		
Agent: Ed Duffy	Phone: 6296	Orig By: P	Orig CD: HO	Region: 6	Market: 8
Service Retailer: 75534	EWING AUTOHAUS	PLANO	TX	Assign Agent: SOM - 32	
Orig Retailer: 75534	EWING AUTOHAUS	PLANO	TX		
Sell Retailer: 75534	EWING AUTOHAUS	PLANO	TX		
Disp Amt:	Corr Fwd:	Mailgram Sent:		Grp	Fail
DBAG VIN: 2100651A [REDACTED]	Model: E320W	1999		27	04
World VIN: WDBJF65H3XA [REDACTED]				1	3
Mileage: 82632	Engine Number: 11294130368161				03
Prod Date: 12/03/1998	Warranty Start Date: 02/27/1999				
Close Agent: Craig Dearing	Field Closing Date: 09/20/2002				
Close With: 0	Close By: M	Close How: P	Owner Satisfied: N		

Involved Information

> [REDACTED] Owner, [REDACTED] Rowlett, TX [REDACTED]
 Primary Business
 Secondary Residence

Customer Assistance Referral - Full Notes

Open Date: 09/10/2002 13:40:35

Agent: Ed Duffy

Phone 6286

Note Type: PC

Primary Phone: 2149354436

Current Mileage: 82632

Warranty Start Date: 02/27/1999

StarMark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes: 534433

Customer called stating she has followed all the procedures recommended by the CAC (see sum note) and the chain of command at the dealer level to no resolution.

Customer states for 6 months she has been dealing with the same concern with this vehicle - a noise from the engine and low oil level warning light coming on - RAP has been involved 3 times. Customer states the crank pulley was replaced there was goodwill of 50-50 she paid and the vehicle was allegedly at the dealer for 25 days. After picking up the vehicle the same alleged problems of the noise and warning light were back on. Again back to the dealer, down for a week, now being told the transmission is the cause of the problem allegedly having 3 leaks. Customer paid for the transmission repair and allegedly picked the vehicle up only to find no change in the vehicle condition. Customer alleges that the Service manager called her to apologize that in fact the transmission has 5 leaks and was never repaired. Customer also states that since the vehicle was at the dealer now the SRS light is on and the a/c is inop. And the transmission repair already paid for has not been repaired.

Customer is requesting MB intervention to repair the vehicle once and for all.

Open Date: 09/13/2002 19:32:47

Agent: Craig Dearing

Phone 6200

Note Type: PC

Client and I spoke this date. She related a very long trilogy of events that have impacted her confidence in this dealership and it's personnel. She identified the following:

1. After service work items that should be caught were not identified. Low washer solvent and bulbs burnt out.
2. Work identified was not repaired and potential safety hazards not addressed after agreements had been approved. Transmission leaks
3. SM never called back after promises were made by GM.
4. Norm did not provide follow up as requested on repair items and lacked accuracy in the actual repairs performed.
5. Repair orders did not correctly reflect client's position and communication with advisor.
6. Client had low oil light on several times and oil was added by Roadside Tech. In both cases Sign and Drive paid for this service?
7. All repair processes take weeks to complete. One service issue lasted 25 days and then the next day the battery failed. (Park Place sold client a new battery)

Based on client's remarks the following was discussed.

1. The client upon picking up her vehicle this time will review her car on a hoist to ensure she is confident the leaks have been appropriately addressed.
2. The client requested working with another advisor. She had previously worked once with Robert and Mitzi. She has requested their team.

The client felt this was the approach she needed to restore her confidence.

Writer contacted Mr. Opinker. Mr. Opinker indicated this was acceptable solution. He is to call client and establish same. Mr. Opinker noted on the paper work a nail identified in a tire. The tire will be repaired prior to return of this vehicle per Mr. Opinker. Mr. Opinker is to call this client yet this evening.

Writer called and left a follow up message.

Open Date: 09/17/2002 17:45:12

Agent: Craig Dearing

Phone 6200

Note Type: PC

Client picked up car 09/18/02 on follow up. Delivery did not go as planned. ASM N. Opinker was not available for the delivery scheduled and the client just took her car. Nick is on follow up with client.

Open Date: 09/20/2002 09:15:03

Agent: Craig Dearing

Phone 6200

Note Type: RC

Writer followed up with client. She had not heard anything from the dealer as of 9-18-02. Writer contacted the dealer and again ask them to contact and reconcile the client's concerns. They indicated they would follow up with this owner today.

The owner in our earlier conversation indicated she wanted to chronicle her concerns in writing and send it to me. Writer provided my E mail address. This client is past exasperated with the dealership personnel. This series of events and servicing opportunities has negatively effected this clients perception of the brand and their chosen dealer.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 155195 Priors: Both Open Date: 09/17/2002 Status: CLS Last Update: 10/14/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Powder Springs

GA [REDACTED]

Corres ID:

Agent: James Blasié Phone: 4620 Orig By: P Orig CD: H0 Region: 2 Market: 2

Service Retailer: 17302 R B M OF ATLANTA, IN ATLANTA GA Assign Agent: SOM - 23

Orig Retailer: 59229 BOB KING AUTOHAUS WILMINGTON NC

Sell Retailer: 59229 BOB KING AUTOHAUS WILMINGTON NC

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651 [REDACTED] Model: E320W 1999

World VIN: WDBJF65H8X [REDACTED]

Mileage: 60000 Engine Number: 11294130298307

Prod Date: 09/07/1998 Warranty Start Date: 10/21/1998

Close Agent: Michael Ellis Field Closing Date: 10/14/2002

Close With: O Close By: D Close How: V Owner Satisfied: Y

Grp	Fall	Major	Minor	Ra
54	73	2	3	08

Involved Information

➤ [REDACTED]	Owner	[REDACTED]	Powder Springs, GA	[REDACTED]
	Primary		Residence	
	Secondary		Residence	

Customer Assistance Referral -- Full Notes

Open Date: 09/17/2002 16:19:11 Agent: James Blasié Phone 4620 Note Type: PC

Primary Phone: 7704193927

Current Mileage: 60000

Warranty Start Date: 10/21/1998

Starmark Warranty: N/A

Previous CA Referrals: 120239

Previous Summary Notes: 365896, 531477

Customer requesting technical assistance -see SN#531477

He called in and alleged:

1. "lamp defective" light keeps coming on - has been to dealership multiple times since purchase - dealerships unable to resolve
2. recently was at dealership (SN#531477) for same issue - service tech replaced bulbs ("none out but some ready to go")
3. lamp defective light came back on that weekend

Open Date: 10/14/2002 12:01:35

Agent: Michael Ellis

Phone 6200

Note Type: RC

Dealer inspected car anfound tail lights melted and balancer on engine needing replacement. Repairs were completed and car returne to client

CONFIDENTIAL

CA Ref ID: 155360 Priors: No Open Date: 09/23/2002 Status: CLS Last Update: 09/25/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Marietta

GA [REDACTED]

Corres ID:

Agent: Honora Duffy

Phone: 6307

Orig By: P

Orig CD: H0

Region: 2

Market: 2

Service Retailer: 17302

R B M OF ATLANTA, IN

ATLANTA

GA

Assign Agent: SOM - 23

Orig Retailer: 17319

JACKSON AUTOMOTIVE G

MACON

GA

Sell Retailer: 17319

JACKSON AUTOMOTIVE G

MACON

GA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 2100651A [REDACTED]

Model: E320W

1998

World VIN: WDBJF65F6WA5 [REDACTED]

Mileage:

43099

Engine Number: 11294130054668

Prod Date: 09/29/1997

Warranty Start Date: 10/31/1997

Close Agent: Michael Ellis

Field Closing Date: 09/25/2002

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Grp Fall Major Minor Rn

01 06 3 3 13

Involved Information

> [REDACTED] L. [REDACTED], Marietta, GA [REDACTED]
 Secondary Business
 Primary Residence

> Driver, [REDACTED] Marietta, GA [REDACTED]
 Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/23/2002 17:29:40

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: 7705909571

Current Mileage: 43099

Warranty Start Date: 10/31/1997

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] called "I want to speak to your regional manager. I'm told by Bob Christian at RBM that although MB is offering 1/2 the repair, the problem we are having with the cam bearing is a common problem with this vehicle. I want to speak to your manager - we are original owners of this car and if this is common problem like Bob told us, then we don't feel we should have to pay"

I tried to discuss with customer that whatever decisions made is top company position - he became agitated, refusing to accept, again insisting on speaking to regional manager. I again tried to discuss that dealer has complete authority ... he questioned "then why am I told by them this is common?"

[REDACTED] insists on speaking to regional manager; writer said that we would as region to discuss this issue with dealer & someone would be in touch.

Open Date: 09/25/2002 16:52:53

Agent: Michael Ellis

Phone 6200

Note Type: RC

SPOM SPOKE WITH MRS HENRY REGARDING BALANCER FAILURE AND INFORMED HER I WOULD REVIEW THE ISSUE WITH THE SERVICE MGMNT . DEALER TO COVER REPAIRS 100 % GOODWILL. SERVICE MGR WILL CONTACT CUSTOMER FOR RESOLUTION.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

02/10/2004

CA Ref ID: 156131 Priors: No Open Date: 10/25/2002 Status: CLS Last Update: 10/29/2002

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Norman

OK [REDACTED]

Corres ID:

Agent: Gregg Mault

Phone: 6350

Orig By: P

Orig CD: H0

Region: 6

Market: g

Service Retailer: 75534

EWING AUTOHAUS

PLANO

TX

Assign Agent: SOM - 32

Orig Retailer: 65508

BENCHMARK MOTORS, IN

OKLAHOMA CIT

OK

Sell Retailer: 65508

BENCHMARK MOTORS, IN

OKLAHOMA CIT

OK

Disp Amt:

Curr Fwd:

Mailgram Sent:

DRAG VIN: 2100651A [REDACTED]

Model: E320W

1998

World VIN: WDBJF65F7WA [REDACTED]

Mileage:

55632

Engine Number: 11294130095819

Prod Date: 11/12/1997

Warranty Start Date: 12/17/1997

Close Agent: Craig Dearing

Field Closing Date: 10/29/2002

Close With: O

Close By: D

Close How: P

Owner Satisfied: N

Grp Fall Major Minor Rsr

03 06 2 3 09

Involved Information

>

Owner, [REDACTED]

Norman, OK [REDACTED]

Primary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/25/2002 19:55:44

Agent: Gregg Mault

Phone 6350

Note Type: PC

Primary Phone: 4055797647

Current Mileage: 55632

Warranty Start Date: 12/17/1997

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer called stating he was in Plano when he had a problem with the Harmonic Balancer on his car. Customer states he had vehicle repaired at dealer and was told by Mark Henley at dealer to call MBUSA to see if any assistance would be available.

Open Date: 10/29/2002 07:58:16

Agent: Craig Dearing

Phone 8200

Note Type: RC

Client had asked for financial support for his harmonic damper. Client attempted to have dealer analyze a recent accident with this vehicle and determine if this could have been the cause for failure. Dealer unable to draw conclusion. Client then contacted MBUSA. Dealer identified for writer that this client recently purchased this car from the insurance company where his wife works. The car had in excess of \$12,000 worth of damage to the rear end of the vehicle.

Dealer reviewed the history and declined support. The cars warranty has elapsed and this client has responsibility to maintain and service his pre-owned vehicle.

Customer Assistance Referral CONFIDENTIAL

CA Ref ID: 165276 Priors: No Open Date: 10/23/2003 Status: CLS Last Update: 11/06/2003

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence

City: Dumfries VA [REDACTED] Corres ID:

Agent: Robyn Letz Phone: 6209 Orig By: P Orig CD: HO Region: 1 Market: 1

Service Retailer: 80101 MERCEDES-BENZ OF ALE ALEXANDRIA VA Assign Agent: SOM - 22

Orig Retailer: 59213 VALLEY MOTORS INC FAYETTEVILLE NC

Sell Retailer: 59213 VALLEY MOTORS INC FAYETTEVILLE NC

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2100651A [REDACTED] Model: E320W 1998

World VIN: WDBJF65F7WA [REDACTED]

Mileage: 67000 Engine Number: 11294130063320

Prod Date: 09/11/1997 Warranty Start Date: 10/20/1997

Close Agent: John Freund Field Closing Date: 11/06/2003

Close With: O Close By: D Close How: P Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsn
03	08	2	3	09
77	16	2	3	09

Involved Information

> [REDACTED] - Owner, [REDACTED] VA [REDACTED]
 Secondary Business
 Primary Residence
 Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 10/23/2003 18:49:49

Agent: Robyn Letz

Phone 6209

Note Type: PC

Primary Phone: 703 807 3697

Current Mileage: 67000

Warranty Start Date: 10/20/1997

Starmark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

██████████ called the CAC.

Customer is asking for assistance with post-warranty repair for harmonic balancer.

Vehicle was pre-owned by husband's grandmother.

Customer claims serpentine belt was shredded and oil pan was cracked.

Customer claims she was offered 60% of parts for repair, no labor.

Customer says she has read report on NHTSA about investigation into MB harmonic balancers.

Customer also owns a '96 sedan and an ML.

Writer will contact G. Bowne to advise.

Open Date: 10/24/2003 09:40:33

Agent: Michael Reger

Phone 6383

Note Type: PC

The customer called the CAC to explain that she offered incorrect information true mileage 60,318..

Open Date: 10/24/2003 14:12:43

Agent: Honora Duffy

Phone 6307

Note Type: PC

██████████ called again - Carl @dealer today has informed customer that MB is offering post-warranty assistance (after review):

1. "They say they will take care of engine"
2. "Carl said they would offer 100% parts on different repair".
3. "He also said that no offers will be made towards repairs to the sunroof"

Customer feels offer is unacceptable & wants SPOM to re-review with dealer. I confirmed if Carl has called with these offers, this has already been reviewed and dealer has been given authority to provide our company position.

I advised customer that we respect her feelings, but offers are not negotiable & she would have to either accept or decline.

I have call into Carl @dealer to find out exact details of post-warranty offers so I can enter into Referral.

Open Date: 10/24/2003 15:58:13

Agent: Robyn Letz

Phone 6209

Note Type: PC

Customer called again, writer explained that we called in SPOM which is not usual for post-warranty repairs, but we were concerned about the expense for repair to harmonic balancer and resulting damage.

Writer advised that SM is usually @powered to make post-warranty offers, asked customer to have SM list out the details of the offer.

Open Date: 10/29/2003 07:25:53

Agent: John Freund

Phone 6200

Note Type: PC

Under review.

Open Date: 11/06/2003 12:20:39

Agent: John Freund

Phone 6200

Note Type: PC

Writer spoke with Carl Patton @ dealer 80101. Mr Patton advised the repair to the harmonic balancer was good willed @ 100% parts and labor. The sunroof was good willed @ 100% parts only. Writer agrees with the decision.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 166240 Priors: No Open Date: 12/03/2003 Status: CLS Last Update: 12/05/2003

[Redacted]

Address: [Redacted]

Title: [Redacted]

Phone: [Redacted]

Residence

City: Wilmington NC [Redacted]

Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: M Orig CD: HO Region: 2 Market: 1

Service Retailer: 59229 BOB KING AUTOHAUS WILMINGTON NC Assign Agent: SOM - 32

Orig Retailer: 51113 MERCEDES-BENZ OF MOR MORRISTOWN NJ

Sell Retailer: 51113 MERCEDES-BENZ OF MOR MORRISTOWN NJ

Diap Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2100651A [Redacted] Model: E320W 1999

World VIN: WDBJF65H6XA [Redacted]

MBeage: 45220 Engine Number: 11294130410667

Prod Date: 02/08/1999 Warranty Start Date: 03/15/1999

Close Agent: John Atkinson Field Closing Date: 12/05/2003

Close With: D Close By: M Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rst
03	06	2	3	09

Involved Information

➤ [Redacted] Owner, 1419 Pembroke Jones Dr., Wilmington, NC 284065207
 Primary Residence
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/03/2003 11:09:50 Agent: Ed Duffy Phone 6296 Note Type: FC

Primary Phone: 8105098280

Current Mileage: 32389

Warranty Start Date: 03/15/1999

Starlink Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer called stating that this dealer made the repair to the harmonic balancer on this vehicle at 45,000 miles. Dealer charged customer for only labor of \$790.00 and supplied the parts at \$800.00 as post warranty financial consideration. Customer is requesting to be reimbursed for the labor charged.

Writer contacted Gary Bowne and was advised to open this referral and if the SPOM has any question he should contact Gary.

Open Date: 12/03/2003 11:11:40 Agent: Ed Duffy Phone 6296 Note Type: FC

Copy of referral notes to Gary Bowne

Open Date: 12/04/2003 08:50:11 Agent: John Atkinson Phone 6200 Note Type: PC
Contacted Del Eaves, SM Bob King Autohaus to obtain information. After discussing and looking into this a little further it was agreed to goodwill the entire repair concerning the pulley. I attempted to contact the Billera's and had to leave a voicemail message. I left a message informing them how to reach me or to contact Del.

Open Date: 12/05/2003 17:48:43 Agent: John Atkinson Phone 6200 Note Type: RC
Contacted Del Eaves this morning, 12/05 to follow up. [REDACTED] had contacted Phil Hardee, GM. Phil informed him of the goodwill decision. A check was waiting for [REDACTED] this morning for him to pick up.

CONFIDENTIAL

Open Date: 12/30/2003 16:14:47 Agent: Carol Tobias

Phone 8243

Note Type: PC

Below notes taken by Maria Cruz, Universal Agent:

Customer's son [REDACTED] contacted the CAC.

(please refer to Referral # 186608)

CONFIDENTIAL

Customer advised vehicle was in for service at dir 04507 on 12/19/03. Customer advised that his father was charged \$768. Customer advised that harmonic balancer was serviced. Customer is looking to be reimbursed the total amount because he feels that this vehicle is affected by FSS lawsuit issue.

I encouraged customer to speak with the Service Mgr at dir 04507 who is in the best position to review these concerns. At customer's request, I provided our mail address and fax number. Customer added that his father has spoken with dir and dir was not receptive.

