

**PE03-058**  
**HOGAN & HARTSON**  
**FOR**  
**MERCEDES-BENZ**  
**3/12/2004**  
**ATTACHMENT A**  
**PART 2 OF 5**

Open Date: 01/20/2003 10:40:19 Agent: Rice Eyerly  
File forwarded to Legal Dept to Frank Berenz.

Phone 7225

Note Type: RC

CONFIDENTIAL

02/18/2004

# Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 165807    Priors: No    Open Date: 11/13/2003    Status: CLS    Last Update: 11/14/2003

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

City: Sanford    ME [REDACTED]    Corres ID: [REDACTED]

Agent: Thomas Trivento    Phone: [REDACTED]    Orig By: P    Orig CD: H0    Region: 1    Market: 3

Service Retailer: 50107    DREHER - HOLLOWAY, I    GREENLAND    NH    Assign Agent: SOM - 25

Orig Retailer: 39106    MERCEDES-BENZ OF NOV    NOVI    MI

Sell Retailer: 39106    MERCEDES-BENZ OF NOV    NOVI    MI

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

Grp	Fall	Major	Minor	Rst
10	10	2	3	09

DBAG VIN: 1631721A [REDACTED]    Model: ML430    1999

World VIN: 4JGAB72E1XA [REDACTED]

Mileage: 54000    Engine Number: 11394230056568

Prod Date: 02/24/1999    Warranty Start Date: 04/30/1999

Close Agent: Ron St. Pierre    Field Closing Date: 11/14/2003

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

## Involved Information

> [REDACTED] - Driver, [REDACTED] Sanford, ME [REDACTED]

> [REDACTED] Owner, [REDACTED] Sanford, ME [REDACTED]  
Primary    Residence

## Customer Assistance Referral - Full Notes

Open Date: 11/13/2003 10:58:12    Agent: Thomas Trivento    Phone: [REDACTED]    Note Type: PC

Primary Phone: 207 324 2061    Residence

Current Mileage: 54000

Warranty Start Date: 04/30/1999

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer, Marcel Piet, phoned CAC requesting financial assistance in repairs needed to Harmonic Balancer, dealer quoting approx. \$400 to repair vehicle.

Customer alleges Mike Ballargeon, Service Manager at dealer, suggested he contact MBUSA regarding his request.

Voicecall left with SPOM R. St. Pierre regarding customer contact.

Open Date: 11/14/2003 13:16:30

Agent: Ron St.Pierre

Phone 8200

Note Type: RC

Spoke with customer 11/14/03. Customer stated that he had recently purchased the vehicle from a private party. (Carfax shows possible 4th or 5th owner.) He stated that the check engine light had come on , and he researched for information on the Internet and found additional information relating to problems with the harmonic balancer. He stated that he requested the dealer participate in the repair of the balancer..... service manager states that customer demanded participation, and became somewhat abusive. In the discussion with Mr. Miet, it was determined that there was no existing problem with the balancer, he wanted to replace the components based on the research he performed on the internet. He referred to information on the Internet web site mercedeshop.com, that advised that his components required replacing based on a "service bulletin" from 12-01. This writer researched for any such bulletin, and there was none found. Based on the verbal description provided by Mr. Miet, it seemed to be verbage related to a possible parts update for "when replacing" these components. Mr. Miet was advised as to this writer's opinion as to the above. Mr. Miet was advised that the dealer was correct in not providing financial assistance for "preventive maintenance", as there was no failure or defect at this time. At this time, Mr. Miet began to try to "put words" into this writer's mouth, as he was not hearing what he wanted to hear. Mr. Miet was not pleased with the decision, and was advised that since there was no failure, the dealer, and accordingly, MBUSA would not participate financially in any preventive maintenance repair that Mr. Miet should decide to perform.

CONFIDENTIAL

02/10/2004

# Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 166758    Priors: No    Open Date: 01/05/2004    Status: CLS    Last Update: 02/06/2004

Address:

Title:

Phone:

Residence

City: Oklahoma City

OF

Corres ID:

Agent: Honora Duffy

Phone: 6307

Orig By: M

Orig CD: H0

Region: 6

Market: 6

Service Retailer: 65101

MERCEDES-BENZ OF OKL

OKLAHOMA CIT

OK

Assign Agent: SOM - 32

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: Y

Mailgram Sent: Y

Grp	Fail	Major	Minor	Rst
00	10	2	3	15

DBAG VIN: 1631721

Model: ML430

1999

World VIN: 4JGAB72E7XA

Mileage: 73153

Engine Number: 11394230040764

Prod Date: 12/14/1998

Warranty Start Date: 12/23/1998

Close Agent: Craig Dearing

Field Closing Date: 02/06/2004

Close With: 0

Close By: M

Close How: V

Owner Satisfied: Y

## Involved Information

> Owner,

[Redacted] Oklahoma City, OK [Redacted]

Primary

Residence

Secondary

Residence

> Representative,

[Redacted] Oklahoma City, OK [Redacted]

Primary

Business

Secondary

Fax

## Customer Assistance Referral – Full Notes

Open Date: 01/05/2004 17:05:20

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: 4059480505

Current Mileage: 73153

Warranty Start Date: 12/23/1998

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 651411

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See prior Sum Note - at which time customer never mentioned allegations of "almost being in an accident".

Now Klaus Ulkann has received letter dated 12/23/2003 from William L. Canon - owner's Lawyer. In letter, Mr. Canon writes:

"This office has been retained to represent [REDACTED] in connection with problems he has had with his 1999 ML430. Several months ago [REDACTED] was almost involved in a very serious accident due to losing control of his power steering. The problem was diagnosed that the harmonic balancer disconnected and the crankshaft pulley came apart. A hole was punched in the oil pan due to this particular problem. The damages total \$2,811.08 [REDACTED] has submitted this claim for assistance with your company but his request for assistance has been denied"

"This letter shall serve as formal notice of [REDACTED] plans to pursue this matter with the courts if it is not resolved within the next thirty days. We believe the problems which Mr. Tan has suffered relate directly to your recent "safety recall" concerning the loss of power steering"

"Please contact my office at your earliest convenience to discuss this matter further. Thank you for your attention to this correspondence"

Writer has contacted Craig Deering - SPOM will review with Tracy Matura and dealership.