Open Date: 01/26/2004 12:08:44 Agent: Raymond Rohm

Phone 7323

Note Type: RC

Service Manager has made decision, this is not part of FSS lawsuit.
No Goodwill.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 95055 Priors: No Open Date: 04/16/1998 Status: CLS Last Update: 04/23/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Bartlett

IL [REDACTED]

Corres ID:

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: P Orig CD: HG Region: 2 Market: 5

Service Retailer: 14340 MERCEDES-BENZ OF NAP NAPLES FL Assign Agent: SOM - 34

Orig Retailer:

Sell Retailer: 14340 MERCEDES-BENZ OF NAP NAPLES FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 2102651A [REDACTED] Model: E320S 1998

World VIN: WDBJH65F1WA [REDACTED]

Mileage: 6000 Engine Number: 11294130059338

Prod Date: 09/24/1997 Warranty Start Date: 10/27/1997

Close Agent: Larry Stains Field Closing Date: 04/23/1998

Close With: O Close By: M Close How: V Owner Satisfied: Y

Grp	Fail	Major	Minor	Rat
13	36	2	3	16

Involved Information

> [REDACTED] - Owner, [REDACTED] Bartlett, [REDACTED]
 Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/16/1998 11:04:57 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

[REDACTED] called in stating that he has been having ongoing problems with his new E-Class wagon since he purchased it - belt tensioner replaced 3x, power steering pump replaced 2x, and now the AC compressor needs to be replaced, along with alot of other minor problems. Customer very disappointed in the car and would like to discuss directly with the MB regional rep.

Open Date: 04/20/1998 09:49:52 Agent: Cynthia Feuss Phone 6289 Note Type: PC

PER [REDACTED] OWNER CALLED MR. JACKSON'S OFFICE THIS MORNING, CONCERNED ABOUT HIS E320S, ALLEGES TECHNICAL DIFFICULTIES. THIS WRITER LEFT VOICE MAIL FOR LARRY STAINS AS WELL AS A MESSAGE AT CROWN EUROCARS.

Open Date: 04/22/1998 15:04:55 Agent: Cynthia Feuss Phone 6289 Note Type: PC

PER [REDACTED] OWNER CALLED MR. JACKSON'S OFFICE AGAIN. HEIDI ALSO STATES THAT SHE HAS RECEIVED FLORIDA STATE LEMON LAW PAPERWORK FROM THIS CUSTOMER. THIS WRITER PHONED LARRY STAINS & ASKED HIM TO CALL OWNER. SPOM STATES HE SPOKE WITH OWNER BOTH YESTERDAY & TODAY. THIS WRITER CONFERENCED LARRY STAINS WITH HEIDI.

Open Date: 04/23/1988 09:58:06

Agent: Larry Stains

Phone 6200

Note Type: RC

CONDITION VERIFIED, SPOM SECURED UPDATED TENSIONER FROM DIFFERENT VENDOR INSTALLED ON VEHICLE, CONDITION CORRECTED. REVIEWED WITH OWNER, OWNER DISSATISFIED DOES NOT WANT VEHICLE ALLEGED SHE SENT IN LEMON LAW NOTIFICATION WHICH AT TIME OF CONVERSATION SPOM WAS NOT AWARE OF RECEIVING AT H.O. DECLINED TO REPURCHASE VEHICLE ADVISED OWNER IT IS NOW REPAIRED, OFFERED TO MEET WITH OWNER AND SHOW HERE OLD PART AND NEW ONE ON VEHICLE. DID SO OWNER SATISFIED. PROMISED PERSONAL FOLLOW UP IN 2 WEEKS TO VERIFY OWNER SATISFACTION.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral CONFIDENTIAL

CA Ref ID: 145068 Priors: No Open Date: 08/09/2001 Status: CLS Last Update: 08/27/2001

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence: [REDACTED]

City: Los Angeles CA [REDACTED] Corres ID: [REDACTED]

Agent: Carol Tobias Phone: 6243 Orig By: P Orig CD: H0 Region: 3 Market: 4

Service Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA Assign Agent: SOM - 25
 Orig Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA
 Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 2102651A [REDACTED] Model: E320S 1998

World VIN: WDBJH65FXWA [REDACTED]

Mileage: 73000 Engine Number: 11294130049119

Prod Date: 08/14/1997 Warranty Start Date: 10/22/1997

Close Agent: Les Korngold Field Closing Date: 08/27/2001

Close With: D Close By: M Close How: V Owner Satisfied: N

Grp	Fail	Major	Minor	Rat
07	52	2	3	09

Involved Information

> [REDACTED]	Owner, [REDACTED], Los Angeles, CA [REDACTED]
	Secondary [REDACTED]
	Secondary Business [REDACTED]
	Primary Residence [REDACTED]
	Secondary Residence [REDACTED]

Customer Assistance Referral – Full Notes

Open Date: 08/09/2001 15:49:28 Agent: Carol Ramirez Phone 6243 Note Type: PC
 Primary Phone: 3239361833
 Current Mileage: 73000
 Warranty Start Date: 10/22/1997
 Starmark Warranty: N
 Previous CA Referrals:

Previous Summary Notes:

Customer claims that her service advisor, Patrick Blackwell told her to contact the CAC regarding goodwill consideration.

Customer claims that the vehicle has 73,000 miles and the air mass sensor and vibration dampner had to be replaced. Customer paid over \$800 to have this repaired and feels that the corporation should cover the cost. Customer claims that her service advisor told her to call us.

Open Date: 08/27/2001 18:11:03

Agent: Lee Komgold

Phone 7325

Note Type: RC

Dealer states that air mass meter was no longer covered by any applicable warranty. Customer had a third party warranty that did not cover the air mass meter. Dealer advises that customer did not request goodwill from the dealer...and further advises that service advisor did not refer her to CAC.

This is dealer has full authority over goodwill decisions (warranty pilot). Service manager, Steve Usary will contact customer to explain the situation and determine if any goodwill assistance is appropriate.

Closing case.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 167370 Priors: Cus Open Date: 01/30/2004 Status: CNG Last Update: 02/04/2004

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence

City: Naples FL [Redacted] Corres ID: 232431

Agent: Miriam Clark Phone: 4699 Orig By: M Orig CD: HO Region: 2 Market: 5

Service Retailer: 14340 MERCEDES-BENZ OF NAP NAPLES FL Assign Agent: SOM - 34

Orig Retailer: 39417 MERCEDES-BENZ OF BLO BLOOMFIELD H MI

Sell Retailer: 39417 MERCEDES-BENZ OF BLO BLOOMFIELD H MI

Dlap Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 2102651 [Redacted] Model: E320S 1998

World VIN: WDBJH65F0W [Redacted]

Mileage: 39000 Engine Number: 11294130081830

Prod Date: 10/27/1997 Warranty Start Date: 04/15/1998

Close Agent: Field Closing Date: 00/00/0000

Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted]	Owner, [Redacted]	Naples, FL [Redacted]
	Primary	Residence [Redacted]
	Secondary	Residence
	Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/30/2004 14:15:15 Agent: Miriam Clark Phone 4899 Note Type: PC

Primary Phone: (238)566-3285

Current Mileage: 39000

Warranty Start Date: 04/15/1998

Starmark Warranty: N/A

Previous CA Referrals: 94314

Previous Summary Notes: 677343

CUSTOMER SEEKS TECH ASSISTANCE

[Redacted] wrote letter to the CAC requesting reimbursement for repair to CRANK PULLEY...He alleges the repair was done at Independent Auto Europa 6236 Shirley St. Naples, FL 34109...in the amount of \$997.98 . Vehicle had approximately 36,997 miles at the time of repair...

CC: Gary Bowne, Frank Berenz

Open Date: 02/04/2004 22:13:04 Agent: Larry Staine Phone 6200 Note Type: PC

SPOM called for owner this date, not in left message on voice mail we will reimburse him thru dealer for cost of repairs, left Voicemail number if addition info needed end to verify address.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 92047 Priors: Veh Open Date: 01/10/1998 Status: CLS Last Update: 01/13/1998

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Guilford

CT [REDACTED]

Corres ID:

Agent: Gregg Mault

Phone: 6350

Orig By: P

Orig CD: H0

Region: 1

Market: g

Service Retailer: 09127

MERCEDES-BENZ OF NOR

NORTH HAVEN

CT

Assign Agent: SOM - 30

Orig Retailer:

Sell Retailer: 09127

MERCEDES-BENZ OF NOR

NORTH HAVEN

CT

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541A [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E4W [REDACTED]

Mileage:

4400

Engine Number: 11294230045722

Prod Date: 09/23/1997

Warranty Start Date: 10/17/1997

Grp	Fall	Major	Minor	Rst
13	36	3	3	08

Close Agent:

Field Closing Date: 01/13/1998

Close With: 0

Close By: M

Close How: P

Owner Satisfied: N

Involved Information

>

Owner, [REDACTED]

Guilford, CT [REDACTED]

Secondary

Business

Primary

Residence

Secondary

Residence

Customer Assistance Referral - Full Notes

Open Date: 01/10/1998 09:11:32

Agent: Gregg Mault

Phone 6350

Note Type: PC

Cust called stating that she has had her car into dealer numerous times for rattles, locking system steering probs. Cust would like to speak with someone about this vehicle.

Open Date: 01/13/1998 19:40:38

Agent: Steve Sauer

Phone

Note Type: RC

Owner upset with repair frequency: 4 repair orders, 16 days out of service including 1/14, repairs complete at this time. Repairs include AAM kit, rear sway bar which damaged wheel, belt tensioner, several minor squeaks. Vehicle towed once for AAM.

SOM spoke with owner's sister, who adamantly demanded buyback/replacement vehicle, SOM declined. Owner very upset. Dealer subsequently offered to take car back and refund money, discussed putting owner into E Class All wheel drive. Owner to consider overnight and contact dealer in AM.

Per owner's request, SOM provided MM name and voice mail #.

02/10/2004

Customer Assistance Referral CONFIDENTIAL

CA Ref ID: 94307 Priors: Cus Open Date: 03/26/1998 Status: CLS Last Update: 04/01/1998

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence

City: Jacksonville FL [REDACTED] Corres ID:

Agent: Ronald Smith Phone: 6315 Orig By: P Orig CD: H0 Region: 2 Market: 7

Service Retailer: 15320 BRUMOS MOTOR CARS, I JACKSONVILLE FL Assign Agent: SOM - 29

Orig Retailer:

Sell Retailer: 15320 BRUMOS MOTOR CARS, I JACKSONVILLE FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541 [REDACTED] Model: ML320 1998

Grp	Fall	Major	Minor	Rsa
01	04	3	2	05

World VIN: 4JGAB54E8WA [REDACTED]

Mileage: 12000 Engine Number: 11294230040310

Prod Date: 09/11/1997 Warranty Start Date: 09/16/1997

Close Agent: Raymond Rohm Field Closing Date: 04/01/1998

Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

> [REDACTED] - Owner, [REDACTED] Jacksonville, FL [REDACTED]

Secondary	Business
Primary	Mobile
Primary	Residence
Primary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/26/1998 08:47:48 Agent: Ronald Smith Phone 6315 Note Type: PC

owner is demanding a new vehicle.....very frustrated at repeat repair for the same condition

owner states this will be the 5th time the tensioner belt need replacing.....belt is making noise....vehicle was in 2 weeks ago for the same problem

dir has advised owner that a part is on order from MBAG but has not arrived yet

owner seeks direct contact a.s.a.p.....v/mail message to SPOM (D. Reber)

Open Date: 04/01/1998 09:23:52 Agent: Dave Reber Phone 7323 Note Type: RC

DEALER TRADED OWNER OUT OF CAR.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 96440 Priors: No Open Date: 05/26/1998 Status: CLS Last Update: 06/03/1998

Address: [REDACTED] Title: [REDACTED]

Phone: [REDACTED]

City: Cincinnati

OH [REDACTED]

Corres ID: 126103

Agent: Denise Nowicky Phone: 6254 Orig By: S Orig CD: H0 Region: 4 Market: 6

Service Retailer: 62410 MERCEDES-BENZ OF CIN CINCINNATI OH Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 62410 MERCEDES-BENZ OF CIN CINCINNATI OH

Disp Amt:

Corr Fwd:

Mailgram Sent:

Grp: Fall Major Minor Rsr

DBAG VIN: 1631541A [REDACTED] Model: ML320 1998

World VIN: 4JGAB54E0W [REDACTED]

Mileage: 8000

Engine Number: 00000000000000

Prod Date: 08/10/1997

Warranty Start Date: 10/29/1997

Close Agent: Steve Neukam

Field Closing Date: 06/03/1998

Close With: O

Close By: D

Close How: P

Owner Satisfied: N

Involved Information

- > [REDACTED] - Owner, [REDACTED] Cincinnati, OH [REDACTED]
Primary
- > [REDACTED] - Driver, [REDACTED] Cincinnati, OH [REDACTED]
Secondary Business
Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 05/26/1998 15:16:53 Agent: Denise Nowicky Phone 6254 Note Type: PC

Received OES survey with 3 page letter attached detailing alleged repair history of ML including but not limited to: remote entry, several "noises", belt tensioner, cargo net retaining clips, shocks, wipers, check engine light. Given IBS remained unanswered at suggestion of SPOM Dewey Trost, this case was opened to address all concerns. Copy of letter/survey will be faxed to Dewey Trost.

Writer will not make contact at this time.

Open Date: 05/27/1998 01:41:27 Agent: Dewey Trost Phone 6200 Note Type: PC

SPOM TROST HAS TALKED TO THIS CUSTOMER IN THE PAST AND WILL AGAIN. DANA SERV. MGR. JIM STAMPER WILL ATTEMPT TO CONTACT [REDACTED] TO DETERMINE CURRENT COMPLAINTS AND TO ATTEMPT TO SCHEDULE AN APPOINTMENT TO CORRECT VERIFIABLE COMPLAINTS. [REDACTED] VISITS "INTERNET CHAT ROOMS" WHICH SEEM TO EXACERBATE [REDACTED] LIST OF COMPLAINTS.

Open Date: 06/03/1998 10:31:00 Agent: Dewey Trost Phone 6200 Note Type: RC

SPOM TROST WAS INFORMED BY DANA SERV. MGR. JIM STAMPER THAT A 45 MINUTE PHONE CONVERSATION WITH [REDACTED] ONLY RESULTED IN [REDACTED] ASKING THAT HIS ML320 BE "REDESIGNED". REPAIRED WAS NOT GOOD ENOUGH FOR HIM. THAT AND THE FACT THAT HE BELIEVES THERE SHOULD BE ANOTHER M-B DEALERSHIP IN THE CINCINNATI MARKET BECAUSE HE BELIEVES DANA MTR. CO. HAS BECOME "UNCOMPETITIVE". CASE CLOSED.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 99517 Priors: No Open Date: 08/18/1998 Status: CLS Last Update: 09/24/1998

[Redacted]

Address: [Redacted]

Title: [Redacted]

Phone: [Redacted]

Residence

City: Arvada CO [Redacted] Corres ID: 131564

Agent: Linda Tognetti Phone: 6268 Orig By: M Orig CD: H0 Region: 6 Market: 7

Service Retailer: 08103 MERCEDES-BENZ OF LIT LITTLETON CO Assign Agent: SOM - 28

Orig Retailer:

Sell Retailer: 08103 MERCEDES-BENZ OF LIT LITTLETON CO

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A [Redacted] Model: ML320 1998

Grp	Fail	Major	Minor	Rss
28	32	1	3	05

World VIN: 4JGAB54E7WA [Redacted]

Mileage: 2000 Engine Number: 11294230140411

Prod Date: 02/27/1998 Warranty Start Date: 04/09/1998

Close Agent: Field Closing Date: 09/24/1998

Close With: 0 Close By: M Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] - Owner, [Redacted] Arvada, CO [Redacted]
Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 08/18/1998 14:52:04 Agent: Linda Tognetti Phone 6268 Note Type: PC
Case being generated by letter to CAC.

Customer purchased vehicle on 4/3/98....presently has 8,720 miles.

- "The following things have had to be repaired on it.
1. Fan belt tensioner wheel has been replaced 3 times
 2. Oil filter housing leaked
 3. Power steering seals leaked and were replaced.
 4. Power steering pump replaced.
 5. Replace sway bar bushings
 6. Oil canister drain bolts leaked and replaced
 7. Adjust front door rattles
 8. Adjust tail gate rattles and creaks
 9. Transmission pan and transfer case leak.

Then yesterday I was told that the whole transmission needs to be replaced. They said a new transmission is needed rather than rebuild the present one. These problems should not occur in any new car let alone a Mercedes. I feel at this point that Mercedes should replace this ML320 with a new ML320. I think that a car with this many problems will continue to cause problems."

Open Date: 08/30/1998 18:50:53 **Agent:** Charles Harper **Phone** **Note Type:** RC
SPOM has left message for owner as of this date owner has not responded.

Open Date: 09/01/1998 09:24:13 **Agent:** Charles Harper **Phone** **Note Type:** RC
Owner returned call yesterday. He said he just picked up the car again last week. Dealer replaced the transfer case and it is still leaking. He has an appointment for 9-14-98. SPOM will be at the dealership to inspect.

Open Date: 09/24/1998 14:46:15 **Agent:** Charles Harper **Phone** **Note Type:** RC
SPOM was at dealership and found that the new case was also leaking at the same seal. New transfer case was installed. SPOM drove and did not find any leaks. Asked dealership drive more before giving it back. This date SPOM left message for owner to advised SPOM by voice mail if the problem has been fixed or not.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 101444 Errors: No Open Date: 10/12/1998 Status: CLS Last Update: 10/13/1998

Address:

Title:

Phone:

Residence

City: Livonia

MI

Corres ID:

Agent: Honora Duffy

Phone: 6307

Orig By: P

Orig CD: H0

Region: 4

Market: 4

Service Retailer: 39106

MERCEDES-BENZ OF NOV

NOVI

MI

Assign Agent: SOM - 24

Orig Retailer:

Sell Retailer: 39106

MERCEDES-BENZ OF NOV

NOVI

MI

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DRAG VIN: 1631541

Model: ML320

1998

World VIN: 4IGAB54E7W

Grp	Fall	Major	Minor	Ra
13	36	3	3	08

Mileage:

9789

Engine Number: 11294230068443

Prod Date: 10/29/1997

Warranty Start Date: 11/06/1997

Close Agent: Damon Blakemore

Field Closing Date: 10/13/1998

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information

>

Owner,

Livonia, MI

Primary

Residence

>

Driver,

Livonia, MI

Primary

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/12/1998 10:07:07

Agent: Honora Duffy

Phone 6307

Note Type: PC

Owner's wife called crying "this car has been a nightmare! It now has a knocking noise, yet was into dealer 3 times last week. I have children & dealership never gives me a car to drive - I don't know what to do anymore! car going back there today!"