Open Date: 01/14/2004 11:40:39

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

Owner asks when he will hear back from MBUSA regarding the above issue. Owner states he has further information that he wants SPOM to review, I provide owner with fax number per his request.

Open Date: 01/14/2004 16:36:12

Agent: Honora Duffy

Phone 6307

Note Type: PC

[REDACTED] sent addition fax dated 1/14/2004 - he attached "actual letter I provided to my attorney regarding this case. I thought it would help better verse my point of view. Please include it with my case notes"

Faxed to SPOM for review as Referral is still open

Open Date: 02/04/2004 07:40:26

Agent: Craig Deering

Phone 6200

Note Type: PC

Writer inspected this vehicle 2-3-04 with SM Bill Usary and the client [REDACTED] Vehicle has been in an obvious front end accident that incorporated hood, both front fenders, LF inner fender was cut and re-welded in an inconsistent fashion with manufacture and repair process. The client also provided his maintenance records. The recorded maintenance identify service performance ranging from 13 k miles to over 20,000 miles in the last service interval. The client has also had a complaint of oil consumption that he attributes to the sludging identified in current class action settlement. Writer explained that would be his next concern after resolution to this matter. Client is expecting to release his current attorney and is looking into new council based on his feelings that present council is not assisting him in this issue.

The client also indicated he had been paying off an extended warranty contract on this vehicle but it was not in force at this point. He made a point to relate that he would not request repair monies for this vibration dampener issue. That was not the intent of the purchase. Given limited regular maintenance I can not imagine any extended warranty covering any repair processes.

I would expect the client to go further with this law suit and then if the oil consumption identified is confirmed for a secondary suit to be filed based on client's commentary.

Services 13k, 28k, 48k 68k vehicle presently has 73K. Writer will contact home office legal on this matter given lawyers intent to bring suit as identified in correspondence.

Open Date: 02/06/2004 13:20:08

Agent: Craig Dearing

Phone 6200

Note Type: RC

Damages were based on nothing other than [REDACTED] recitals of an estimate. Here is the final solution; [REDACTED] signs a legal release we replace the vibration dampener and consequential damages that limits the engine from running respective of this one complaint. The client executes a standard legal release to be provided by you. This does not need to be included as this is a gentleman's discussion, the dealer will provide a wholesale figure for his current ML 430. The client will be afforded the opportunity to purchase my ML 350 at invoice minus mileage discount of 1% per thousand miles from the invoice price. Client was very pleased with the support provided and appreciated the detailed evaluation of his vehicle and financial support for the repair of his ML. Client clearly understands it is not the manufacturers responsibility to restore used vehicles. The client also understands that in executing this legal release the oil consumption issues and anything else in the future are his responsibility and absolutely no recourse plus no dialog/Internet messages discussing our support of this issue.

Please provide this release ASAP so the client will get his car back by early next week. Perhaps Tuesday.

CONFIDENTIAL

02/10/2004

# Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 167375    Priors: Vch    Open Date: 01/30/2004    Status: CLS    Last Update: 02/10/2004

Address: [REDACTED]    Title: [REDACTED]  
Phone: [REDACTED]    Mobile: [REDACTED]

City: Cookeville    TN [REDACTED]    Corres ID: [REDACTED]

Agent: Ed Duffy    Phone: 6296    Orig By: M    Orig CD: HO    Region: 2    Market: 8

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

Orig Retailer: 59218    LEITH, INC.    RALEIGH    NC

Sell Retailer: 59218    LEITH, INC.    RALEIGH    NC

Disp Amt:    Corr Fwd: N    Mailgram Sent: Y

Grp Fall Major Minor Rsr

DBAG VIN: 1631721A [REDACTED]    Model: ML430    1999

01 06 5 3 05

World VIN: 4JGAB72E2XA [REDACTED]

Mileage: 45402    Engine Number: 11394230036758

Prod Date: 11/17/1998    Warranty Start Date: 12/12/1998

Close Agent: Larry Scruggs    Field Closing Date: 02/10/2004

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

## Involved Information

> [REDACTED] Owner, [REDACTED] Cookeville, TN [REDACTED]  
Secondary    Business  
Primary    Mobile

## Customer Assistance Referral -- Full Notes



Open Date: 01/30/2004 14:44:57

Agent: Ed Duffy

Phone 6298

Note Type: PC

Primary Phone: 9316289625

Current Mileage: 45402

Warranty Start Date: 12/12/1998

StarMark Warranty: N/A

Previous CA Referrals:

CONFIDENTIAL

Previous Summary Notes: 690592

Customer sent 2nd e-mail (#233332) regarding the crank shaft Pulley

Customer alleged he never received a reply from this writer on the prior e-mail received in Dec. and reply sent at same time. Below is his e-mail and writers prior response.

E-mail: [REDACTED]

Comments: Dear Customer Service, I have a 1999 ML 430 (54k miles) and it has encountered above average amount of problems before the warranty period and continues to develop several odd problems after the warranty period. Two Days ago the main crankshaft pulley failed completely and disabled the car on the road. The failure was very unusual as the ML430 has only 54k miles. The failure of this pulley caused additional damage to the engine block and I am very unhappy about the cost to repair/replace this. This & other areas of the vehicle seems to be a poor design and I am concerned about overall reliability of this ML430. Question: Are you able to cover any of the expenses for this failure and provide any additional warranty on the overall vehicle? My address above is new as I moved few weeks ago. Previous address: [REDACTED]  
Walton Trail Cookeville, TN [REDACTED]

Reply

Dear [REDACTED]

Thank you for your recent message. We are sorry to learn of the concerns involving your vehicle and recommend you contact the service manager of your local authorized MB dealer to review your current concern. He / she is empowered on behalf of this company to review matters of this nature and the decision made will be that of this company. We apologize for the inconveniences experienced. Thank you for taking the time to correspond.

Sincerely

Ed Duffy

Customer Relations

Copy to Gary Bowne

Open Date: 02/03/2004 11:09:10

Agent: Thomas Trivento

Phone

Note Type: PC

Vehicle was repaired several weeks ago at Eastside Service Center, 298 S. Lowe Ave., Cookeville, TN. Tel. # (931) 526-2082.

Customer concerned block has been scored and wants inspection by MB dealer. T. Trivento has call into SPOM to discuss.

Open Date: 02/03/2004 11:35:13

Agent: Thomas Trivento

Phone

Note Type: PC

Customer will bring vehicle to dealer for inspection.

Open Date: 02/03/2004 13:23:41

Agent: Larry Scruggs

Phone 7230

Note Type: PC

02/03/04-SPOM CONTACTED SERVICE MANAGER, MARK MERRYMAN AND REVIEW CASE. SPOM TOLD SERVICE MANAGER THAT CUSTOMER WILL BE CALLING HIM TO SET UP AN APPOINTMENT FOR INSPECTION. SPOM ALSO TOLD SERVICE MANAGER THAT CUSTOMER WILL BRING BILL FOR REPAIR @ INDEPENDENT SHOP. SPOM INSTRUCTED SERVICE MANAGER TO REFUND CUSTOMERS REPAIR @ INDEPENDENT SHOP. SERVICE MANAGER SAID HE WILL DO AS REQUESTED.

Open Date: 02/10/2004 18:42:16

Agent: Larry Scruggs

Phone 7230

Note Type: RC

02/10/04-SPOM @ DEALERSHIP TODAY, 02/10/04 AND REVIEWED CASE WITH SERVICE MANAGER, MARK MERRYMAN. MR MERRYMAN SAID THEY HAVE VEHICLE IN SHOP AND ARE REPAIRING DAMAGE CAUSED BY CRANK PULLY NOT REPAIRED BY INDEPENDENT SHOP. SERVICE MANAGER SAID THEY WILL GOOG WILL REPAIR AND REIMBURSE CUSTOMER FOR INDEPENDENT REPAIR.

02/10/2004

# Customer Assistance Referral

CONFIDENTIAL

CA Ref ID: 132762    Priors: Cus    Open Date: 09/06/2000    Status: CLS    Last Update: 10/01/2000

Address: [Redacted]    Title: [Redacted]  
Phone: [Redacted]    Business

City: CLOSTER    NJ    Corres ID:

Agent: Gregg Mault    Phone: 6350    Orig By: P    Orig CD: H0    Region: 5    Market: 2

Service Retailer: 51142    BENZEL - BUSCH MOTOR    ENGLEWOOD    NJ    Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 51142    BENZEL - BUSCH MOTOR    ENGLEWOOD    NJ

Disp Amt:    Corr Fwd:    Mailgram Sent:

DBAG VIN: 22D1751A [Redacted]    Model: S500V    2000

World VIN: WDBNG75J9Y [Redacted]

Mileage: 12000    Engine Number: 11396030107747

Prod Date: 07/14/1999    Warranty Start Date: 09/15/1999

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

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

Grp	Fall	Major	Minor	Rst
32	04	3	3	13
13	36	3	3	13

## Involved Information

> [Redacted] - Owner [Redacted] CLOSTER, NJ [Redacted]  
Secondary  
Primary    Business

## Customer Assistance Referral – Full Notes

Open Date: 09/06/2000 14:21:58    Agent: Gregg Mault    Phone 6350    Note Type: PC

client called stating he has a problem with the air matic system in his car. client states car is at retailer now and states retailer can't tell him when and if they could look at his car. Client asking MBUSA for some assistance.

Open Date: 09/17/2000 23:59:37    Agent: John F. Mayo    Phone 7521    Note Type: RC

Writer (J. Mayo) upon return after being away for 4 weeks spoke with John August at center on 9/15. He informed me clients concerns have been addressed. However follow up call to client revealed that client now has engine noise he never heard before.

Client coming in 9/18 to see what noise is.

Open Date: 09/21/2000 17:43:04    Agent: John F. Mayo    Phone 7521    Note Type: RC

Writer (J. Mayo) was advised by John August today that client did not come in on 9/18 yet did show up today. Vehicle was road tested with foreman and a noise was heard.

Client will be bringing car back on 9/25 for further diagnosis.

Open Date: 10/01/2000 00:40:57    Agent: John F. Mayo    Phone 7521    Note Type: RC

Writer (J. Mayo) was advised by John A. from center that client returned 9/25 where it was determined noise was from ball tensioner. This was replaced and client is satisfied.