Writer advised customer to ask to meet with service manager when she drops car off (she admits she has never spoken to S.M.) ... I told her to review her concerns regarding vehicle & no loaner ... we would work via region to address any current concerns she may have.

I've left message on SPOM's voicemail

Open Date: 10/13/1998 14:57:25

Agent: Wade Messing

Phone 7424

Note Type: RC

SPOM REVIEWED SERVICE HISTORY OF VEHICLE AND REVIEWED WITH SERVICE MANAGER. VEHICLE CURRENTLY IN AND DIAGNOSED WITH NOISY BELT TENSIONER. VEHICLE BEING REPAIRED SAME DAY AS DROPPED OFF, 10-12-98. SPOM CONTACTED OWNER TO REVIEW SITUATION. SERVICE FILE NOT THAT EXTENSIVE BUT AS GOODWILL GESTURE SPOM INFORMED OWNER THAT MBNA WOULD COVER COST OF "B" SERVICE, OWNER SATISFIED WITH RESPONSE BUT STILL UPSET WITH VEHICLE.

CA Ref ID: 104654 Priors: No Open Date: 01/13/1999 Status: CLS Last Update: 02/26/1999

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Oakbrook Terrace IL [REDACTED]

Corres ID: 140231

Agent: Andrew Dunleavy

Phone: 6320

Orig By: S

Orig CD: H0

Region: 4

Market: 2

Service Retailer: 22410

LOEBER MOTORS, INC.

CHICAGO

IL

Assign Agent: SOM - 22

Orig Retailer:

Sell Retailer: 22410

LOEBER MOTORS, INC.

CHICAGO

IL

Dlap Amt:

Corr Fwd: Y

Mailgram Sent: N

DBAG VIN: 1631541A [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E2WA [REDACTED]

Mileage:

2000

Engine Number: 11294230096780

Prod Date: 12/06/1997

Warranty Start Date: 12/29/1997

Close Agent: Wade Messing

Field Closing Date: 02/26/1999

Close With: O

Close By: M

Close How: V

Owner Satisfied: Y

Grp. Fail Major Minor Rsr

10 10 : 2 1 14

Involved Information

➤

Owner, [REDACTED] Oakbrook Terrace, IL [REDACTED]

Primary

Residence

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/13/1999 18:31:19

Agent: Andrew Dunleavy

Phone 6320

Note Type: FC

Corresp#140231....Second ML320 bought by customer. He alleges to have spoke with SPOM/Mike Marando about replacing the vehicle for the past 3 months. Customer thinks this is not true. Customer has had situations with O2 sensor, belt tensioner 2x, rear latch(sticks/rattles), center arm rest discoloring, noise when bumps are encountered, etc... Customer wants a follow up, he can be reached at [REDACTED] or [REDACTED]

Open Date: 01/26/1999 16:49:26

Agent: Mike Marando

Phone 6200

Note Type: RC

This client does not like the ML the client would like a new S-class when the vehicle is released for retail, I told the client that we should talk to his retailer to see what the retailer could work out. client and I are going to set up an appointment to met with the retailer, client satisfied with this action.

Open Date: 02/26/1999 13:29:45

Agent: Mike Marando

Phone 6200

Note Type: RC

I client has made up his mind that he wants another ML the dealer is helping the client with this.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 105509 Priors: No Open Date: 02/03/1999 Status: CLS Last Update: 03/25/1999

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Rogue River

OR [REDACTED]

Corres ID:

Agent: Michael Reger

Phone: 6383

Orig By: P

Orig CD: H0

Region: 6

Market: 4

Service Retailer: 66103

MERCEDES-BENZ OF EUG

EUGENE

OR

Assign Agent: SOM - 25

Orig Retailer:

Sell Retailer: 66103

MERCEDES-BENZ OF EUG

EUGENE

OR

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541 [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E5WA [REDACTED]

Mileage: 15931

Engine Number: 11294230089734

Prod Date: 12/02/1997

Warranty Start Date: 12/30/1997

Close Agent: Don Zinda

Field Closing Date: 03/25/1999

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
68	36	5	3	08

Involved Information

>

Owner

Primary

Residence

Rogue River, OR [REDACTED]

Customer Assistance Referral – Full Notes

Open Date: 02/03/1999 15:00:19

Agent: Michael Reger

Phone 6383

Note Type: PC

The client called because the heater fan needs to be replaced, the window switches, rear seat bracket, and an engine pulley. The client wants regional involvement to assist himself with these repairs. The client feels as if he purchased a lemon.

Open Date: 03/25/1999 19:59:12

Agent: Don Zinda

Phone 6200

Note Type: RC

Client met with MB Center personnel in Medford area. Vehicle taken to MB Center for repairs on 2/15/99. Vehicle was repaired and returned to client. Follow up calls were made to the client without response.

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 108497 Priors: No Open Date: 04/26/1999 Status: CLS Last Update: 05/07/1999

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Peachtree City GA [REDACTED] Corres ID:

Agent: Andrew Dunleavy Phone: 6320 Orig By: P Orig CD: H0 Region: 2 Market: 2

Service Retailer: 17330 MERCEDES-BENZ OF SOU ATLANTA GA Assign Agent: SOM - 23

Orig Retailer:

Sell Retailer: 17330 MERCEDES-BENZ OF SOU ATLANTA GA

Disp Amt: Corr Fwd: Y Mailgram Sent: N

DBAG VIN: 1631541A [REDACTED] Model: ML320 1999

Grp	Fall	Major	Minor	Rse
10	10	2	3	14

World VIN: 4JGAB54E7XA0 [REDACTED]

Mileage: 0 Engine Number: 11294230331746

Prod Date: 12/03/1998 Warranty Start Date: 12/07/1998

Close Agent: Michael Ellis Field Closing Date: 05/07/1999

Close With: 0 Close By: M Close How: V Owner Satisfied: Y

Involved Information

➤ [REDACTED] Owner, [REDACTED] Peachtree City [REDACTED]
 Primary Residence
 Primary Residence

Customer Assistance Referral – Full Notes

Open Date: 04/26/1999 13:09:55 Agent: Andrew Dunleavy Phone 6320 Note Type: PC

Client unhappy with 4 month old ML320. Smoke smell from engine (belt tensioner changed but smell persists) Dealer cannot diagnose this in order to fix it. ESP sensor was changed after 2 weeks. She feels she should receive more compassion than she is receiving from SM/SA, (Greg). Client would like to receive further technical assistance. She may be reached at 770-488-8245.

Open Date: 04/30/1999 19:31:04 Agent: Michael Ellis Phone 6200 Note Type: RC

service manager has spoken with client and retailer has never duplicated and smell with vehicle. service manager requested client bring car to him directly if problem returns. spom called client and left message to return call if they still had any concerns.

Open Date: 05/05/1999 16:37:09 Agent: Michael Ellis Phone 6200 Note Type: RC

spom has had no contact from client. spom called and left message I would be at carriage house on Friday after 9:30 and requested call if problem still exists.

Open Date: 05/07/1999 12:42:58 Agent: Michael Ellis Phone 6200 Note Type: RC

spom inspected car and spoke with client about smell which was found to be a sporadic oil leak and small paint imperfection in roof. retailer has corrected oil leak and client decided if she wants tiny dirt spot in paint repaired as you must climb side step to see it on roof.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 116622 Priors: No Open Date: 10/14/1999 Status: CLS Last Update: 10/22/1999

Address:

Title:

Phone:

Residence

City: Lexington

MA

Corres ID:

Agent: Peter Mortimer

Phone: 6273

Orig By: P

Orig CD: H0

Region: 1

Market: 3

Service Retailer: 36122

FOREIGN MOTORS WEST,

NATICK

MA

Assign Agent: SOM - 46

Orig Retailer:

Sell Retailer: 59218

LEITH, INC.

RALEIGH

NC

Disp Amt:

Corr Fwd:

Mailgram Sent:

Grp Fail Major Minor Rsr

DBAG VIN: 1631541A

Model: ML320

1998

46

04

5

3

08

World VIN: 4JGAB54EXWA

Mileage:

26000

Engine Number: 11294230145167

Prod Date: 03/05/1998

Warranty Start Date: 03/20/1998

Close Agent: Jim McIntosh

Field Closing Date: 10/22/1999

Close With: O

Close By: M

Close How: V

Owner Satisfied: Y

Involved Information

>

Owner,

Lexington, MA

Primary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/14/1999 09:30:04

Agent: Peter Mortimer

Phone 6273

Note Type: FC

Client states that he has had unbelievable problems with this vehicle. Belt tensioner, power steering, central locking, etc... Client would like to speak directly w/ SPOM to voice his concerns over the quality of this vehicle and his concerns as to what happens when the warranty expires. Client has an E300d which he has had virtually no problems with and seeks to remain a MB client, however, the ML will seriously challenge his loyalty.

Open Date: 10/18/1999 22:29:54

Agent: Jim McIntosh

Phone 6200

Note Type: RC

10/15- Writer spoke with Mrs Zahka. Appt set to meet with Mr. Zahka on 10/21 at 36122 and review file.

Open Date: 10/22/1999 10:27:42

Agent: Jim McIntosh

Phone 6200

Note Type: RC

Writer met with client. No major faults with vehicle on file. Many smaller problems. No existing problems or unresolved problems. Client concerned with long term reliability and expense. Client met with 36122 S/M and purchased an aftermarket extended warranty. Client was provided with a discount on \$ of warranty by MBUSA and 36122.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 121724 Priors: Cus Open Date: 01/25/2000 Status: CLS Last Update: 02/15/2000

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Business

City: Fair Haven

NJ [REDACTED]

Corres ID: 160787

Agent: Jackie Wing

Phone: 6296

Orig By: M

Orig CD: H0

Region: 5

Market: 3

Service Retailer: 51140

CONTEMPORARY MOTOR C

LITTLE SILVE

NJ

Assign Agent: SOM - 25

Orig Retailer:

Sell Retailer: 51140

CONTEMPORARY MOTOR C

LITTLE SILVE

NJ

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 1631541 [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E0WA [REDACTED]

Mileage:

8000

Engine Number: 00000000000000

Prod Date: 01/14/1998

Warranty Start Date: 01/31/1998

Close Agent: Eric Erdenberger

Field Closing Date: 02/15/2000

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Grp	Fall	Major	Minor	Bar
10	10	5	3	08

Involved Information

➤

Owner, [REDACTED] Fair Haven, NJ [REDACTED]

1

Primary

Business

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/25/2000 12:29:20

Agent: Jackie Wing

Phone 6296

Note Type: PC

Client writes, "...at times, there is warm air coming from the side vents, while cold air is coming from the center vents...after 30000 miles and 9 visits at the service center, thereof 3 even at 2 day stops, 1 roadside assistance call, after replacements of stabilizer bar connecting links front and rear, replacement of belt tensioner, replacement of evaporation system, replacement of various door straps to reduce wind noise, after combination switch replacement, replacement of transfer case module, modification of rear latch, replacement of rear latch, after repositioning of rear bumper, after correcting the electrical fault in dome light, in tailgate light, after many, many attempts to get the nerve racking rattling noise under control through installing felt tape, replacement of broken clips, repositioning of moldings..."

"I urge you to make me a fair offer that will take my frustrating experience into consideration and after all let me own a truly new and well functioning M320."

Client can be reached at [REDACTED]

Open Date: 01/31/2000 14:26:27

Agent: Jeff Adams

Phone 6200

Note Type: PC

Salesman to contact client to discuss situation.

Open Date: 02/16/2000 13:23:34

Agent: Jeff Adams

Phone 6200

Note Type: RC

Writer has authorized goodwill trade offer to client via the salesman. Offer is final.

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 122488 Priors: No Open Date: 02/09/2000 Status: CLS Last Update: 02/16/2000

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

City: Windermere

FL [REDACTED]

Corres ID: [REDACTED]

Agent: Gregg Mault

Phone: 6350

Orig By: P

Orig CD: H0

Region: 2

Market: 6

Service Retailer: 14323

MERCEDES-BENZ OF PAL

WEST PALM BE

FL

Assign Agent: SOM - 33

Orig Retailer:

Sell Retailer: 15317

AUTOHAUS POMPANO

POMPANO BEAC

FL

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541 [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E1WA [REDACTED]

Mileage: 16

Engine Number: 11294230015704

Prod Date: 07/29/1997

Warranty Start Date: 09/24/1997

Close Agent: William Norman

Field Closing Date: 02/16/2000

Close With: D

Close By: M

Close How: V

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
13	08	3	3	14

Involved Information

>

[REDACTED] - Owner, [REDACTED] Windermere, FL [REDACTED]

Secondary

Secondary

Primary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/09/2000 08:38:33

Agent: Gregg Mault

Phone 6350

Note Type: PC

client called stating he has had numerous probs with above vehicle i.e. blower mtr fan noise, chk eng light, belt tensioner, client states car has been at retailer for over a week and according to client car has not been touched yet.

Open Date: 02/09/2000 10:57:18

Agent: Glenn Zitzman

Phone 7234

Note Type: PC

Writer investigating with the retail center.

Open Date: 02/16/2000 09:44:27

Agent: Glenn Zitzman

Phone 7234

Note Type: RC

Investigation with th retailer reveals that the vehicle 's repairs have been completed and the vehicle returned to the client.

02/10/2004

Customer Assistance Referral

0000000000

CA Ref ID: 122860 Priors: No Open Date: 02/17/2000 Status: CLS Last Update: 02/18/2000

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Business

City: Brentwood TN [REDACTED] Corres ID: 162374

Agent: Michael Reger Phone: 6383 Orig By: M Orig CD: H0 Region: 2 Market: g

Service Retailer: 74323 MERCEDES-BENZ OF NAS FRANKLIN TN Assign Agent: SOM - 30

Orig Retailer:

Sell Retailer: 74323 MERCEDES-BENZ OF NAS FRANKLIN TN

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A [REDACTED] Model: ML320 1998

World VIN: 4JGAB54E3WA [REDACTED]

Mileage: 52000 Engine Number: 11294230049450

Prod Date: 10/02/1997 Warranty Start Date: 10/11/1997

Close Agent: Larry Scruggs Field Closing Date: 02/18/2000

Close With: O Close By: M Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rat
10	10	5	3	06

Involved Information

> [REDACTED], Brentwood, TN [REDACTED]
 Primary Business
 Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/17/2000 11:42:29 Agent: Michael Reger Phone 6383 Note Type: PC

The client sent a letter to Paul Halata received On 2/16/00

the client explained in the letter all of what the client called "small" problems with the vehicle. remote keys de-programed, cup holders broken, plastic cracks in the control panel, and power window stuck in the down position.

The client alleged also larger problems such as: burning oil, waiting over a year for the third row seats and having one malfunction, MBCC inaccurately filed the client's lien which meant that the client couldn't write off the vehicle in taxes, at 40,000 miles the engine oil light was on the vehicle made a groaning noise at start up. The client mentioned a breakdown, cause of a belt tensioner problem at 52,000 miles which was covered under the warranty, and the steering went all together and work had to be done to the oil pan.

The client mentioned that the repair was discounted \$600 for parts, but the client mentioned that didn't even cover the car rental for the time the ML was in the shop.

The client client further explained that the star fell off the front and they were charged \$52.00 to repair it.

The client is requesting regional contact and goodwill.

Open Date: 02/17/2000 16:04:23 Agent: Larry Scruggs Phone 7230 Note Type: PC
02/17/00-SPOM CONTACTED SERVICE MANAGER AND REVIEWED CLIENTS FILE. SPOM WAS TOLD THAT WRITER DID APPROVE TO GOOD WILL ALL PARTS. SERVICE MANAGER ALSO TOLD SPOM THAT IT COULD NOT BE DETERMINED IF THE INDEPENDENT REPAIR CAUSE THE OTHER PROBLEM WITH CLIENTS VEHICLE, THAT WHY SPOM GOOD WILLED ONLY THE PARTS. SPOM THEN TRIED TO CONTACT CLIENT AND WAS TOLD HE WAS OUT OF THE OFFICE TILL 02/18/00. SPOM THEN CALL CLIENTS HOME AND TALKED TO HIS WIFE, WHO ALSO TOLD SPOM THAT HER HUSBAND WILL BE AT THE OFFICE ALL DAY 02/18/00. SPOM REQUESTED THAT MS. HARTLEY INFORM HER HUSBAND THAT SPOM WILL TRY AND CONTACT HIM THE MORNING OF 02/18/00.

Open Date: 02/18/2000 10:41:07 Agent: Larry Scruggs Phone 7230 Note Type: PC
02/18/00-SPOM LEFT CLIENT A VOICE MAIL @ 9:30AM CDT TO CONTACT WRITER VIA VOICE MAIL AS TO WHEN CLIENT WANTS SPOM TO CALL HIM BACK.