02/10/2004

# Customer Assistance Referral **CONFIDENTIAL**

CA Ref ID: 138449    Priors: Cus    Open Date: 01/09/2001    Status: CLS    Last Update: 01/10/2001

[Redacted]

Address: [Redacted]

Title: [Redacted]

Phone: [Redacted]

Residence

City: Clearwater    FL [Redacted]

Corres ID:

Agent: Gregg Mault    Phone: 6350    Orig By: P    Orig CD: H0    Region: 2    Market: 5

Service Retailer: 14318    LOKEY MOTOR COMPANY    CLEARWATER    FL    Assign Agent: SOM - 26

Orig Retailer: 15311    CROWN EUROCARS INC.    SAINT PETERS    FL

Sell Retailer: 15311    CROWN EUROCARS INC.    SAINT PETERS    FL

Disp Amt:    Corr Fwd:    Mailgram Sent:

Grp: Fail Major Minor Rn

DBAG VIN: 2201751A [Redacted]    Model: S500V    2000

03 . 06 : 3    3    13

World VIN: WDBNG75J3Y [Redacted]

Mileage: 10369    Engine Number: 11396030075322

Prod Date: 03/30/1999    Warranty Start Date: 05/18/1999

Close Agent: Alan Baker    Field Closing Date: 01/10/2001

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

## Involved Information

> [Redacted] - Owner, [Redacted] Clearwater, FL [Redacted]  
Primary Residence  
Secondary Residence

## Customer Assistance Referral – Full Notes

Open Date: 01/09/2001 11:50:55    Agent: Gregg Mault    Phone 6350    Note Type: PC

client called stating last friday the serpentine belt broke while he was driving into a driveway. client state car was brought to retailer and was told that parts needed to be ordered and it might take a few days. client states all of a sudden retailer had car fixed and returned to him. client states he does not trust the repairs and is requesting MBUSA to inspect vehicle.

Open Date: 01/10/2001 09:30:04    Agent: Andrew Kambich    Phone 6200    Note Type: RC

spoke with client this date to review client concerns. Client questions why vehicle was repaired so fast if retailer actually needed other parts. spom advised client that retailer expected to have to make additional repairs based on nature of failure. This was not the case as the crank pulley and belt only were needed. client and his wife were both on the phone and deccribed failure, they were back ing out of parking spot when the batt. light came on and they could not turn steering wheel. Client states that they were advised that this failure is not uncommon ( not sure from who...client stated RAP ) and what to know why MB doesn't initiate recall based on safety. Advised client that MB evaluates all failures and if necessary will institute process to address. Client asked MANY !!!!! questions about " who's job it is to start recall as they could have been killed if they had been on highway ". Spom advised clients that MB engineers make that decision based on many criteria and that spom could not provide client with exact specifics. CLIENT IS VERY ADAMANT ABOUT THIS FAILURE BEING SAFETY RELATED AND HIGHLY AGGITATED THAT MB HAS NOT RECALLED THE FAILED PARTS. spom advised client MB engineers will make the decision for recall if necessary, but that spom could not advise further. Spom did however review redundant features of the vehicle and that vehicle will continue to provide safety first. client appreciates MB contact, but still concerned over repair. Note: The failure was from the front crankshaft pulley.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

<b>Note ID</b>	<b>647943</b>	<b>Cus Ident</b>	<b>8838530</b>	<b>Legal</b>	<b>Note Type</b>	<b>Summary Note</b>
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<b>Customer</b>	[REDACTED]
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<b>Address</b>	[REDACTED]
----------------	------------

<b>Saint Charles</b>	<b>IL</b>	[REDACTED]
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<b>Phone</b>	[REDACTED]	<b>Phone Location</b>	<b>Residence</b>
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<b>Assign Dir 22118</b>	<b>BRIAN BEMIS IMPORTS</b>	<b>SYCAMORE</b>	<b>IL</b>
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<b>Sell Dir 22105</b>	<b>MERCEDES-BENZ OF NAPERVI</b>	<b>NAPERVILLE</b>	<b>IL</b>
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<b>Last Sell Dir 22105</b>	<b>MERCEDES-BENZ OF NAPERVI</b>	<b>NAPERVILLE</b>	<b>IL</b>
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<b>Note to Market Ind:</b>	<b>Amount</b>
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**Vehicle Information**

<b>DBAG Vin</b>	<b>2020291A7</b>	[REDACTED]	<b>World Vin:</b>	<b>WDBHA29G5X</b>	[REDACTED]			
<b>Mileage</b>	<b>51395</b>	<b>Prod Date</b>	<b>11/09/1998</b>	<b>Warr Date</b>	<b>04/15/1998</b>	<b>Model</b>	<b>C280W</b>	<b>1999</b>

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/13/2003 11:52:31	Cynthia Feuss	6289

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/13/2003 11:52:40	Cynthia Feuss	6289

**Summary Notes**

08/13/2003	11:52:18	Cynthia Feuss	6289
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Phone: (630) 584 - 3698 Current Mileage: 51395 Dealer(s) involved: 22118

Situation: Owner claims "damaged sensor" left me stranded in MI and I had to have the car towed to a dealer. Owner claims she went home and took vehicle to 22118, claims vehicle was leaking oil. Owner claims dealer 22118 has told her the bolt that holds the balancer sink weight at the end of the crank shaft became loose and damaged the sensor and other parts. Owner is seeking post warranty assistance, claims PJ told her to call MBUSA CAC.

Action Taken: I advise owner that dealer SM has full authority to review any request for post warranty assistance.

Customer Follow-up Y/N: Owner to call SM John Matko directly. Follow-up by: CAC, market team or dealer:

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

**Note ID** 560386    **Cus Ident** 8957493    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Federalsburg**    **MD** [REDACTED]  
**Phone** [REDACTED]    **Phone Location**    **Residence**  
**Assign Dir** 12202    **I G BURTON & CO. INC.**    **MILFORD**    **DE**  
**Sell Dir** 12202    **I G BURTON & CO. INC.**    **MILFORD**    **DE**  
**Last Sell Dir** 12202    **I G BURTON & CO. INC.**    **MILFORD**    **DE**  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED]    **World Vin:** WDBHA29G5XA [REDACTED]  
**Mileage** 35820    **Prod Date** 03/03/1998    **Warr Date** 06/18/1998    **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	10/14/2002 14:03:54	James Blasia	4620