Open Date: 02/18/2000 11:15:30 Agent: Larry Scruggs Phone 7230 Note Type: RC
02/18/00-SPOM RE CONTACTED CLIENT AND ASKED WHAT HE WOULD LIKE FOR MB TO DO TO MAKE HIM SATISFIED. CLIENT SAID HE WOULD LIKE FOR THE LAST REPAIR TO BE REFUNDED-\$1778.66. SPOM AGREED TO CLIENTS REQUEST. SPOM ALSO TOLD CLIENT THAT IF HE WOULD LIKE TO TRADE HIS 1998 ML FOR A 2000 WRITER WILL HAVE THE MB CENTER IN NASHVILLE SELL HIM THE 2000 @ RETAILER COST. CLIENT THANKED SPOM FOR OFFER AND WILL CONSIDER IT. SPOM THEN CONTACTED SERVICE MANAGE AND INSTRUCTED HIM TO SEND CLIENT A REFUND, SERVICE MANAGER SAID HE WILL DO AS REQUESTED TODAY 2/18/00.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 134077 Priors: No Open Date: 09/29/2000 Status: CLS Last Update: 10/05/2000

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Business

City: Mobile AL [REDACTED] Corres ID:

Agent: Carol Tobias Phone: 6243 Orig By: P Orig CD: H0 Region: 2 Market: 3

Service Retailer: 01317 MC CONNELL AUTOMOTIV MOBILE AL Assign Agent: SOM - 32

Orig Retailer:

Sell Retailer: 01316 CROWN AUTOMOBILE CO. HOOVER AL

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 1631541 [REDACTED] Model: ML320 1998

Grp Fall Major Minor Rat
03 06 2 3 09

World VIN: 4JGAB54E1W [REDACTED]

Mileage: 57000 Engine Number: 11294230056259

Prod Date: 10/07/1997 Warranty Start Date: 10/31/1997

Close Agent: John Atkinson Field Closing Date: 10/05/2000

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [REDACTED] - Owner, [REDACTED] Lp E., Mobile, AL [REDACTED]
 Primary Business
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/28/2000 08:26:07 Agent: Carol Ramirez Phone 6243 Note Type: PC

Client contacted CAC looking for goodwill assistance. Client alleges that the vehicle is currently at the retailer having the harmonic balancer and oil pan replaced. Client alleges that the cost will come out to approx. \$1000. Client is asking that MBUSA cover the cost of repair.

Open Date: 10/03/2000 18:13:28 Agent: John Atkinson Phone 6200 Note Type: PC

Cal Swan, SM Jack Ingram contacted me this afternoon, 10/03 to inform me of the above. He is researching the service history and ownership information and will get back to me.

I just got my laptop back, 10/03. I have been without it since 09/28 for Lotus Notes update,

Open Date: 10/04/2000 18:17:32 Agent: John Atkinson Phone 6200 Note Type: PC

In reference to PC note of 10/03 I had contacted Cal as he had a similar situation, just not on Fastrack. I assumed this was the same one when updating the notes.

Contacted Gregg Maynard this afternoon, 10/04. Gregg indicated the vehicle has been repaired and returned to [REDACTED]. Gregg was to research the service records and ownership and update me.

Open Date: 10/05/2000 11:42:31 Agent: Honora Duffy Phone 6307 Note Type: PC

Client called asking why he has not been contacted by SPOM - I confirmed John's been in meetings & I would leave message for SPOM - which I did.

Open Date: 10/05/2000 17:34:10

Agent: John Atkinson

Phone 8200

Note Type: RC

Contacted [REDACTED] this afternoon, 10/06. I reviewed his ownership history and the repair. I offer goodwill for parts only.

[REDACTED] thanked Mercedes-Benz for the follow up and goodwill.

[REDACTED] mentioned his intentions on purchasing a ML 55 in the near future.

I contacted Pete King, SF, McConnell, to inform him of the decision. Gregg Maynard was out for the day.

CONFIDENTIAL

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 134561 Priors: Cus Open Date: 10/09/2000 Status: CLS Last Update: 10/10/2000

Address: [REDACTED]

Title:

Phone: [REDACTED]

Mobile

City: Miami

FL [REDACTED]

Corres ID:

Agent: Patrick Hunter

Phone:

Orig By: P

Orig CD: H0

Region: 2

Market: 6

Service Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL Assign Agent: SOM - 33

Orig Retailer:

Sell Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI FL

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541A [REDACTED] Model: ML320 1998

World VIN: 4JGAB54E9WA [REDACTED]

Mileage: 27638

Engine Number: 11294230164807

Prod Date: 04/03/1998

Warranty Start Date: 05/08/1998

Close Agent: William Norman

Field Closing Date: 10/10/2000

Close With: O

Close By: M

Close How: P

Owner Satisfied: N

Grp Fail Major Minor Rsn

20 06 3 3 08

Involved information

>

[REDACTED] Owner, [REDACTED] Miami, FL [REDACTED]

Secondary Business

Primary Mobile

Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 10/09/2000 10:30:55 Agent: Patrick Hunter Phone Note Type: PC

[REDACTED] called in and claims that he has multiple problems with his ML (he bought this one as a Starmark vehicle to replace the other 1998 ML he had problems with) The client claims that the harmonic balancer has failed and he claims he is having the exact same problems he had with his previous ML. The client wants MBUSA to help him buy a C-Class instead. The client wants to be called at [REDACTED] by a MBUSA rep.

Open Date: 10/08/2000 13:48:23 Agent: Glenn Zitzman Phone 7234 Note Type: PC

Writer investigating with the retail center.

Open Date: 10/10/2000 13:59:08 Agent: Glenn Zitzman Phone 7234 Note Type: RC

Writer has had direct contact with the client. Client's request for a replacement vehicle is respectfully declined. Investigation with the retail center reveals that the vehicle is ready for pick up. Writer has arranged for a Shop foreman to perform a QC check prior to release.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 137020 Priors: Both Open Date: 11/29/2000 Status: CLS Last Update: 11/30/2000

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Kennesaw

GA [REDACTED]

Corres ID:

Agent: Carol Tobias

Phone: 6243

Orig By: P

Orig CD: H0

Region: 2

Market: 2

Service Retailer: 17330

MERCEDES-BENZ OF SOU

ATLANTA

GA

Assign Agent: SOM - 23

Orig Retailer:

Sell Retailer: 17302

R B M OF ATLANTA, IN

ATLANTA

GA

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541/ [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E9WA [REDACTED]

Mileage:

90000

Engine Number: 11294230055635

Prod Date: 10/10/1997

Warranty Start Date: 10/17/1997

Close Agent: Michael Ellis

Field Closing Date: 11/30/2000

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsr
83	04	2	3	06

Involved Information

>

Owner, [REDACTED] Kennesaw, GA [REDACTED]

Primary

Residence

Secondary

Residence

Customer Assistance Referral - Full Notes

Open Date: 11/29/2000 17:04:35 Agent: Carol Ramirez Phone 6243 Note Type: PC

Client contacted CAC claiming that the receptionist at Carrage House gave her the number to the CAC to call to see if we would offer goodwill. Client alleges that she just took her vehicle to RBM for a B-Service and the vehicle came out with the A/C not working and other problems. Client claims that these problems did not exist when she took the vehicle in.

Client claims that she has taken the vehicle to Carrage House because she cannot trust the work at RBM anymore. Client alleges that the A/C needs to be replaced which she has authorized. Client is asking for any type of goodwill assistance for the cost of the repair since she feels that RBM had something to do with now needed work.

Open Date: 11/30/2000 10:48:27 Agent: Michael Ellis Phone 6200 Note Type: RC

SPOM SPOKE WITH MS SEWELL REGARDING A/C REPAIRS AT RBM.SPOM ADVISED CLIENT THAT B SERVICE WOULD NOT HAVE TIE TO A/C FAILUER . CLIELT ALSO STATES THAT CRANK SHAFT DAMPNER HAS FAILED . SPPOM AUTHORIZED RETAI;LER TO REPLACE BALANCER GOODWILL.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 137032 Priors: No Open Date: 11/29/2000 Status: CLS Last Update: 12/04/2000

Larry

Mcalevy

Address: 1964 Toccoa Falls

Title:

Phone: 706-860-7707

Residence

City: Grovetown	GA 30813-	Corres ID:			
Agent: Kathleen Durning	Phone: 4633	Orig By: P	Orig CD: H0	Region: 2	Market: 4
Service Retailer: 17311	RADER, INC.	AUGUSTA	GA	Assign Agent: SOM - 25	
Orig Retailer:					
Sell Retailer: 14113	CONTINENTAL MOTORCAR	MELBOURNE	FL		
Disp Amt:	Corr Fwd: N	Mallgram Sent: N			
DBAG VIN: 1631541A [REDACTED]	Model: ML320	1998	Grp: Fall	Major	Minor
World VIN: 4JGAB54E1W [REDACTED]			03 : 08	2	3 09
Mileage: 56000	Engine Number: 0000000000000		07 : 52	2	3 09
Prod Date: 12/15/1997	Warranty Start Date: 12/29/1997		27 : 52	2	3 09
Close Agent:	Field Closing Date: 12/04/2000				
Close With: O	Close By: D	Close How: V	Owner Satisfied: Y		

Involved Information

➤ [REDACTED] Owner, [REDACTED] Grovetown, GA [REDACTED]
 Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/28/2000 23:12:15 Agent: Kathleen Durning Phone 4633 Note Type: PC

[REDACTED] called in asking if we could provide goodwill assistance for the current repairs on the transmission (low range relay and motor) and the harmonica balancer. Client did purchase vehicle pre-owned and it is just out of warranty. [REDACTED] stated that he had paid for previous repairs on the Comand unit and other more minor repairs but this is so extreme for a 2 year old vehicle just out of warranty. Client can be reached at [REDACTED] 7

Open Date: 12/01/2000 09:31:31 Agent: Rice Byerly Phone 7235 Note Type: PC

Called Owner at 9:25 AM this morning and left message to contact me on his ans mach -

Open Date: 12/04/2000 09:20:51 Agent: Rice Byerly Phone 7235 Note Type: RC

Owner contacted me on 12/01. Offered to assist on Crankshaft Damprer repair Parts and Labor, Fuel gauge inoperatable (fuel pump) offered parts, and transmission transfer case motor, Offered parts. Owner satisfied.

Customer Assistance Referral CONFIDENTIAL

CA Ref ID: 140771 Priors: No Open Date: 03/12/2001 Status: CLS Last Update: 03/16/2001

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence: [REDACTED]

City: PANAMA CITY FL [REDACTED]		Carres ID: [REDACTED]			
Agent: Michael Reger	Phone: 6383	Orig By: P	Orig CD: H0	Region: 2	Market: 3
Service Retailer: 14341	QUALITY IMPORTS, INC	FORT WALTON	FL	Assign Agent: SOM - 32	
Orig Retailer: 15318	LLOYD NISSAN, INC.	PANAMA CITY	FL		
Sell Retailer: 15318	LLOYD NISSAN, INC.	PANAMA CITY	FL		
Disp Amt:	Corr Fwd: N	Mailgram Sent: N			
DBAG VIN: 1631541A [REDACTED]	Model: ML320	1999			
World VIN: 4JGAB54B9XA [REDACTED]					
Mileage: 48002	Engine Number: 11294230349492				
Prod Date: 12/11/1998	Warranty Start Date: 12/17/1998				
Close Agent: John Atkinson	Field Closing Date: 03/16/2001				
Close With: O	Close By: M	Close How: P	Owner Satisfied: N		

Grp	Fail	Major	Minor	Rsr
03	06	2	3	19
03	06	2	3	14

Involved Information

- > [REDACTED] Driver, [REDACTED] Panama City, FL [REDACTED]
 Primary Residence
- > [REDACTED] Owner, [REDACTED] PANAMA CITY, FL [REDACTED]
 Primary Residence

Customer Assistance Referral – Full Notes

Open Date: 03/12/2001 09:51:47 Agent: Michael Reger Phone 6383 Note Type: PC

The customer alleged that during the last week of February the vehicle was brought to dealer 14341, does a broken v-belt and other complaints that the customer was not sure of.

The customer mentioned that they rented a vehicle that week and are requesting reimbursement for the rental vehicle.

The customer is now concerned that the vehicle had to go back to the dealer alleging that the dealer only installed 1 bolt to the pulley and it was separating. The customer mentioned that deal 14341 is coming to pick up the car, but the customer is requesting that they deliver it its upon completion.

Open Date: 03/16/2001 11:54:05

Agent: John Atkinson

Phone 8200

Note Type: RC

Contacted [REDACTED] yesterday 03/15. She explained what had happened as in the PC notes. I explained it was a dealer responsibility to handle the alternate transportation and that I would have the dealer call. She thanked Mercedes-Benz for calling.

I contacted Steve, SA to obtain information. He explained the reason she did not get a loaner was due to fact they were not in the loop at the time. [REDACTED] had taken the vehicle to Henry's Repair Shop, an independent in Panama City to start with and got bad information. She never called RAP so it could be handled properly. She rented the car on her own. Also her service history is with Henry's.

Steve also informed me he had tried to contact her while her car was in the shop but could not get in touch with her.

Steve contacted [REDACTED] yesterday to explain. Rental car assistance was denied.

The vehicle was also picked up and delivered back to her for the concern of the bolts being loose.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

04/18/2001

CA Ref ID: 141902 Priors: No Open Date: 04/18/2001 Status: CLS Last Update: 05/03/2001

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Lawrenceville

GA [REDACTED]

Corres ID: [REDACTED]

Agent: Patrick Hunter

Phone: [REDACTED]

Orig By: P

Orig CD: H0

Region: 2

Market: 2

Service Retailer: 17302

R B M OF ATLANTA, IN

ATLANTA

GA

Assign Agent: SOM - 23

Orig Retailer: 09051

Sell Retailer: 09051

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541A [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E2WA [REDACTED]

Mileage: 60000

Engine Number: 11294230008268

Prod Date: 12/09/1997

Warranty Start Date: 12/18/1997

Class Agent: Michael Ellis

Field Closing Date: 05/03/2001

Close With: O

Close By: D

Close How: P

Owner Satisfied: N

Grp	Fall	Major	Minor	Rat
27	53	2	3	14

Involved Information

➤

Owner, [REDACTED], Lawrenceville, GA, [REDACTED]

Primary

Residence

Customer Assistance Referral – Full Notes

Open Date: 04/18/2001 11:49:32

Agent: Patrick Hunter

Phone

Note Type: FC

Preferred phone 770 513 7377

Current mileage, per customer 60,000

No Warranty

No prior cases

Customer wants MBUSA to pay for a belt tensioner, A/C repair, and rear axle repair. Customer claims that the S/A at the dealer told them they have plenty of these parts in stock since they are common problems, customer now believes this and wants MBUSA to cover the repairs. Writer suggested customer call S/M for review, customer refused and wants SPOM to review.

Open Date: 05/03/2001 15:08:29

Agent: Michael Ellis

Phone 6200

Note Type: RC

CLOSED

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 142231 Priors: No Open Date: 04/30/2001 Status: CLS Last Update: 05/13/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Houston

TX [REDACTED]

Corres ID:

Agent: Ronald Smith

Phone: 6315

Orig By: M

Orig CD: H0

Region: 6

Market: 7

Service Retailer: 75117

MERCEDES-BENZ OF HOU

HOUSTON

TX

Assign Agent: MM - 06

Orig Retailer: 75111

PARK PLACE MOTORCARS

HOUSTON

TX

Sell Retailer: 75111

PARK PLACE MOTORCARS

HOUSTON

TX

Disp Amt:

Corr Fwd: Y

Mailgram Sent: N

DRAG VIN: 1631541 [REDACTED]

Model: ML320

1999

World VIN: 4JGAB54E1X [REDACTED]

Mileage:

42359

Engine Number: 11294230425018

Prod Date: 04/06/1999

Warranty Start Date: 05/10/1999

Close Agent: Ron Shangle

Field Closing Date: 05/13/2002

Close With: D

Close By: M

Close How: P

Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsl
10	10	1	1	14

Involved Information

>

Owner, [REDACTED], Houston, TX [REDACTED]

Secondary

Mobile

Secondary

Residence

Customer Assistance Referral - Full Notes

Open Date: 04/30/2001 16:49:31

Agent: Ronald Smith

Phone 6315

Note Type: PC

(b) (713) 385-7437

(r) (713) 385-7437

41728 miles

Starmark Warranty

See sum note #417606

Referral is being opened with the approval of MM who has already contacted the owner.

Letter addressed to the above dir Attn: [REDACTED]. Letter written by the owner [REDACTED]. Letter refers to the TX Deceptive Trade Practice Act and gives the dir 60 days to resolve the notice prior to filing the complaint. Actual warranty start dates differ from the dates owner verbally agreed to and documented on the sales agreement. Owner threatens to take legal action if the matter is not resolved by that time. Owner seeks damages of \$7900.00. Owner alleges the recall for the Harmonic balancer not performed prior to the car being sold as owner was advised by servicing dir. Bumper not painted as promised for cracking and peeling. The service manager David Windham has been involved. The front bumper has been painted twice. Dir did not reset the radio and no code card in the vehicle when sold. Only one remote and one "valet" key delivered in the vehicle. Owner writes he requested a second remote key when he purchased the vehicle but did not receive replacement keys until 3/19/00.

Voice mail message to R. Shangle

Open Date: 05/13/2002 17:13:16

Agent: Ron Shangle

Phone 7602

Note Type: RC

Writer recalls this note and dealer (at that time [REDACTED]) resolved situation with the customer. Case closed.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 143454 Priors: Both Open Date: 06/13/2001 Status: CLS Last Update: 06/15/2001

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: Palos Verdes Estates CA [Redacted] Corres ID:

Agent: Honora Duffy	Phone: 6307	Orig By: P	Orig CD: H0	Region: 6	Market: 1
Service Retailer: 05765	AUTOBAHN MOTORS	BELMONT	CA	Assign Agent: SOM - 21	
Orig Retailer: 05766	BEVERLY HILLS, LTD.	BEVERLY HILL	CA		
Sell Retailer: 05766	BEVERLY HILLS, LTD.	BEVERLY HILL	CA		
Disp Amt:	Corr Fwd: N	Mailgram Sent: N			
DBAG VIN: 1631541A [Redacted]	Model: ML320	1998	Grp Fail Major Minor Rsr		
World VIN: 4JGABS4E9WA [Redacted]			03	06	3 2 07
Mileage: 63256	Engine Number: 11294230057142				
Prod Date: 10/16/1997	Warranty Start Date: 10/25/1997				
Close Agent: Richard Zollman	Field Closing Date: 06/15/2001				
Close With: O	Close By: D	Close How: V	Owner Satisfied: Y		

Involved Information

> [Redacted]	Owner, [Redacted], Palos Verdes Estates, CA [Redacted]
[Redacted]	Secondary Business
[Redacted]	Secondary Business
[Redacted]	Primary Mobile
[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/13/2001 20:07:05

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: 310-480-0522 (cell)

Current Mileage:

Warranty Start Date: 10/25/1997

Stamark Warranty: N

Previous CA Referrals: 5659, 12010, 15266, 90462, 95798, 130175, 133388,

Previous Summary Notes: 96192, 105969, 211259,

CONFIDENTIAL

Mr. Sarkis Kasardjian called "my wife drove car to Belmont area because my son is Graduating - I'm supposed to fly on Friday & join family/friends at this celebration & then we will drive back home"

"The car has broken down & was towed to Belmont - they tell me that some kind of vibration dampner needs to be replaced & there is no part in the United States? What is going to happen when we need to come home Friday and car is not fixed? Will MB cover rental car & have car delivered back to us?"

"Where is the part? Is it going to take weeks or how long - we want to know what you plan to do"

I told customer to call Service Manager @Belmont - they have to review this with regional manager as to "what" we would do if car is not ready by Friday he admitted he has spoken to SM, but "he has not called me back - that was 2 hours ago"

I again told him to call SM - from our end, we will find out what's going on with part - copy of case given to Tom/Linda for research.

Open Date: 06/15/2001 09:20:55

Agent: Richard Zollman

Phone 6200

Note Type: RC

Dealer had ordered vib damper on 6-13, current non stock, Spom contacted ho parts found shipment just arrived requested air freight , delivery 6-15-01.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 144040 Priors: No Open Date: 07/09/2001 Status: CLS Last Update: 07/10/2001

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence: [REDACTED]

City: Miami FL [REDACTED] Corres ID: [REDACTED]

Agent: Cleveland Best Phone: 6344 Orig By: P Orig CD: [REDACTED] Region: 2 Market: 6

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 28

Orig Retailer: 15317 AUTOHAUS POMPANO POMPANO BEAC FL

Sell Retailer: 15317 AUTOHAUS POMPANO POMPANO BEAC FL

Disp Amt: [REDACTED] Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [REDACTED] Model: ML320 1999

World VIN: 4JGAB54B6XA [REDACTED]

Mileage: 22931 Engine Number: 11294230351883

Prod Date: 01/05/1999 Warranty Start Date: 01/27/1999

Close Agent: Andrew Kambich Field Closing Date: 07/10/2001

Close With: O Close By: D Close How: V Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsr
03	10	2	2	07

Involved Information

- > [REDACTED] - Owner, [REDACTED] Miami, FL [REDACTED]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
- > [REDACTED] - Driver, [REDACTED] Miami, FL [REDACTED]
 - Secondary [REDACTED]
 - Primary Mobile

Customer Assistance Referral – Full Notes

Open Date: 07/09/2001 11:30:43 Agent: Cleveland Best Phone 6344 Note Type: PC

Mrs. Crichfield called GAC upset about an alleged backorder part problem. Customer claims steering and A/C went out on vehicle while driving. Claims dealer (Bill Ussery Motors) told her the problem is the dampner which she claims controls both the steering and A/C. Customer claims dealer told her does not know when this part (dampner) will arrive, and they are waiting to hear from Germany about this. Customer claims dealer told her there are 3 other MLs at dealership with same problem. Customer wants help in expediting this back order problem.

Copy of this referral given to Joe Burka to research.

Open Date: 07/09/2001 12:46:19

Agent: Joseph Burka

Phone 6249

Note Type: PC

CUSTOMER: [REDACTED]

MODEL: ML 320 Model Year 1999 163164-1A-088389

DEALER: 16317 Autohaus Pompano Pompano Beach, FL

CASE: 144040

SPOM: W. Shewchuk

CONFIDENTIAL

Customer alleges steering damper on B/O, Customer seeks MBUSA interventio to expedite part to dealer

Joe

Open Date: 07/09/2001 16:21:57

Agent: Wayne Shewchuk

Phone 7228

Note Type: PC

Writer investigating.

Open Date: 07/10/2001 14:43:38

Agent: Denise Nowicky

Phone 6254

Note Type: PC

Customer called and expressed disappointment that she has not yet been contacted. Writer begged patience and relayed that research is currently being conducted and contact will be made within 3 - 5 business days.

Open Date: 07/10/2001 17:39:27

Agent: Wayne Shewchuk

Phone 7228

Note Type: RC

Part arrived 7/10/01 and dealer 14302 installed part and client picked up vehicle same day. Vehicle now operating as designed.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 144870 Priors: No Open Date: 08/03/2001 Status: CLS Last Update: 08/07/2001

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: SAN DIEGO CA [REDACTED] Corres ID:

Agent: Joyce Dever Phone: 6205 Orig By: P Orig CD: H0 Region: 3 Market: 1

Service Retailer: 05718 MERCEDES-BENZ OF SAN SAN DIEGO CA Assign Agent: SOM - 26

Orig Retailer: 05718 MERCEDES-BENZ OF SAN SAN DIEGO CA

Sell Retailer: 05718 MERCEDES-BENZ OF SAN SAN DIEGO CA

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 1631541 [REDACTED] Model: ML320 1998

World VIN: 4JGAB54E3WA [REDACTED]

Mileage: 48826 Engine Number: 11294230056982

Prod Date: 10/11/1997 Warranty Start Date: 10/27/1997

Close Agent: Ed Conner Field Closing Date: 08/07/2001

Close With: O Close By: D Close How: V Owner Satisfied: Y

Grp	Fail	Major	Minor	Ras
13	36	1	3	14

Involved Information

> [REDACTED] Owner, [REDACTED] SAN DIEGO, CA [REDACTED]
 Primary Residence
 Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 08/03/2001 14:28:51 Agent: Joyce Dever Phone 6205 Note Type: PC

Primary Phone: 8585350400

Current Mileage: 48826

Warranty Start Date: 10/27/1997

Starnark Warranty: N

Previous CA Referrals:

Previous Summary Notes: 440230

PLEASE READ SUM NOTES!!! Customer is DEMANDING a meeting with SPOM at dealership.

Vehicle is currently down at dealership. Customer called here DEMANDING a free ELW. We declined him. Customer kept DEMANDING compensation - now he's alleging dealership cannot fix vehicle properly. Also threatened to hold their loaner car hostage.

Customer also claims he will call CAC Supervisor, Ellen Ble, on Monday because he didn't like his conversations with either CA Rep Patrick Hunter or me.

Open Date: 08/08/2001 13:54:54 Agent: Ed Conner Phone 7326 Note Type: RC
SPOM spoke w/Cust. via phone today, who repeated above-referenced complaint. Cust. requested that "chipping" noise from Serpentine Belt, previously replaced @ MB Laguna Niguel, be diagnosed.
SPOM advised SA @ MB San Diego. SPOM & SA confirmed existence of noise in Belt area. ML dispatched back to repairing Tech. for diagnosis. SA contacted Cust. to advise.

Open Date: 08/07/2001 19:47:56 Agent: Ed Conner Phone 7326 Note Type: RC
SM reports that Belt + Tensioner replaced and normal operation verified. ML picked up by satisfied (for now) Cust. today.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 145298 Priors: No Open Date: 08/16/2001 Status: CLS Last Update: 08/24/2001

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: MIAMI FL [REDACTED] Corres ID:

Agent: Honora Duffy Phone: 6307 Orig By: P Orig CD: H0 Region: 2 Market: 6

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 28

Orig Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL

Sell Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541 [REDACTED] Model: ML320 1999

Grp Fail Major Minor: Rsa

13 06 3 3 13

World VIN: 4JGAB54E7XA [REDACTED]

Mileage: 36566 Engine Number: 11294230422406

Prod Date: 03/30/1999 Warranty Start Date: 04/26/1999

Close Agent: Andrew Kambich Field Closing Date: 08/24/2001

Close With: 0 Close By: D Close How: V Owner Satisfied: Y

Involved Information

> [REDACTED] [REDACTED] MIAMI, FL [REDACTED]
Secondary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/16/2001 15:00:20

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: 3066819295

Current Mileage: 36586

Warranty Start Date: 04/26/1999

Starmark Warranty: N

Previous CA Referrals:

Previous Summary Notes:

CONFIDENTIAL

██████████ called asking for review of her file "car is at dealer every month - the windows constantly break - AC blew out in June (fixed) and now while pulling onto a busy highway with children in car, the car started to clack/whir ... no power steering & car fills with smoke"

"Car got towed to dealer - service writer tells me that belt braking is common problem with this car. Every time I go there, I'm told problems are common - I don't want a car that has kinks ... I want a car that works. If your windows are constantly breaking - do a recall!"

"I'm losing business/personal times going into dealer every couple of weeks - I have children & feel unsafe. I want a 2000/2001 car that has had the kinks worked out of it so that I can feel safe"

I confirmed any trade-in/sales negotiations would be between her/dealer - I guided her to speak to Sales Manager. She still requested someone review her file & discuss her concerns. She wanted to know if current repairs (car dealer) will be covered under warranty - I told her to speak with Service Manager.

Open Date: 08/20/2001 07:47:29

Agent: Wayne Shewchuk

Phone 7228

Note Type: PC

Writer Investigating.

Open Date: 08/24/2001 13:05:18

Agent: Wayne Shewchuk

Phone 7228

Note Type: RC

Dealer repaired vehicle by replacement of crankshaft pulley. Vehicle picked up by client and is now operating as designed.

02/10/2004

Customer Assistance Referral

CA Ref ID: 149574 Priors: No Open Date: 01/15/2002 Status: CLS Last Update: 02/05/2002

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Laguna Beach CA [REDACTED] Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 3 Market: 1

Service Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA Assign Agent: SOM - 22

Orig Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: Mailgram Sent:

DBAG VIN: 1631541A [REDACTED] Model: ML320 1998

World VIN: 4JGAB54E5WA [REDACTED]

Mileage: 39000 Engine Number: 11294230076298

Prod Date: 10/31/1997 Warranty Start Date: 12/06/1997

Close Agent: Scott Fischer Field Closing Date: 02/05/2002

Close With: O Close By: D Close How: V Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsr
03	03	3	3	08

Involved Information

- > [REDACTED] - Owner [REDACTED] Laguna Beach, CA [REDACTED]
 - Secondary Business
 - Primary Residence
- > [REDACTED] 1375 Terrace Way, Laguna Beach, CA 92651
 - Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 01/15/2002 15:39:28

Agent: Ed Duffy

Phone 6266

Note Type: PC

Primary Phone: 8494971856

Current Mileage: 35580

Warranty Start Date: 12/08/1997

Starmark Warranty: Y

Starmark Retail Date: 04/20/2000

Starmark Warranty: BAS

Starmark Dir: 05747

Previous CA Referrals:

COMPLETE

Previous Summary Notes:

Owner called stating this vehicle has failed her while driving placing herself and her children in danger, and wishes the vehicle repurchased under the California pre-owned lemon law.

Owner stated on 2 occasions the vehicle shifted itself into low range while traveling at freeway speed causing the vehicle to abruptly reduce its speed without warning to the vehicles behind her.

Last Thursday 1/10/2002 the vehicle stranded her when the passenger compartment filled with smoke from the engine compartment. Owner stated it was very stressful trying to get her children out of the vehicle and their child seats. Owner stated the vehicle is still at the dealer and she is not getting return calls from the dealer. Owner further stated the dealer allegedly does not take her concerns seriously and claims the problems are not rectified.

Owner feels the vehicle is unsafe to drive, further states that allegedly 2 of her friends experienced the same problems with their ML's and they were allegedly repurchased by some other dealer.

Open Date: 01/16/2002 17:52:33

Agent: Scott Flacher

Phone 7322

Note Type: PC

SPOM reviewed with SM, Randy Stinson. Engine Harmonic balancer/pully failed. Repairs on vehicle have been completed 1/15/02. Customer has spoken to Dave Leyda, P&S Director, and has refused to take back the vehicle. Customer has meeting with Steve McCarthy, GSM on Monday.

Open Date: 02/05/2002 17:21:57

Agent: Scott Fischer

Phone 7322

Note Type: RC

MB USA agreed to provide customer \$4,000 in consideration for the problems they have experienced with their vehicle. In addition, dealer and MB USA to split the cost of an 1yr/100k extended limited warranty.

Customer is working with GSM, Steve McCarthy, to trade into a new ML320.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 149943 Priors: No Open Date: 01/30/2002 Status: CLS Last Update: 02/05/2002

Address: [REDACTED] Title: [REDACTED] Jr
 Phone: [REDACTED] Residence

City: Union	SC	[REDACTED]	Corres ID:	
Agent: Ed Duffy	Phone: 6296	Orig By: E	Orig CD: HO	Region: 2 Market: 4
Service Retailer: 72100	CARLTON MOTORCARS, I	GREENVILLE	SC	Assign Agent: SOM - 25
Orig Retailer: 72100	CARLTON MOTORCARS, I	GREENVILLE	SC	
Sell Retailer: 72100	CARLTON MOTORCARS, I	GREENVILLE	SC	
Disp Amt:	Corr Fwd:	Mailgram Sent:		Grp: Fail Major Minor Rsi
DBAG VIN: 1631541A [REDACTED]		Model: ML320	1999	03 - 08 2 3 09
World VIN: 4JGAB54EXX [REDACTED]				
Mileage: 84156		Engine Number: 11294230515914		
Prod Date: 08/03/1999		Warranty Start Date: 08/16/1999		
Close Agent:		Field Closing Date: 02/05/2002		
Close With: O	Close By: D	Close How: P	Owner Satisfied: Y	

Involved Information

> [REDACTED] Owner, [REDACTED] Union, SC [REDACTED]
 Primary Residence
 Secondary Residence

Customer Assistance Referral - Full Notes

Open Date: 01/30/2002 10:45:47 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Phone: 4122884708
 Current Mileage: 84156
 Warranty Start Date: 08/16/1998
 Starmark Warranty: N/A
 Previous CA Referrals:

Previous Summary Notes: 56435, 383598

Owner is requesting goodwill reimbursement for \$287.00 for crank pulley replacement.

Owners e-mail request explains the situation and is below.

e-mail received;

E-mail: joabresse@aol.com

Comments: I recently had the crank pulley replaced per the dealers recommendation. I have a ML320. There were no symptoms that suggested a replacement and \$287.00 is a lot to pay. The dealer indicated that MB was having a lot of crank pulley failures. Why wouldn't this be a campaign recall item paid for by MB instead of the customer if in fact the pulley part appears to be defect?

Open Date: 02/05/2002 10:13:35

Agent: Rice Byerly

Phone 7235

Note Type: RC

Spoke with Owner today at 10:15 AM. He stated that Mr J. Madison, SM, had already called him and offered to split the repair of the front pulley with him as a goodwill gesture - Owner satisfied.

CONFIDENTIAL

Customer Assistance Referral CONFIDENTIAL

CA Ref ID: 150897 Priors: Both Open Date: 03/15/2002 Status: CLS Last Update: 03/18/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Reisterstown

MD [REDACTED]

Corres ID:

Agent: Ed Duffy

Phone: 6296

Orig By: P

Orig CD: HO

Region: 1

Market: 1

Service Retailer: 34208 R & H MOTOR CARS, LT OWINGS MILLS MD Assign Agent: SOM - 21

Orig Retailer: 34208 R & H MOTOR CARS, LT OWINGS MILLS MD

Sell Retailer: 34208 R & H MOTOR CARS, LT OWINGS MILLS MD

Disp Amt:

Corr Fwd:

Mallgram Sent:

DBAG VIN: 1631541 [REDACTED] Model: ML320 1998

World VIN: 4JGAB54E9WA [REDACTED]

Mileage: 70164

Engine Number: 11294230047568

Prod Date: 10/22/1997

Warranty Start Date: 11/08/1997

Close Agent: James Willard

Field Closing Date: 03/18/2002

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rat
01	06	2	3	09
28	10	2	3	09

Involved Information

- > [REDACTED] Owner, [REDACTED] Reisterstown, MD [REDACTED]
 - Secondary Business [REDACTED]
 - Secondary Mobile [REDACTED]
 - Primary Residence [REDACTED]
- > [REDACTED] Representative, [REDACTED] Reisterstown, MD [REDACTED]
 - Secondary Mobile [REDACTED]
 - Primary Residence [REDACTED]
 - Secondary Residence [REDACTED]

Customer Assistance Referral -- Full Notes

Open Date: 03/15/2002 10:15:41 Agent: Ed Duffy

Phone 6296

Note Type: PC

Primary Phone: 4105266419

Current Mileage: 70164

Warranty Start Date: 11/08/1997

Starmark Warranty: Y Starmark Retail Date: 01/11/2000

Starmark Warranty: BAS Starmark Dir: 34208

Previous CA Referrals: 138012

CONFIDENTIAL

Previous Summary Notes:

Owner called requesting goodwill/ warranty coverage of the transfer case on this vehicle.

Owner stated the dealer advised him the repair is over \$4,000, his starmark warranty is over. Owner disputes this stating last month the vehicle repair for a sensor was covered and he has been misled by the dealer. He claims he tried to speak to the Service manager but has been "stonewalled" therefore requesting assistance from MB.