**Summary Notes**

10/14/2002    14:03:17    James Blasia    4620

Customer called in and wanted to speak with "zone rep"; writer asked if he could to assisted him -customer allege that vehicle has been in to dealership 2x for same issue "cold start ticking" - both times they could not duplicate issue; he was advised by a tech from MB Classic that he needs to "change tensioner" - he wants technical assistance from MB -  
 Writer advised him to contact svc mgr. at dealership re: request.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 392565 Cus Ident 7496163 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Boca Raton FL [REDACTED]

Phone [REDACTED] Phone Location Residence

**Assign Dir**

Sell Dir 15317 AUTOHAUS POMPANO POMPANO BEA FL

Last Sell Dir 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G3XA [REDACTED]  
 Mileage 6715 Prod Date 11/23/1998 Warr Date 12/29/1998 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIVE	12/08/2000 13:41:53	Patrick Hunter	

**Summary Notes**

12/08/2000 13:42:12 Patrick Hunter

Client called in and was upset that the harmonic balancer broke on the car and West Palm retailer will not give him a loaner car. Writer apologized and advised him to call a/m of retailer. Writer will also review with SPOM (since client is a multiple MB owner) Writer will call client back a [REDACTED] (temp #).

12/08/2000 18:44:42 Patrick Hunter

As per SPOM General Manager will call client, writer called client and advised.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 423373 Cus Ident 11826448 Legal

Note Type INTERNET MES

Customer [REDACTED]

Address [REDACTED]

Dallas TX [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 04507 RIVERSIDE MOTORS, INC. LITTLE ROCK AR

Last Sell Dir 04507 RIVERSIDE MOTORS, INC. LITTLE ROCK AR

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 2020291F [REDACTED] World Vin: WDBHA28G7W [REDACTED]  
Mileage 35974 Prod Date 11/11/1997 Warr Date 05/08/1998 Model C280W 1998

### General Issue:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/18/2001 18:33:28	Thomas Trivento	

## Summary Notes

05/16/2001 16:33:28 Thomas Trivento

Date: Fri, 11 May 2001 02:17:33 -0400

Comment: Unauthenticated sender

X-Mailer: JNet Qamp

CONFIDENTIAL

Subject: Vehicle Technical Questions (CVTQ)

From: cmorriso@post.smu.edu

To: mallmaster@mbusa.com

\*\*\* Client Assistance \*\*\*

The following person has filled out the Client Assistance Form on www.MUBSA.com.

Contact Information:

Title: [REDACTED]

First Name [REDACTED]

Last Name [REDACTED]

Street [REDACTED]

Address 2:

City: Dallas

State: TX

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: To whom it may concern: I own a 1998 C-280 Sport Mercedes, and I have been completely unsatisfied. My mother has owned a Mercedes of one kind or another my entire life (over 20 years) and has never had any major problems. I thought that I would be getting the same luxury when I got my first Mercedes, but it has been the exact opposite. There have been several instances dating back to the time of purchase. However, the most recent problems have been the most serious and ridiculous with a relatively new car. First, the brakes, I took the car in because the brake pad light came on. Park Place Mercedes in Dallas, Texas replaced the brake pads. I'm not sure if this is where the problem originated, in that the dealership did something wrong or not, but when the car was returned to me the brakes had an outrageous squealing problem. I took it back in the next day. They claimed to "fix" the problem, well the problem was worse than ever, and it was to the point that friends thought my brakes were going to completely fail. I had lost all faith in the dealership at this point, so I held off taking it back in since it appeared there was nothing they could do for me. I took it back in a few months later, and they advised me that I had a "unique" problem that they had never seen. My brakes would get really hot, and this would cause them to squeak. The dealership contacted Mercedes Benz since brakes are not covered under warranty to see what could be done since this problem was so "rare." Mercedes Benz refused to pay for the brake problem, and Park Place Motorcars agreed to pay the labor if we paid for the parts. Before I could even take the car in for the brake repair, another problem occurred. I start the car, and there is a burning smell coming from the engine. The car sounds like a motorcycle, as it is going down the road, and it felt horrible to drive. I was scared to death to drive it at this point, but I went straight to the dealership. This all occurred on March 21, 2001. Park Place had my car from March 21 - March 29. I was told that it was the horizontal balancer that came loose, and it had jammed into the engine block causing damage. As for the brakes, they had to completely replace the rear brake rotors and rear brake pads. This vehicle has approx 36,000 miles on it. Currently, the problem is that a large amount of fluid dumped from the car into the garage. It is a reddish color. I just pulled the paperwork from the March 29th visit. It states that aside from the horizontal balancer, I had another problem. It says, "defective water pump and cracked radiator...drain coolant r&r fan shroud and replaced water pump, thermostat and radiator." Well, this was something I had no clue about. However, there is obviously a new problem "this month"! I'll take it in once again tomorrow to have it checked out, but this constant visit to the service department is far from annoying. I previously owned an Acura Legend and a Lexus. Neither of these cars gave me any troubles, and I took them in only for routine services. I just thought Mercedes cars were the utmost in quality, and this would be a car that I could enjoy for years. All of the problems have definitely proven me wrong. At the very least, I just wanted to let you know how very unsatisfied I have been because I felt like you would want to know if one of your cars did not live up to its standard of excellence. Any assistance you can give me on this matter would be greatly appreciated and I feel much deserved at this point. Thank you for your time in listening to this matter. Following is my contact information: [REDACTED], Texas [REDACTED] Sincerely, Elaine

Morrison □□ □□ □□

Survey Information:

Day Phone Number [REDACTED]

Evening Phone Number [REDACTED]

Preferred number: Work [REDACTED]

Preferred time to call: Afternoon

Fax: -

VIN Number: WDBHA29G7W [REDACTED]

Vehicle Year: 1998

Model You Own: C-Class



## Summary Notes

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CONFIDENTIAL

05/16/2001 16:36:38 Thomas Trivento

Hi [REDACTED] sorry to hear of your repairs and disappointment in vehicle. Hopefully, dealer has addressed recent problems for you. We thank you for taking the time to advise us of what has transpired and will document your concerns and forward them to the appropriate individuals within our organization. Should you wish to speak to us direct, please contact us at telephone no. 800 367-6372.