Open Date: 03/18/2002 13:16:43 Agent: Gary Williams

Phone 6200

Note Type: RC

client does not need a transfer case, but needs seals for approx \$400, the main issue is the front harmonic balancer has failed damaging the timing cover and oil pan, this is being covered 100% goodwill, the seals are the clients responsibility

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 151924 Priors: No Open Date: 04/24/2002 Status: CLS Last Update: 04/30/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Highland Park

IL [REDACTED]

Corres ID:

Agent: Cynthia Feuss

Phone: 6289

Orig By: P

Orig CD: H0

Region: 4

Market: 1

Service Retailer: 22415

KNAUZ CONTINENTAL AU

LAKE BLUFF

IL

Assign Agent: SOM - 21

Orig Retailer: 86435

INTERNATIONAL AUTOS,

WEST ALLIS

WI

Sell Retailer: 86435

INTERNATIONAL AUTOS,

WEST ALLIS

WI

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541A034384

Model: ML320

1998

World VIN: 4JGAB54E3WA034384

Mileage:

44246

Engine Number: 11294230163852

Prod Date: 04/03/1998

Warranty Start Date: 04/29/1998

Close Agent: Cleo Gaines

Field Closing Date: 04/30/2002

Close With: O

Close By: M

Close How: V

Owner Satisfied: N

Grp Fall Major Minor Res

03 : 06 : 5 : 3 : 06

Involved Information

>

Owner, [REDACTED]

Highland Park, [REDACTED]

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/24/2002 15:18:08

Agent: Cynthia Feuss

Phone 6289

Note Type: FC

Primary Phone: 847-831-2070

Current Mileage: 85000 miles

Warranty Start Date: 04/29/1998

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Owner calls asking for Klaus Ulkann, states he "needs a response ASAP, I am not getting the answers from your regional rep because the dealer Sales Mgr. can't get hold of her."

Owner alleges on April 16 or 17, 2002, the ML died, vehicle was towed to Knauz. Owner alleges Knauz has told him that a "vibration dampener blew out and caused damage to many, many parts. We have never seen anything like this before."

Vehicle is still at dealer, owner states that dealer SM has spoken with SPOM, owner states he feels he should not have to make any contribution towards the repair of the vehicle, even though dealer indicated it may only be \$500.00. Owner states he and his wife no longer want the vehicle, they feel it is not safe to drive and would like MB to help them get a new vehicle for a good price.

Though I try to convey to owner that it appears that SPOM has for the most part approved repairs as goodwill, that assist with new car is not likely, and that he should review with dealer SM who can communicate with SPOM on his behalf, owner insists that he must speak with directly with SPOM, claims he has been waiting over one week, etc., that he feels what has happened to his ML is unacceptable and asks "how can MB expect us to drive this car and feel safe."

Open Date: 04/26/2002 07:56:50

Agent: Kristine Hulce

Phone 7421

Note Type: RC

Repairs actually totaled \$1200 and SPOM has offered to pay \$1000. SPOM spoke to customer's wife yesterday who was appreciative of the goodwill assistance. SPOM informed her that no additional assistance either towards repair or a vehicle purchase will be coming from MBUSA. she said she would convey the message to her husband. This call took place about 11:00 a.m. yesterday morning.

Open Date: 04/30/2002 11:21:40

Agent: Kristine Hulce

Phone 7421

Note Type: RC

According to Mike Marando, SvM, customer did come pick up his vehicle and Mike supported our decision that no additional goodwill would be forthcoming.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 152430 Priors: No Open Date: 05/15/2002 Status: CLS Last Update: 05/16/2002

Address:

Title:

Phone:

Residence

City: Orlando

FL

Corres ID:

Agent: Thomas Trivento

Phone:

Orig By: P

Orig CD: H0

Region: 2

Market: 7

Service Retailer: 14320 MERCEDES-BENZ OF ORL MAITLAND FL Assign Agent: SOM - 27

Orig Retailer: 15311 CROWN EUROCARS INC. SAINT PETERS FL

Sell Retailer: 15311 CROWN EUROCARS INC. SAINT PETERS FL

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DRAG VIN: 1631541 Model: ML320 1998

World VIN: 4JGAB54B8WA

Mileage: 61930 Engine Number: 11294230097616

Prod Date: 12/10/1997 Warranty Start Date: 12/30/1997

Close Agent: Paul Renick

Field Closing Date: 05/16/2002

Close With: D

Close By: M

Close How: V

Owner Satisfied: Y

Grp	Fall	Major	Minor	Rat
03	06	1	3	03

Involved Information

>

Owner, Orlando, FL

Primary

Residence

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/15/2002 12:35:44 Agent: Thomas Trivento Phone Note Type: PC

Primary Phone: 407 832 0445 Mobile

Current Mileage: 61930

Warranty Start Date: 12/30/1997

Starlink Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer phoned CAC requesting goodwill consideration for replacement of the harmonic balancer in vehicle. Total cost of repairs is approx. \$1730.

Customer was asked if he requested assistance through dealer and stated Service Advisor Bruce suggested he contact MBUSA in this matter for possible financial assistance in repairs needed.

Open Date: 05/16/2002 18:06:03 Agent: Paul Renick Phone 8200 Note Type: RC

Customer will be offered a 50/50 split for the repair cost. pwr

CA Ref ID: 155688 Priors: No Open Date: 10/07/2002 Status: CLS Last Update: 10/08/2002

Address: [REDACTED] Title: [REDACTED]
Phone: 2 [REDACTED] Residence

City: Rainbow City AL [REDACTED] Corres ID:

Agent: Andrew Dunleavy	Phone: 6320	Orig By: P	Orig CD: H0	Region: 2	Market: g
Service Retailer: 01316	CROWN AUTOMOBILE CO.	HOOVER	AL	Assign Agent: SOM - 30	
Orig Retailer: 01316	CROWN AUTOMOBILE CO.	HOOVER	AL		
Sell Retailer: 01316	CROWN AUTOMOBILE CO.	HOOVER	AL		
Disp Amt:	Corr Fwd: Y	Mallgram Sent: N			

DBAG VIN: 1631541A [REDACTED]	Model: ML320	1998	Grp: Fail	Major	Minor	Rsr
World VIN: 4JGAB54E4W [REDACTED]			03	06	2	3 11
Mileage: 54000	Engine Number: 11294230044196					
Prod Date: 09/25/1997	Warranty Start Date: 10/03/1997					
Close Agent: Larry Scruggs	Field Closing Date: 10/08/2002					
Close With: D	Close By: M	Close How: P	Owner Satisfied: N			

Involved Information

> [REDACTED] Owner, [REDACTED] Rainbow City, AL [REDACTED]	
[REDACTED] Secondary	Business
[REDACTED] Secondary	Business
[REDACTED] Primary	Residence
[REDACTED] Primary	Residence

Customer Assistance Referral - Full Notes

Open Date: 10/07/2002 10:37:40 Agent: Andrew Dunleavy Phone 6320 Note Type: PC

Primary Phone: 2564920350
 Current Mileage: 54000
 Warranty Start Date: 10/03/1997
 Starmark Warranty: N/A
 Previous CA Referrals:

Previous Summary Notes:

Customer called regarding Harmonic Balancer replacement (alleged cost of repair \$1800). Client was told by SA this was a "prevalent problem" with these vehicles and to call MBUSA to assist in paying for repair. Customer thinks the name of the person who told her to call MBUSA was "Mike" They told client even though this is "a big problem," they "may be able to assist" in "part of the repair" No specifics were given as to amount offered. Customer would like entire bill covered. She was very upset (emotionally..crying etc).

Open Date: 10/08/2002 11:02:18

Agent: Larry Scruggs

Phone 7230

Note Type: RC

10/08/02-SPOM CONTACTED SERVICE MANAGER AND WAS TOLD THAT ORIGINAL OWNER CALLED ON BEHALF OF CUSTOMER, SAID VEHICLE AT INDEPENDENT FOR REPAIR AND "MIKE" AT INDEPENDENT TOLD CUSTOMER HER FACTS, NOT A MB DEALERSHIP. SERVICE MANAGER TOLD SECOND OWNER THAT THEY CAN TOW THE VEHICLE TO MB DEALERSHIP FOR THEM TO INSPECT AND DETERMINE IF GOOD WILL BE EXTENDED. SERVICE MANAGER WILL MAKE THE DECISION AS TO IF GOOD WILL WILL BE OFFERED TO THIS CUSTOMER.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 155796 Priors: No Open Date: 10/10/2002 Status: CLS Last Update: 10/17/2002

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence: [REDACTED]

City: Albany TX [REDACTED] Corres ID: [REDACTED]

Agent: Jacquelyn Galletta Phone: 6323 Orig By: P Orig CD: HO Region: 6 Market: g

Service Retailer: 75118 PARK PLACE MOTORCARS BEDFORD TX Assign Agent: SOM - 32

Orig Retailer: 75110 CLASSIC-TYLER MOTORS TYLER TX

Sell Retailer: 75110 CLASSIC-TYLER MOTORS TYLER TX

Disp Amt: Corr Fwd: N Maligram Sent: N

DBAG VIN: 1631541 [REDACTED] Model: ML320 1999

World VIN: 4JGAB54E3XA [REDACTED]

Mileage: 96000 Engine Number: 11294230351794

Prod Date: 01/04/1999 Warranty Start Date: 01/27/1999

Close Agent: Craig Dearing Field Closing Date: 10/17/2002

Close With: O Close By: D Close How: P Owner Satisfied: Y

Grp	Full	Major	Minor	Rst
03	06	2	3	14

Involved Information

> [REDACTED] Owner, [REDACTED] Albany, TX [REDACTED]
Primary Residence
Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 10/10/2002 15:51:53 Agent: Jacquelyn Galletta Phone 6323 Note Type: PC

Primary Phone: 4198743548

Current Mileage: 49551

Warranty Start Date: 01/27/1999

StarMark Warranty: N/A

Customer called in regards to FSS class action suit, alleging that he had major engine repairs out of warranty, costing around \$4,000, which he feels may have been related to the use of non-synthetic oil. Customer is requesting a review of service history to determine whether or not these repairs should have been covered.

Open Date: 10/11/2002 11:22:30 Agent: Jacquelyn Galletta Phone 6323 Note Type: PC

Writer spoke to Joe at dealer who advised that repairs consisted of harmonic balancer which caused damage also to Engine timing cover and the main oil pan. These repairs were performed on or about 11/3/01 at 75,018 miles.

RO No. 440755

Open Date: 10/17/2002 09:38:55

Agent: Craig Dearing

Phone 6200

Note Type: RC

Writer spoke with client 10-18-02. Client was made aware that the issue identified was not involved in the lubrication process. Client understood. Writer upon prior review of file identified multiple charges on the ticket for parts. The parts manager reviewed same and contacted the client concerning a credit for this billing mistake. The client was pleased the dealer had support him in this manner.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CA Ref ID: 157481 Priors: No Open Date: 01/09/2003 Status: CLS Last Update: 01/22/2003

Address

Title:

Phone

Residence

City: Woodland Hills

CA

Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 3 Market: 5

Service Retailer: 05123 CALABASAS MOTORCARS, CALABASAS CA Assign Agent: SOM - 29

Orig Retailer: 05127 PENSKE MOTORCARS WEST COVINA CA

Sell Retailer: 05127 PENSKE MOTORCARS WEST COVINA CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541 Model: ML320 1998

World VIN: 4JGAB54E0W

Grp	Fail	Major	Minor	Rsr
03	06	2	3	09

Mileage: 75146 Engine Number: 11294230094185

Prod Date: 12/08/1997 Warranty Start Date: 12/24/1997

Close Agent: Dan Berberian Field Closing Date: 01/22/2003

Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] - Owner, [Redacted] Woodland Hills, CA [Redacted]
[Redacted] Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/09/2003 11:52:08

Agent: Ed Duffy

Phone 6296

Note Type: PC

Primary Phone: 8183476825

Current Mileage: 75148

Warranty Start Date: 12/24/1997

StarMark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Customer called CAC allegedly at the instruction of Mike in Service at this dealer, Mike's extension is 374.

Customer states he has been the owner of this vehicle for 3 years - always serviced at this dealer and last Saturday he had this vehicle to this dealer for a major service, work was allegedly performed. On Monday customer stated he stopped at a service station and noticed faint smoke from the engine compartment. Customer stated all dash gauges were indicating all was normal. Customer returned to dealer that eve and alleges he was told by Mike that it was the harmonic balance pulley. If nothing else was damaged, it would be \$530 to repair. After further inspection he stated Mike called him and told him there was internal damage also and the repair would now be \$2,800.00.

Customer questioned why this was not seen at time of the major service 2 days before, was allegedly advised it could not be seen from the outside. Customer alleges Mike told him that it was out of warranty and nothing he could do, allegedly supplied the CAC number and told him his request had to be generated from the CAC.

Writer attempted to have customer speak with the Service Manager but customer was insistent that he was instructed to call here.

Open Date: 01/22/2003 13:52:05

Agent: Dan Berberfen

Phone 6200

Note Type: RC

Dealer reviewed request for goodwill on a failed crankshaft vibration dampner. The vehicle mileage was 80,795. Dealer declined assistance due to mileage and age. Client authorized repairs. No further action is required.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 159472 Priors: No Open Date: 03/25/2003 Status: CLS Last Update: 04/03/2003

Address:

Title:

Phone:

Residence

City: Overland Park

KS

Corres ID:

Agent: Thomas Nardi

Phone: 6297

Orig By: M

Orig CD: HO

Region: 4

Market: 9

Service Retailer: 30104

ARISTOCRAT MOTORS

SHAWNEE MISS

KS

Assign Agent: SOM - 29

Orig Retailer: 30103

SUNFLOWER MOTORS, IN

TOPEKA

KS

Sell Retailer: 30103

SUNFLOWER MOTORS, IN

TOPEKA

KS

Disp Amt:

Corr Fwd: Y

Mailgram Sent: N

Grp: Fall: Major: Minor: Ret

DBAG VIN: 1631541

Model: ML320

1999

01 | 04 | 2 | 3 | 13

World VIN: 4JGAB54E7XA

Mileage:

50045

Engine Number: 11294230492441

Prod Date: 07/01/1999

Warranty Start Date: 08/03/1999

Close Agent: Don Yoakum

Field Closing Date: 04/03/2003

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information

>

Overland Park, KS

Primary

Residence

Secondary

Residence

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/25/2003 15:41:07

Agent: Thomas Nardi

Phone 6297

Note Type: PC

Primary Phone: 913 599 0100

Current Mileage: 50045

Warranty Start Date: 08/03/1999

Starmark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Customer is seeking technical assistance.

Writer spoke with the customer in response to a letter he sent the CAC. Customer alleges that his vehicle leaks 1QT of oil a week. Customer alleges that his vehicle has been in to 30104 3-4 times for this condition.

Customer states that they have been unable to repair the leak.

Customer also enclosed four pictures of his vehicle and puddles which are supposedly a result of the leaking oil. Customer also stated that he doesn't want to pay for the repairs since he has supposedly been complaining about this condition since the vehicle had 35k miles.

Writer advised the customer we would research his situation. Writer left VM for the SvSM and for the MM Don Yoakum who is the temp SPOM for dealer 30104.

Open Date: 03/26/2003 16:26:52

Agent: Thomas Nardi

Phone 6297

Note Type: PC

Writer spoke with the SM, John H. He states that the most consumption they confirmed was 1 QT every 1,300 miles. He stated that the customer has not brought the vehicle in as directed.

He also stated that he is going to review the file with Don Yoakum this Friday.

Open Date: 03/27/2003 10:15:41

Agent: Don Yoakum

Phone 6200

Note Type: PC

SPOM contacted customer on 03/26/03 and discussed customers issue. Spom and customer will meet and inspect vehicle on 03/28/03.

Open Date: 04/03/2003 08:39:54

Agent: Don Yoakum

Phone 6200

Note Type: RC

Met with Customer on Friday 03/28/03 and inspected vehicle for oil leak. Vehicle was found to have a oil leak originating some where behind the alternator. Due to the length of time it would require to remove some additional components to access better viability it was decided to put the customer in a loaner vehicle and contact him when the vehicle was repaired. It was determined upon further inspection the oil was leaking from the timing chain tensioner. The tensioner was replaced. The customer was also informed that the vehicle needed front brake pads as the pad wear indicator lite and an inspection revealed that the pads required replacement. The customer declined the repair. The vehicle has been returned to the customer.

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 161058 Priors: No Open Date: 05/22/2003 Status: CLS Last Update: 05/23/2003

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Cocoa

FL [REDACTED]

Corres ID:

Agent: Robyn Letz

Phone: 6209

Orig By: P

Orig CD: HO

Region: 2

Market: 7

Service Retailer: 14113 CONTINENTAL MOTORCAR MELBOURNE FL Assign Agent: SOM - 27

Orig Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL

Sell Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL

Disp Azat:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 163154 [REDACTED] Model: ML320 1999

Grp	Fall	Major	Minor	Rsr
10	10	3	3	14

World VIN: 4JGAB54E5X [REDACTED]

Mileage: 55000

Engine Number: 11294230418671

Prod Date: 03/31/1999

Warranty Start Date: 06/08/1999

Close Agent: Paul Renick

Field Closing Date: 05/23/2003

Close With: D

Close By: M

Close How: V

Owner Satisfied: N

Involved Information

>

[REDACTED]

[REDACTED]

Cocoa, FL

[REDACTED]

Primary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/22/2003 11:12:08 Agent: Robyn Letz Phone 6209 Note Type: PC

Primary Phone: 321 631 5920

Current Mileage: 55000

Warranty Start Date: 06/08/1999

Starmark Warranty: Y Starmark Retail Date: 04/15/2000

Starmark Warranty: 12S Starmark Dir: 14320

Previous CA Referrals:

Previous Summary Notes: 384855

Mrs. Noth called the CAC. CUSTOMER REQUESTS THAT YOU CALL BEFORE 3PM. Customer is demanding intervention from MBUSA to repair or buy her out of the vehicle.

Customer alleges that her vehicle is using 1 quart of oil every 250 miles.

Customer says that the harmonic balancer came off the engine and made holes in the oil pan and a gash in the timing shield. Customer alleges that the dealer took the head off and removed the right head on the motor. Customer believes that the seals may be compromised. Customer says that since this repair that they constantly need to add coolant (no leak on the ground.) Customer says that the was vehicle down for 2 weeks for this repair, no loaner.

Customer brought vehicle back for loss of coolant and repairs were made. Vehicle was at dealer 1 1/2 weeks.

However customer claims that the oil consumption exists and vehicle still burning coolant.

Open Date: 05/22/2003 14:07:12 Agent: Robyn Letz

Phone 6209

Note Type: PC

Writer received voicemail on this case from Paul Renick.

Writer will call back to discuss and add additional information if necessary.