05/16/2001 16:53:25 Thomas Trivento

Customer's above internet was forwarded to SPDM Wylie for review.

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

**Note ID - 436026    Cus Ident 2382468    Legal**                      **Note Type Summary Note**  
**Customer** [REDACTED]  
**Address** [REDACTED]

Apollo Beach

FL [REDACTED]

**Phone** [REDACTED]**Phone Location Business****Assign Dir 14316      MERCEDES-BENZ OF TAMPA      TAMPA      FL****Sell Dir 14316      MERCEDES-BENZ OF TAMPA      TAMPA      FL****Last Sell Dir 14316      MERCEDES-BENZ OF TAMPA      TAMPA      FL****Note to Market Ind:                      Amount****Vehicle Information**

**DBAG Vin 2020291A** [REDACTED]                      **World Vin: WDBHA29G4X** [REDACTED]  
**Mileage 45368    Prod Date 02/08/1999    Warr Date 03/11/1999    Model C280W 1999**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	07/16/2001 09:43:19	Michael Reger	6383

**Summary Notes**

Date	Time	Author	Phone
07/16/2001	09:43:39	Michael Reger	6383

NTMT

The customer called the CAC alleging that on 7/16, he tried calling RAP , to alert MBUSA that his harmonic balancer was loose. The customer stated that unsuccessfully reaching RAP, he continued on his 600 mile trip back to his home; placing his vehicle out of warranty by 600 miles.

The customer stated that dealer 14316, said that the item would be covered. The writer will further contact to spo if necessary.

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

**Note ID** 443730 **Cus Ident** 8891851 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED] **Address** [REDACTED] **Phone** [REDACTED] **Phone Location** Business **Assign Dir** [REDACTED] **Phone** [REDACTED] **Phone Location** Business **Assign Dir** [REDACTED]

Charleston

MS [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dir

Sell Dir 44308

BLACKWELL IMPORT MOTORS JACKSON

MS

Last Sell Dir 44308

BLACKWELL IMPORT MOTORS JACKSON

MS

Note to Market Ind:

Amount

**Vehicle Information**

DBAG Vin 2020281F [REDACTED]

World Vin: WDBHA29G9W [REDACTED]

Mileage 64000 Prod Date 03/25/1998 Warr Date 05/07/1998 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	08/20/2001 21:15:15	Honora Duffy	6307

**Summary Notes**

08/20/2001 21:15:15 Honora Duffy 6307

I sent Chuck Crawford E mail:

Chuck:

John Spencer called ... he has 1998 C class (vin#WDBHA29G9W [REDACTED]) with 64,000 miles & says the harmonic balancer is out - "Chuck Wall from dealership told me to call your office to see if you would provide \$\$ assist since warranty is over"

I told customer that he should speak with Service Manager who would present file to region for possible post-warranty consideration; I told him this is not promise, but procedure & apologized that Chuck told him to call this office (I can see from his warranty claim he's being going to Blackwell for repairs).

This is heads-up in case you hear from Service Manager on goodwill.

Honora

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

<b>Note ID</b>	<b>448657</b>	<b>Cus Ident</b>	<b>5679626</b>	<b>Legal</b>	<b>Note Type</b>	<b>Summary Note</b>
----------------	---------------	------------------	----------------	--------------	------------------	---------------------

<b>Customer</b>	[REDACTED]
-----------------	------------

<b>Address</b>	[REDACTED]
----------------	------------

<b>Plano</b>	<b>TX</b>	[REDACTED]
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<b>Phone</b>	[REDACTED]	<b>Phone Location</b>	<b>Residence</b>
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**Assign Dir 75516**

<b>Sell Dir 75568</b>	<b>PARK PLACE MOTORCARS</b>	<b>DALLAS</b>	<b>TX</b>
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<b>Last Sell Dir 75568</b>	<b>PARK PLACE MOTORCARS</b>	<b>DALLAS</b>	<b>TX</b>
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<b>Note to Market Ind:</b>	<b>Amount</b>
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**Vehicle Information**

<b>DBAG Vin</b>	2020291 [REDACTED]	<b>World Vin:</b>	WDBHA29G4WA [REDACTED]
<b>Mileage</b>	54000	<b>Prod Date</b>	10/24/1997
<b>Warr Date</b>	01/08/1998	<b>Model</b>	C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	09/12/2001 10:50:17	Patrick Hunter	

**Summary Notes**

09/12/2001	10:50:01	Patrick Hunter
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Customer called in and requested post warranty consideration toward a new harmonic balancer and claims that S/ Mike Grahm told her to call CAC. Writer apologized for her dissatisfaction and writer called S/M John Morris who asked writer to have customer call him directly. Customer will call S/M directly.

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

**Note ID** 449940 **Cus Ident** 12256629 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Sugar Land

TX [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 65508

BENCHMARK MOTORS, INC.

OKLAHOMA CIT OK

**Last Sell Dir** 65508

BENCHMARK MOTORS, INC.

OKLAHOMA CIT OK

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2020291A [REDACTED]**World Vin:** WDBHA29G6WA [REDACTED]**Mileage** 45953 **Prod Date** 08/18/1997 **Warr Date** 09/26/1997 **Model** C280W 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	09/18/2001 18:28:37	Cleveland Best	6344

**Summary Notes**

Date	Time	Updated BY	Phone
09/18/2001	18:28:49	Cleveland Best	6344

Letter dated 9/6/01 received 9/11/01. Customer requesting goodwill assistance: had harmonic balancer replaced at an indep shop (European Performance); vehicle has over 60,000 miles.

Date	Time	Updated BY	Phone
09/18/2001	18:28:20	Cleveland Best	6344

Writer sending ltr in response to above: goodwill declined based on mileage and the fact that repairs performed at an indep shop with which we have no working relationship.

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

**Note ID** 490591    **Cus Ident** 4840948    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Irvine**                      **CA 926182311**  
**Phone** [REDACTED]    **106**    **Phone Location** Business  
**Assign Dir** 05101            **FLETCHER JONES MOTOR CAF NEWPORT BEA CA**  
**Sell Dir** 05737              **DOWNTOWN L. A. MOTORS            LOS ANGELES CA**  
**Last Sell Dir** 05737        **DOWNTOWN L. A. MOTORS            LOS ANGELES CA**  
**Note to Market Ind:**                      **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED]                      **World Vin:** WDBHA29G2W [REDACTED]  
**Mileage**            **51201**    **Prod Date** 08/18/1997    **Warr Date** 09/30/1997    **Model** C280W    **1998**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	03/04/2002 17:52:01	Michael Reger	6383

**Summary Notes**

03/04/2002    17:50:43            Michael Reger            6383  
 corres 199042

The customer sent a fax to the CAC dated 3/3/02, received 3/4/02.

The customer alleged in his letter that the vehicle had a problem where a Roadside Tech came out and diagnosed the problem the rubber seal from a vibration dampener fell off.

The writer explained to the customer that the vehicle needs to be brought to an authorized MB dealer for proper diagnosing. The customer mentioned that he is going to have the vehicle towed to dealer 05101. The writer informed the customer that his information along with his letter will be shared with the regional manager.

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

**Note ID** 527935 **Cus Ident** 5762002 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Gadsden

AL [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dir** 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL**Sell Dir** 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL**Last Sell Dir** 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL**Note to Market Ind:** Amount**Vehicle Information**

**DBAG Vin** 202029 [REDACTED] **World Vin:** WDBHA29G3W [REDACTED]  
**Mileage** 58000 **Prod Date** 08/29/1997 **Warr Date** 01/26/1998 **Model** C280W 1998

**General Issues:**

Code	Description	Sub Code	Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV			06/12/2002 11:34:33	Cleveland Best	6344

**Summary Notes**

06/12/2002 11:34:42 Cleveland Best 6344

Mr. Harcrow called CAC. Customer wanted it noted that the vehicle did not exceed his greatest expectations, as our welcome letter states. Customer claims vehicle has had a lot of problems.

Customer claims recently, he had to replace the harmonic balancer. Customer claims when he got home, he noticed an oil leak. Customer claims dir now advises the power steering pump needs replacing (\$900). Customer claims the engine work done by dir to fix balancer caused the leak, but claims dir denies this.

Customer states he was interested in the M-Class, but no longer due to his experience with vehicle. Customer claims he will probably never buy another MB. Writer apologized for his experience, and advised we would have the service manager look into his inquiry.

06/26/2002 15:13:55 [REDACTED] 6330

Written by ANna Peet

Customer called again and stated that he has not heard back from Cleveland re problems stated above. He stated that he is convinced that Power steering pump was damaged by dealer during engine repair. Writer adv that I would speak to Cleveland re whether he had contact with dealer. He can be reached at 258-549-1330.

06/26/2002 16:37:03 Cleveland Best 6344

Writer called service manager (Larry Aldridge) regarding above and ask has he spoken with customer. SM does not recall speaking with customer, but stated that the customer's service advisor contacted customer and advised dir not responsible for repairs.

SM stated he will call customer personally to confirm what the advisor has already stated.

Summary Notes

06/26/2002 17:03:04 Cleveland Best 6344

Mr. Harcrow called CAC looking for name of the Customer Relations Manager , writer provided. Customer stated he is unsatisfied with the service manager's response that they will not pay for repairs.

Customer demanded to be transferred to Mr. Juron. Writer advised due to corporate obligations, he is unable to take customer's calls and we could take down any concerns he may have. Customer stated he would call back.

07/03/2002 11:36:35 James Blasia 4820

Customer called back and alleged:

- 1. he spoke to SM L. Aldridge who denied any responsibility for power steering issue/repair
- 2. also denied any goodwill consideration (customer's response when writer suggested that he speak to SM about goodwill)
- 3. very disappointed in performance of vehicle

Writer explained that issue is between he and dealership - that they are independently owned and operated and responsible for day to day operations, including his repair. H could request goodwill (he stated SM already denied any assistance).

Customer not happy and stated he would write a letter.

07/25/2002 09:42:18 James Blasia 4820

Customer sent letter dated 7/23 to P. Hslata alleging issues with vehicle after warranty expired; he notes Crown repaired engine, but alleges poor work done, and discussions with SM. and CAC reps.



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

**Note ID** 534021    **Cus Ident** 7278860    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Shiloh**    **IL** [REDACTED]  
**Phone** [REDACTED]    **Phone Location**    **Residence**  
**Assign Dir** 45102    **PLAZA MOTOR COMPANY**    **CREVE COEUR MO**  
**Sell Dir** 45102    **PLAZA MOTOR COMPANY**    **CREVE COEUR MO**  
**Last Sell Dir** 45102    **PLAZA MOTOR COMPANY**    **CREVE COEUR MO**  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED]    **World Vin:** WDBHA29G4XA [REDACTED]  
**Mileage** 15200    **Prod Date** 09/03/1999    **Warr Date** 09/30/1999    **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	07/05/2002 14:33:45	Surya Boonphadung	4881

**Summary Notes**

07/05/2002    14:33:45    Surya Boonphadung    4881

customer called the CAC regarding his 1999 C280. Customer states he purchased another vehicle in Fort Myers, FL and was advised by the Service Rep. (Jackie Dresser) regarding the Harmonic Balancer in hi vehicle (customer alleges jackie advised that there is a new balancer and that he should have it replaced.