Open Date: 05/23/2003 10:23:36 Agent: Paul Renick

Phone 6200

Note Type: RC

A review of service history with service manager, Frank Caporicci, reveals that vehicle was last into dealership in September, 2002, for a crankshaft pulley which failed and damaged the oil pan and front cover. Prior to that visit, the vehicle was in the shop in May, 2002, for the coolant light being illuminated intermittently because the electric fans were not operating properly. No complaints of coolant burning or oil consumption have been raised during service visits. No one in the service department can remember the customer being at the dealership recently nor is there an appointment for service in the system.

Customer will be contacted to schedule an appointment to evaluate any warranty/Starnark issues and defects will be addressed as necessary. pwr

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 161372 Priors: No Open Date: 06/03/2003 Status: CLS Last Update: 07/08/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Chino Hills CA [Redacted] Corres ID: 220443

Agent: Surya Boonphadung Phone: 4661 Orig By: M Orig CD: HO Region: 3 Market: 2

Service Retailer: 05127 PENSKE MOTORCARS WEST COVINA CA Assign Agent: SOM - 26

Orig Retailer: 05733 WALTER S AUTO SALES RIVERSIDE CA

Sell Retailer: 05733 WALTER S AUTO SALES RIVERSIDE CA

Disp Amt: Carr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E2Y [Redacted]

Mileage: 21950 Engine Number: 11294230635633

Prod Date: 02/23/2000 Warranty Start Date: 03/15/2000

Grp	Full	Major	Minor	Rsr
42	53	2	3	13

Close Agent: Ron Reynolds Field Closing Date: 07/08/2003

Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] Owner, [Redacted] Chino Hills, CA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/03/2003 16:07:56

Agent: Surya Boonphadung

Phone 4661

Note Type: PC

Primary Phone: 6264757822

Current Mileage: 21950

Warranty Start Date: 03/15/2000

Stamark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Customer sent certified letter to CAC (also copied to Arbitration Certification Program, New Motor Vehicle Board, NHTSA, and David Horowitz at fight back.com) dated 05/09/03, signed for on 06/02/03, received on 06/03/03.

██████████ claims there is ongoing issue with the brake system in his vehicle. He claims the brake pedal feels very soft, and takes excessive effort to stop. Owner alleges he his vehicle was rear-ended on 05/07/03 because of this condition of the brake system, but fortunately he did not receive any injury.

He also claims that the rear glass "imploded" twice, while his daughter was driving, and the crank pulley also malfunctioned. He states he has tried to get in touch with the Service Manager several times, but have not been able to.

Customer is requesting a refund on his purchase because he feels the issues with the vehicle can not be repaired.

CC: Tommy Shi

Open Date: 06/07/2003 15:48:27

Agent: Ron Reynolds

Phone

Note Type: PC

6/8/03 11:00am,spom l/m for svc mgr in effort to investigate.(rr)

Open Date: 07/08/2003 11:14:33

Agent: Ron Reynolds

Phone

Note Type: RC

7/3/03 3:03PM,DLR SVC DIR ADVISED SPOM CS HAS TRADED IN VEHICLE FOR NEW M CLASS TODAY.(RR)

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 162344 Priors: No Open Date: 07/08/2003 Status: CLS Last Update: 07/11/2003

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: West Palm Beach

FL

Corres ID: [REDACTED]

Agent: Lois Grillo

Phone: 4627

Orig By: P

Orig CD: HO

Region: 2

Market: 6

Service Retailer: 14323

MERCEDES-BENZ OF PAL

WEST PALM BE

FL

Assign Agent: SOM - 24

Orig Retailer: 15320

BRUMOS MOTOR CARS, I

JACKSONVILLE

FL

Sell Retailer: 15320

BRUMOS MOTOR CARS, I

JACKSONVILLE

FL

Disp Amt:

Corr Fwd:

Mailgram Sent:

DBAG VIN: 1631541

Model: ML320

1999

World VIN: 4JGAB54E0XA

Mileage:

92000

Engine Number: 11294230281665

Prod Date: 09/15/1998

Warranty Start Date: 09/30/1998

Close Agent: William Norman

Field Closing Date: 07/11/2003

Close With: D

Close By: M

Close How: V

Owner Satisfied: Y

Grp Fail Major Minor Rat
03

Involved Information

[REDACTED]	- Owner,	[REDACTED]	West Palm Beach, FL	[REDACTED]
	Primary		Residence	
	Secondary		Residence	
	Secondary		Residence	

Customer Assistance Referral – Full Notes

Open Date: 07/08/2003 09:31:52

Agent: Lois Grillo

Phone 4627

Note Type: PC

Primary Phone: 5618320272

Current Mileage: 92000

Warranty Start Date: 09/30/1998

StarMark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

CUSTOMER ALLEGES FSS & ML RECALL ISSUES CAUSED DAMAGE TO HIS VEHICLE.

Customer, Samuel Stromberg (attorney), called the CAC alleging that issues related to the FSS settlement and ML Power Steering Recall caused damage to the lower crank case pulley of his vehicle.

Customer claims that his vehicle was brought to dealer on 7/03/03 and that the damage to his vehicle stems from the above issues.

Writer stated that the above were separate issues and that from this vantage point we are unable to diagnose his issue with the vehicle and referred customer to S/M, Gus Wessel, at dealer for an explanation of repairs to be made to vehicle.

Customer states that his S/A, Jerry, told him that he would speak to the S/M about assistance with the repair to his vehicle and get back to him. Writer stated that MBUSA has empowered the S/M at authorized MB dealers to review all requests for post warranty consideration.

Customer asked to speak with Paul Juron & writer advised that he was unavailable. Customer requests that someone call him back right away; writer stated that I could not tell him when someone will call back and again suggested that he speak with the S/M. Customer is unsatisfied with this response.

Customer states that he purchased this vehicle from his father, Richard Stromberg, who was the original owner of the vehicle.

CC: Ed Reyes, Frank Berenz

Open Date: 07/11/2003 18:58:03

Agent: William Norman

Phone 7234

Note Type: RC

See Above

02/10/2004

Customer Assistance Referral

0000000000

CA Ref ID: 162710 Priors: No Open Date: 07/18/2003 Status: CLS Last Update: 09/12/2003

Address: [REDACTED] Title: [REDACTED]
Phone: [REDACTED] Residence

City: Carlsbad

CA [REDACTED]

Corres ID: [REDACTED]

Agent: Ed Duffy Phone: 6296 Orig By: M Orig CD: HO Region: 3 Market: 1

Service Retailer: 05749 HOEHN MOTORS INC. CARLSBAD CA Assign Agent: SOM - 22

Orig Retailer: 05749 HOEHN MOTORS INC. CARLSBAD CA

Sell Retailer: 05749 HOEHN MOTORS INC. CARLSBAD CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541 [REDACTED] Model: ML320 1999

World VIN: 4JGAB54E1X [REDACTED]

Mileage: 63353 Engine Number: 11294230393389

Prod Date: 02/23/1999 Warranty Start Date: 03/12/1999

Close Agent: Scott Fischer Field Closing Date: 09/12/2003

Close With: O Close By: D Close How: V Owner Satisfied: Y

Grp	Fall	Major	Minor	Rsr
46	04	3	3	09

Involved Information

> [REDACTED] Owner, [REDACTED] Carlsbad, CA [REDACTED]
Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 07/18/2003 17:24:26 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Phone: 7608045885

Current Mileage: 63353

Warranty Start Date: 03/12/1999

Starlink Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 273986, 356259

Customer sent letter directly to Klaus Ulkann, VP of Cust Services, stating that he received recall # 2003-040005, hose clamp recall.

Customer wrote that this component failed in Feb. 2003 almost causing an accident and has been advised that the recall still needs to be performed. Customer is also requesting refund of the costs necessary to make the repairs back in Feb. 2003, along with the replacement of the front engine pulley. Customer supplied RO # 309489 from this dealer totaling \$356.79.

Open Date: 07/18/2003 17:25:43 Agent: Ed Duffy Phone 6296 Note Type: PC

Referral opened because customer wrote to VP and the repair is outside the stated time period for reimbursement consideration stated in the letter to the customer.

Open Date: 07/25/2003 14:07:51 Agent: Scott Fischer Phone 7322 Note Type: PC
Steve, please contact this customer and get them in to complete the hose clamp recall. Also please collect the previous repair bills from the client for post warranty consideration (hose, front pulley). Thanks, Scott

Open Date: 09/12/2003 18:59:10 Agent: Scott Fischer Phone 7322 Note Type: RC
Per Steve Crosby, different failure than PS hose recall.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 164530 Priors: Cus Open Date: 09/26/2003 Status: CLS Last Update: 09/30/2003

Address: 80 Nicolosi Dr.

Title:

Phone:

Residence

City: Staten Island

NY

Corres ID: 226842

Agent: Michael Reger

Phone: 6383

Orig By: M

Orig CD: H0

Region: 5

Market: 3

Service Retailer: 52101

MILLENNIUM AUTOMOTIV

BRIDGEWATER

NJ

Assign Agent: SOM - 25

Orig Retailer: 51102

CUMMING MOTORS

ELIZABETH

NJ

Sell Retailer: 51102

CUMMING MOTORS

ELIZABETH

NJ

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 1631541A

Model: ML320

1998

Grp	Fall	Major	Minor	Rsl
05	06	2	3	09

World VIN: 4JGAB54EXWA

Mileage: 52767

Engine Number: 11294230160863

Prod Date: 03/30/1998

Warranty Start Date: 04/21/1998

Close Agent: Eric Erdenberger

Field Closing Date: 09/30/2003

Close With: D

Close By: M

Close How: V

Owner Satisfied: Y

Involved Information

- > [Redacted] Owner, [Redacted] Staten Island, NY [Redacted]
 - Secondary
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
- > [Redacted] Driver, [Redacted] Staten Island, NY [Redacted]
 - Secondary Business

Customer Assistance Referral – Full Notes

Open Date: 09/26/2003 10:58:22

Agent: Michael Reger

Phone 6383

Note Type: PC

Primary Phone: 7183171551

Current Mileage: 52767

Warranty Start Date: 04/21/1998

StarMark Warranty: N/A

Previous CA Referrals: 51907

Previous Summary Notes:

corres no. 226842 dated 09/20/2003, received 09/25/2003.

The letter is addressed to the CAC. The customer is requesting Post Warranty Consideration for a harmonic balancer repair. The customer's RO that was included in the letter didn't offer a final charge, but in the letter the customer wrote \$3,300.00

The customer requested a copy of the radio code.

The customer stated "I have lost that sense of security and safety"...

Open Date: 09/30/2003 16:41:37

Agent: Eric Erdenberger

Phone 6200

Note Type: RC

SPOM discussed case with SM Connor. Owner had harmonic balancer replaced and was charged the full amount since out of warranty. This was owner's first visit to Bridgewater, and dealer denied goodwill. SPOM closed case today and agreed with dealer's decision.

CONFIDENTIAL

02/10/2004

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 165788 Priors: No Open Date: 11/12/2003 Status: CLS Last Update: 11/13/2003

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Hewlett

NY [REDACTED]

Corres ID:

Agent: Ed Duffy

Phone: 6296

Orig By: P

Orig CD: HO

Region: 5

Market: 1

Service Retailer: 55124

LAKEVIEW AUTO SALES

ROCKVILLE CE

NY

Assign Agent: SOM - 23

Orig Retailer: 55109

RALLYE MOTORS LLC

ROSLYN

NY

Sell Retailer: 55109

RALLYE MOTORS LLC

ROSLYN

NY

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp: Fall Major Minor Rsr

DEAG VIN: 1631541A [REDACTED]

Model: ML320

1999

01 06 2 3 06

World VIN: 4JGAB54E7XA [REDACTED]

Mileage: 39000

Engine Number: 11294230352265

Prod Date: 02/11/1999

Warranty Start Date: 03/01/1999

Class Agent: Steve Dennis

Field Closing Date: 11/13/2003

Close With: D

Close By: M

Close How: V

Owner Satisfied: Y

Involved Information

>

- Owner, [REDACTED]

Hewlett, NY [REDACTED]

Primary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/12/2003 18:26:21

Agent: Ed Duffy

Phone 6296

Note Type: PC

Primary Phone: 5164458409

Current Mileage: 39000

Warranty Start Date: 03/01/1999

Stamark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 675955

Customer called stating that the harmonic balancer allegedly failed on this vehicle and he is being advised that the repair is substantial and will cost him in excess of \$3,000.00.

Customer stated he is requesting post warranty assistance with the repair. Writer advised that that needed to be reviewed with the Service Manager of the dealer he stated the SM was indecisive, therefore he called the CAC. Customer stated the vehicle is only 8 months out of warranty and has only 39,000 miles.

Open Date: 11/12/2003 21:02:15

Agent: Steve Dennis

Phone 7523

Note Type: PC

SPOM will review matter with Product Engineering.

Open Date: 11/13/2003 13:17:16

Agent: Steve Dennis

Phone 7523

Note Type: RC

SPOM instructed dealer to repair vehicle under goodwill.

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 165969 Priors: Veh Open Date: 11/19/2003 Status: CLS Last Update: 11/21/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Brandywine MD [Redacted] Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 1 Market: 1

Service Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON VA Assign Agent: SOM - 22

Orig Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Sell Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541 [Redacted] Model: ML320 1998

World VIN: 4JGAB54E5WA [Redacted]

Milage: 78000 Engine Number: 11294230207950

Prod Date: 05/28/1998 Warranty Start Date: 06/05/1998

Close Agent: John Freund Field Closing Date: 11/21/2003

Close With: O Close By: D Close How: V Owner Satisfied: Y

Grp	Fail	Major	Minor	Rat
03	08	2	3	09
46	04	2	3	09

Involved Information

- > [Redacted] - Driver, [Redacted] Brandywine, MD [Redacted]
 - Secondary Pager
 - Primary Residence
 - Secondary Residence
- > [Redacted] owner, [Redacted], MD [Redacted]
 - Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/19/2003 15:08:19 Agent: Ed Duffy

Phone 6298

Note Type: PC

Primary Phone: 3013721446

Current Mileage: 74532

Warranty Start Date: 06/05/1998

Starmark Warranty: Y Starmark Retail Date: 06/03/2001

Starmark Warranty: 128 Starmark Dir: 60201

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Customer called stating that her vehicle is currently at this dealer for major repair, engine noise, power steering leak and a defective rear view mirror.

Customer could not be specific regarding either the engine noise or the power steering leak; therefore writer contacted dealer and spoke with Service Manager, Gary Little. Mr. Little advised that the vehicle needs the harmonic balancer, oil pan and other engine related items repaired, the power steering rack is leaking, and the mirror needs a new glass. Mr. Little further stated the vehicle is approximately 30 days out of Starmark Warranty.

Note to SPOM - any questions regarding this request should be reviewed with Gary Bowne at ext. 2719 who will receive a copy of these notes.

Open Date: 11/21/2003 10:37:15 Agent: John Freund

Phone 6200

Note Type: RC

Repairs with the exception of the mirror good willed to the customer.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 166056 Priors: No Open Date: 11/24/2003 Status: CLS Last Update: 11/24/2003

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Dix Hills

NY [REDACTED]

Corres ID:

Agent: Ed Duffy

Phone: 6296

Orig By: P

Orig CD: HO

Region: 5

Market: 4

Service Retailer: 56113

MERCEDES - BENZ MANH

NEW YORK

NY

Assign Agent: SOM - 27

Orig Retailer: 51142

BENZEL - BUSCH MOTOR

ENGLEWOOD

NJ

Sell Retailer: 51142

BENZEL - BUSCH MOTOR

ENGLEWOOD

NJ

Diap Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 1631541A [REDACTED]

Model: ML320

1998

World VIN: 4JGAB54E2WA [REDACTED]

Mileage: 55000

Engine Number: 11294230090419

Prod Date: 12/08/1997

Warranty Start Date: 12/17/1997

Close Agent: Ted Zawacki

Field Closing Date: 11/24/2003

Close With: D

Close By: M

Close How: P

Owner Satisfied: Y

Gry	Fall	Major	Minor	Rsi
03	20	3	3	14

Involved information

> [REDACTED] Owner, [REDACTED] Dix Hills, NY [REDACTED]
 [REDACTED] Primary Residence
 [REDACTED] Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 11/24/2003 11:07:38

Agent: Ed Duffy

Phone 6296

Note Type: PC

Primary Phone: 5168626687

Current Mileage: 49392

Warranty Start Date: 12/17/1997

Stamark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer called stating this vehicle has been at this dealer since Saturday 11/15/03. Customer stated that he was advised late Friday 11/21/03 that the harmonic balancer on this vehicle failed and it will cost him \$4,000.00.

Allegedly after speaking with Mr. King at the dealer, he was told this is a somewhat common issue, Mr. King offered the parts at no charge but advised that the customer would be required to pay the \$2,600.00 labor. Customer alleges to have spoken to other MB dealers who advised him to call this number to have the total repair covered by MB.

Writer advised his request would be sent to the Field Manager for review. Customer is requesting that MB pay for the entire repair and advise the dealer ASAP since he has been without the vehicle for 1 week already.

Copy of the notes being sent to Gary Bowns, whom SPOM should contact if there are any questions.

Open Date: 11/24/2003 15:04:13 Agent: Ted Zawacki
SPOM reviewed with Dan Edwards SM .
MBUSA will cover repair (Post Goodwill) Dealer will contact customer.

Phone 7527

Note Type: RC

CONFIDENTIAL

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 166204 Priors: No Open Date: 12/02/2003 Status: CLS Last Update: 12/10/2003

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Orlando

FL [REDACTED]

Corres ID: 230274

Agent: John Hoey

Phone: 4605

Orig By: P

Orig CD: HO

Region: 2

Market: 7

Service Retailer: 00222 JACKSONVILLE RGN

Assign Agent: SOM - 27

Orig Retailer: 14320 MERCEDES-BENZ OF ORL MAITLAND FL

Sell Retailer: 14320 MERCEDES-BENZ OF ORL MAITLAND FL

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 163154 [REDACTED] Model: ML320 1999

World VIN: 4JGAB54E9X [REDACTED]

Mileage: 38805

Engine Number: 11294230533900

Prod Date: 08/31/1999

Warranty Start Date: 09/29/1999

Close Agent: Paul Rennie

Field Closing Date: 12/10/2003

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rat
10	10	2	3	03

Involved Information

> [REDACTED] [REDACTED] Orlando, FL [REDACTED]
 Primary Residence
 Secondary Residence

> [REDACTED] Driver, [REDACTED] Orlando, FL [REDACTED]
 Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 12/02/2003 12:13:37

Agent: John Hoey

Phone 4805

Note Type: PC

Primary Phone: 407 909 0116

Current Mileage: 38805

Warranty Start Date: 09/29/1999

Starmark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Customer [REDACTED] sent a letter regular mail to Klaus Uikann (corresp # 230274.) Letter states, "At this time, I want Mercedes Benz to pick up the car as soon as possible... I have contacted an attorney who is willing to proceed with me concerning this case; unless Mercedes Benz does the right thing... Please contact me as soon as possible to make the arrangements to have this vehicle picked up and the extension of the lease made null and void."

Letter states, "On January 4, 2002, I was in an accident of which the car lost power steering and went out of control. The car was repaired and cost the insurance company \$15,000 to repair it of which another \$850.00, I paid at the time of pick up, six months later when the car was finally repaired.."

Letter also states, "My lease was renewed on September 28, 2003 for one year. I was lead to believe and never told the car was out of warranty, or I would have never have extended the lease on the car for one year and would have instead purchased another vehicle due to the past conditions." The VMI shows the original in service date was 09/29/99.

Customer claims, "On October 16, 2003 I again lost all power and power steering while on a business trip in South Florida." Customer states the vehicle was out of warranty and dlr 14349 told her the repairs would be \$2000 because the vehicle was out of warranty - customer indicated the dealer made the repairs "complimentary." Letter states, "Sealant, vibration sb, V-Belt, oil pan, tension roll, fan, gasket, antifreeze, crankshaft pulley with damper, r & r replacement, replacement of belt tensioned."

Customer states, "Today, November 24, 2004, I went to the grocery store and my car is smoking and smells like rubber." Customer states dlr 14320 advised her to have the vehicle towed." Customer states, "However, I am again in the same situation as one month ago and since it is not under warranty, I would have to pay for the repairs myself, plus towing charges."

Mallgram will be sent.

CC'd: Gary Bowne, F. Berenz, Mark Kelly, Paul Renick, Jill Houseworth.

Open Date: 12/02/2003 12:33:15

Agent: John Hoey

Phone 4805

Note Type: PC

Writer received voice mail from P. Juron's assistant Marion. She stated [REDACTED] left a voice mail for Klaus Uikann, and the message was forwarded to Paul. Writer spoke to [REDACTED] and advised her the matter would be reviewed on the local level. Customer stated she is not driving the vehicle at this time. Customer thanked the writer for the call.

Open Date: 12/03/2003 08:52:01

Agent: Paul Renick

Phone 6200

Note Type: RC

Service manager, Art Bullock, contacted on 12/2/2003 and asked to contact customer to determine location of vehicle and offer to schedule an inspection to determine work needed. No financial assistance will be offered until a diagnosis has been completed. pwr

Open Date: 12/09/2003 13:42:54

Agent: Paul Renick

Phone 6200

Note Type: RC

Service advisor, Mike Hertz, contacted customer this date. Customer refuses to have towed in because she might be responsible for charges. Customer suggested that she would drive vehicle in, however, advisor cautioned against this given complaint. Dealership will have roadside tech do an inspection at customer's house in an attempt to assist customer. pwr

Open Date: 12/10/2003 08:23:17

Agent: Paul Renick

Phone 6200

Note Type: RC

Roadside tech inspected vehicle and found no abnormal conditions. This was reviewed with customer and it was agreed that if customer had any issues in the future that she would call her advisor, Mike Hertz. pwr

Customer Assistance Referral CONFIDENTIAL

CA Ref ID: 166857 Priors: Both Open Date: 01/08/2004 Status: CLS Last Update: 01/09/2004

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence

City: Jacksonville FL [REDACTED] Corres ID: 231845

Agent: John Hart Phone: 4669 Orig By: M Orig CD: HO Region: 2 Market: 7

Service Retailer: 15320 BRUMOS MOTOR CARS, I JACKSONVILLE FL Assign Agent: SOM - 27

Orig Retailer: 44501 BERT ALLEN IMPORTS GULFPORT MS

Sell Retailer: 44501 BERT ALLEN IMPORTS GULFPORT MS

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A [REDACTED] Model: ML320 1998

World VIN: 4JGAB54E5WA [REDACTED]

Mileage: 57160 Engine Number: 11294230077788

Prod Date: 11/18/1997 Warranty Start Date: 11/25/1997

Close Agent: Paul Renick Field Closing Date: 01/09/2004

Close With: O Close By: D Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rst
03	06	3	3	09

Involved Information

➤ [REDACTED] Owner, [REDACTED] Jacksonville, FL [REDACTED]
 [REDACTED] Secondary Pager
 [REDACTED] Primary Residence
 [REDACTED] Secondary Residence
 [REDACTED] Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 01/08/2004 14:16:10 Agent: John Hart Phone 4669 Note Type: PC

Primary Phone: 804-384-5879

Current Mileage: 57160

Warranty Start Date: 11/25/1997

Starnak Warranty: N/A

Previous CA Referrals: 105421

Previous Summary Notes: 450431

Writer received correspondence 231845 dated December 20, 2003 from customer Frank Yost alleging "this car just had a rear end problem

"why should a nut loosen in the rear assembly in a non-abused always factory maintained vehicle".... "about 6 months ago, this same car had a harmonic balancer destroy itself"...

"Again in a non-abused factory maintained vehicle"...

"As I understand this is a part which merely rotates. I believe this to have been a defective part".

"I have spent about \$4000 in about 6 months on items which I do not believe should have failed" "In my opinion Mercedes should absorb these costs".

Open Date: 01/08/2004 09:55:24

Agent: Paul Renick

Phone 6200

Note Type: RC

Service manager and spom reviewed customer letter during dealer visit on 1/8/2004.

Customer has already been contacted and advised that cost of front cover repair will be reimbursed, however, no financial assistance will be provided for half shaft repairs.

Customer satisfied with offer. Dealer will issue reimbursement. pwr

CONFIDENTIAL

02/10/2004

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 153000 Priors: No Open Date: 06/07/2002 Status: CLS Last Update: 06/18/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Houston

TX [REDACTED]

Corres ID:

Agent: Surya Boonphadung Phone: 4661 Orig By: P Orig CD: HO Region: 6 Market: 7

Service Retailer: 75116 MERCEDES-BENZ OF HOU HOUSTON TX Assign Agent: SOM - 30

Orig Retailer: 74312 LONG OF CHATTANOOGA CHATTANOOGA TN

Sell Retailer: 74312 LONG OF CHATTANOOGA CHATTANOOGA TN

Disp Amt:

Corr Fwd: N

Malgram Seat: N

Grp Fall Major Minor Rsr

DBAG VIN: 2083701 [REDACTED] Model: CLK430C 1999

10 | 10 | 2 | 3 | 08

World VIN: WDBLJ70G3XP [REDACTED]

MIeage: 46612

Engine Number: 11394330015614

Prod Date: 07/09/1998

Warranty Start Date: 09/02/1998

Close Agent: Frank Oswald

Field Closing Date: 06/18/2002

Close With: O

Close By: D

Close How: P

Owner Satisfied: N

Involved Information

[REDACTED] Owner, [REDACTED] Dr., Houston, TX [REDACTED]

Primary

Residence

Secondary

Residence

Customer Assistance Referral – Full Notes

Open Date: 06/07/2002 18:00:55 Agent: Surya Boonphadung Phone 4661 Note Type: PC

Primary Phone: 2816472256

Current Mileage: 46612

Warranty Start Date: 09/02/1998

Starlink Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer called the CAC. Customer claims that the vehicle experienced numerous different issues since he purchased it in Sept of 1999 (customer alleges issues with AC compressor, engine pulley, sun roof, dashboard, etc). Customer claims that he picked up the vehicle from the dealer for it's most recent repairs last week. Customer states he has no confidence that this vehicle will perform reliably after warranty period is over has no confidence in the dealership's ability to repair the vehicle.

Owner wants his concerns addressed before the vehicle goes out of warranty.

Open Date: 06/18/2002 10:48:56 Agent: Frank Oswald Phone 6200 Note Type: RC

dealer called customer, who is not currently having a problem, just felt he has had too many and is now going out of warranty. Dealer offered tech assistance only if there is another concern.

02/10/2004

Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 165124 Priors: No Open Date: 10/18/2003 Status: CLS Last Update: 10/21/2003

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence [Redacted]

City: Westlake Village CA: [Redacted] Carres ID: 228088
Agent: Kathleen Durning Phone: 4633 Orig By: M Orig CD: H0 Region: 3 Market: 5
Service Retailer: 05752 SILVER STAR A. G. LT THOUSAND OAK CA Assign Agent: SOM - 29
Orig Retailer: 05752 SILVER STAR A. G. LT THOUSAND OAK CA
Sell Retailer: 05752 SILVER STAR A. G. LT THOUSAND OAK CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y
DBAG VIN: 2084651 [Redacted] Model: CLK320A 1999
World VIN: WDBLK65G2X [Redacted]
Mileage: 49082 Engine Number: 11294030234341
Prod Date: 07/03/1998 Warranty Start Date: 09/14/1998
Close Agent: Dan Barberian Field Closing Date: 10/21/2003
Close With: O Close By: D Close How: V Owner Satisfied: Y

Grp	Fail	Major	Minor	Rat
03	06	2	3	09

Involved Information

> [Redacted] L. [Redacted] Westlake Village, CA [Redacted]
Primary Residence

Customer Assistance Referral - Full Notes

Open Date: 10/18/2003 00:12:00 Agent: Kathleen Durning Phone 4633 Note Type: PC
Primary Phone: 8188895810
Current Mileage: 49082
Warranty Start Date: 09/14/1998
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes:

Rcvd. letter from customer on 10/17/03- letter dated 10/13/013.

Customer states that her 1998 CLK320 with 51K miles just required repairs to the crankshaft pulley & oil pan which cost \$2585.33. Customer is seeking reimbursement for this amount and states that this vehicle has always been routinely maintained in accordance to MBUSA recommendation at either the Silver Star Mercedes-Benz or Calabasas Motors. Mr. Montagnino states that the service advisor informed her that there was nothing they could do regarding the cost that this vehicle is just out of warranty therefore her responsibility.

cc: g. Bowne

Open Date: 10/21/2003 18:38:09 Agent: Dan Barberian Phone 6200 Note Type: RC
SPOM reviewed history with dealer and agreed to provide reimbursement to client to restore clients lost confidence in the vehicles quality. No further action was required.

Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 152029 Priors: No Open Date: 04/29/2002 Status: CLS Last Update: 05/25/2002

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Chillicothe

OH [REDACTED]

Corres ID:

Agent: Joseph Burka

Phone: 6249

Orig By: P

Orig CD: H0

Region: 4

Market: 6

Service Retailer: 62402

ED POTTER, INC.

COLUMBUS

OH

Assign Agent: SOM - 26

Orig Retailer: 62423

CROWN EUROCARS

DUBLIN

OH

Sell Retailer: 62423

CROWN EUROCARS

DUBLIN

OH

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsz
72	73	3	3	09

DBAG VIN: 1631721A [REDACTED]

Model: ML430

1999

World VIN: 4JGAB72E2X [REDACTED]

Mileage:

54000

Engine Number: 11394230059706

Prod Date: 03/11/1999

Warranty Start Date: 03/30/1999

Close Agent: Steve Neukam

Field Closing Date: 05/25/2002

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Involved Information

- > [REDACTED] - Driver, [REDACTED] Chillicothe, OH [REDACTED]
 - Secondary
 - Secondary Business
 - Secondary Mobile
 - Primary Residence
- > [REDACTED] - Owner, [REDACTED], Chillicothe, OH [REDACTED]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 04/29/2002 15:16:51

Agent: Joseph Burka

Phone 6249

Note Type: PC

Primary Phone: 7407723852

Current Mileage: 49191

Warranty Start Date: 03/30/1999

StarMark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Owner [REDACTED] seeks MBUSA technical assistance/review for goodwill assistance. Owner feels ownership experience has not met expectations, and quality of vehicle/service history has been extremely poor. Owner claims vehicle has been to dealer 3-4 times for central locking system problems (locks with intermittently and inadvertently fluctuate up and down). This condition still exists and has not been resolved by dealer. Additionally, owner is being quoted \$1,800.00 for post warranty repairs (alternator, belt tensioner, belt). Owner feels, as a result of poor experience MBUSA should participate towards repairs. Owner wishes to be contacted directly by MBUSA Field Rep.

Open Date: 06/26/2002 07:43:00

Agent: Steve Neukam

Phone 6200

Note Type: RC

Case handled by SM who provided customer with goodwill consideration. Customer happy. Case closed.

Customer Assistance Referral**CONFIDENTIAL**

CA Ref ID: 157470 Priors: No Open Date: 01/09/2003 Status: CLS Last Update: 01/20/2003

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Winterville

NC [REDACTED]

Corres ID:

Agent: Ed Duffy

Phone: 6296

Orig By: E

Orig CD: HO

Region: 2

Market: 1

Service Retailer: 59218

LEITH, INC.

RALEIGH

NC

Assign Agent: SOM - 21

Orig Retailer: 59218

LEITH, INC.

RALEIGH

NC

Sell Retailer: 59218

LEITH, INC.

RALEIGH

NC

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 1631721A [REDACTED]

Model: ML430

1999

World VIN: 4JGAB72E1X [REDACTED]

Mileage:

72000

Engine Number: 11394230032631

Prod Date: 11/05/1998

Warranty Start Date: 11/23/1998

Close Agent: Rice Byrly

Field Closing Date: 01/20/2003

Close With: D

Close By: M

Close How: P

Owner Satisfied: N

Grp	Fail	Major	Minor	Rst
03	10	2	3	13

Involved Information

➤ [REDACTED] Owner, [REDACTED] Winterville, NC [REDACTED]
 : Primary Residence
 : Secondary Residence
 : Secondary Residence

Customer Assistance Referral – Full Notes

Open Date: 01/09/2003 11:15:34

Agent: Ed Duffy

Phone 6298

Note Type: PC

Primary Phone: 2522583853

Current Mileage: 63814

Warranty Start Date: 11/23/1998

StarMark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes:

Customer sent e-mail to GM Mark Juron who transferred it to GM Paul Juron at the CAC, see below;

Mark Juron

01/08/2003 10:15 AM

To: Paul Juron/171/DCAG/DCX@WK-COOP

cc:

Subject: ML430 crank case

Paul,

Here is a hot one for you.....

Mr. Juron,

I was told I needed to contact you regarding an incident with my '99 ML430.

Apparently the HARMONIC BALANCER flew off while we were traveling on the free way at a high rate of speed, needless to say I had no power, brakes or steering.....We took out 5 cars and are being sued by some of the occupants.

In talking w/ the service mgr. and reading different MB forums ,Mercedes has known about the weak crank issue for some time. They are reluctant to issue a recall for some reason. I plan to make this known to the NCDMV, as it is a real safety hazard and should be addressed.

We do not want another FIRESTONE.

The service mgr. stated we could get parts and labor covered "goodwill" warranty .

The important thing is for you to respond to me w/ what actions we may take to avoid a lawsuit.....(SAFEST SUV ON THE ROAD) DEFECTIVE M-B part causes Major pile up on freeway, 7 seriously injured.

Due to lack of info writer e-mailed customer and requesting vin # below is the reply from the customer;

Mr. Duffy,

First I would like to thank you for your quick response in this matter.
The vin. # is 4jgab72e1x[REDACTED]. The vehicle was towed to Leth Mercedes in Raleigh, NC.

I had called MB customer service numerous times. They advised me to call area Rep. . It wasn't until I read of numerous others on the mbworld.com forum complaining about the same faulty crank pulley, even the tech at the dealer stated they see approx. 1 a mo. .Apparently it is a problem Mercedes is aware of, but has not addressed it via recalls.

In my opinion it is a far more serious problem than a Firestone tire blowing....at least w/ a blow out you have some control of the vehicle. This faulty part resulted in a total loss of power and control.

I ask you, would you like to have your wife and kids in this "rolling tank" knowing this?

Thank you for your quick response

Thank you for your quick service.

Writer contacted dealer, spoke with Ray in service - Ray supplied the owner info and stated the vehicle had been towed in on 8/9/02 for the harmonic balance failure and that his computer indicated the customer paid for the repair. Based upon customers statements this is being referred to the field for review.

CONFIDENTIAL

All the information has been forwarded to our Regional Office for Review, you can be expecting contact soon. Our Field Managers are currently in a National Meeting, it may take a few days. Please contact me if you have any questions.

Thank you
Sincerely
Ed Duffy
Customer Relations
201-476-6296

CONFIDENTIAL

□□
□ [REDACTED]
□ 01/13/03 08:06 PM
□□
□□ To: Edward.Duffy@mbusa.com
□□ cc: Mark.Juron@mbusa.com
□□ Subject: Re: Accident Freeway 7 / Mercedes-Benz USA

Mr. Duffy,
I have supplied you with the information you requested. What should my next step be?

Thank you,
[REDACTED]

>From: <Edward.Duffy@mbusa.com>
>To: <dsquare12@hotmail.com>
>CC: <Mark.Juron@mbusa.com>
>Subject: Re: Accident Freeway 7 / Mercedes-Benz USA
>Date: Wed, 8 Jan 2003 18:08:50 +0100

>Dear [REDACTED]
>
>Thank you for your recent message to Paul Juron. After review he asked that
>I
>contact you for more detailed information, such as the vehicle
>identification
>#, the dealer attending to the vehicle, etc.

>[REDACTED], I can be reached either by e-mail @ duffye@mbusa.com or at
>1-800-367-6372 x 6296 from 10 A.M. to 6 P.M. EST.

>Thank you for your attention to this request.

>Sincerely
>
>Ed Duffy
>Customer Relations
>Mercedes-Benz USA, LLC