Customer then allegedly contacted the Service Manager at Plaza Motor regarding the Harmonic Balancer, however he stated he was advised by SM that the dealer can't replace the balancer under warranty because it is still operating as designed.

Writer stated that since the harmonic balancer in customer's vehicle is still functioning properly, MBUSA can not warrant replacing it under the terms of the new vehicle limited warranty. Customer is concerned regarding said part after warranty has expired. Writer explained that post warranty administration are considered on a case by case basis, and that SM is the best person for customer to speak to regarding this matter.

Customer would like his comment documented...writer stated he will document customer's comment.

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

**Note ID** 534193 **Cus Ident** 13175008 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Plymouth Meeting PA [REDACTED]

Phone [REDACTED]

**Phone Location** Residence**Assign Dir****Sell Dir** 09101

CONTINENTAL MOTORS, INC.

FAIRFIELD

CT

**Last Sell Dir** 09101

CONTINENTAL MOTORS, INC.

FAIRFIELD

CT

**Note to Market Ind:****Amount****Vehicle information****DBAG Vin** 2020291A [REDACTED]**World Vin:** WDBHA29G1W [REDACTED]**Mileage** 59000 **Prod Date** 10/08/1997 **Warr Date** 11/22/1997 **Model** C280W 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	07/08/2002 13:44:44	Cleveland Best	6344

**Summary Notes**

Date	Time	Updated BY	Phone
07/08/2002	13:44:50	Cleveland Best	6344

Mr. Hart called CAC claiming the harmonic balancer failed while driving 7/8/02. Customer claims he is going to repair car, but wanted this noted on our records.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 536768 Cus Ident 7278860 Legal N Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Shiloh

IL [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 45102

PLAZA MOTOR COMPANY

CREVE COEUR MO

Last Sell Dir 45102

PLAZA MOTOR COMPANY

CREVE COEUR MO

Note to Market Ind:

Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]

World Vin: WDBHA29G4XA [REDACTED]

Mileage 15200 Prod Date 09/03/1998 Warr Date 09/30/1998 Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NDT ACTIV	07/17/2002 12:42:22	Scott Hickam	7425

**Summary Notes**

07/17/2002 12:42:35 Scott Hickam 7425

Customer has shown up at dealer demanding that his harmonic balancer be replaced. Spom has advised customer that the dealer will not replace a part that has not failed. Customer has stated that he will deal with MB a court regarding this issue. Customer is not satisfied with dealer and Spoms decision. Note: customer and his fath are very aggressive.

07/17/2002 16:53:40 Surya Boonphadung 4881

customer called regarding conversation with spom. customer alleges that he inspected the harmonic balancer an claims that it is "breaking down", but not broken. Writer advised that SPOM has full authority over matters such a this, and that his decision is final. Customer proposed that he will pay for the part, if the dealer is willing to take 1/ off the installation labor fee. Customer request that writer forward his proposal to spom. writer stated that he will contact spom on customer's behalf.

07/17/2002 17:11:08 Surya Boonphadung 4881

writer spoke with SPOM regarding above. SPOM stated that there will be no assistance from MB or dealer at this time, and that MB will uphold the warranty if the part ever fails, and customer is still under warranty. Also post warranty consideration will have to be looked at on case by case basis. Writer will contact customer.

07/18/2002 14:47:43 Surya Boonphadung 4881

writer called customer regarding above. customer advised writer that Tristar will be handling the issue. customer thanked writer for calling back.

08/26/2002 14:39:38 Surya Boonphadung 4881

customer sent in letter to Mr. Paul Halata regarding above. situation has already been handled by Tristar Motors.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 538572 Cus Ident 13730358 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Sanford FL 327717118

Phone [REDACTED] Phone Location Residence

Assign Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Sell Dir 56113 MERCEDES - BENZ MANHATTA NEW YORK NY

Last Sell Dir 56113 MERCEDES - BENZ MANHATTA NEW YORK NY

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G9W [REDACTED]  
 Mileage 31200 Prod Data 10/08/1997 Warr Date 11/17/1997 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	07/24/2002 13:11:18	Frank Parente	4675

**Summary Notes**

07/24/2002 13:11:28 Frank Parente 4675

Customer called to claim that the harmonic balancer on her vehicle has failed. Asked what to do. Since she has not been to a dealer as yet, suggested that she bring to dealer and speak with SM.

07/25/2002 16:19:58 Frank Parente 4675

Sporn Response

Paul,

Since this is a pulley only, before more damage is done, we will take care of it.

Art

## Summary Notes

07/29/2002 09:17:48 Frank Parente 4873

Paul,  
I am not inclined to help again.  
Thanks, Tom

----- Original Message -----

From: <renickp@mbusa.com>

To: <ServiceMgr\_Orlando@mbretailer.com>; <Bullock\_Orlando@mbretailer.com>

Cc: <parentef@mbusa.com>

Sent: Thursday, July 25, 2002 4:44 AM

Subject: Summary NTMT note - Nicole Phillips

CONFIDENTIAL

>  
> Tom/Art/Jim:  
>  
> Please review the attached fyi.  
>  
> This looks like at least the second owner of the vehicle. A goodwill  
> adjustment for parts, labor and handling was just made to this same  
> customer in June for a check engine light complaint.  
>  
> Let me know what your thoughts are for this one if she does bring it in.  
>  
> Thanks,  
> Paul  
>  
> ----- Forwarded by Paul Renick/RGN/MAIL/MBUSA on 07/26/2002 04:38 AM -----  
>

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 542312 Cus Ident 13752490 Legal

Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Lewis Center OH [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 62423 CROWN EUROCARS DUBLIN OH

Sell Dir 62402 ED POTTER, INC. COLUMBUS OH

Last Sell Dir 62402 ED POTTER, INC. COLUMBUS OH

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G0WA [REDACTED]  
 Mileage 48666 Prod Date 08/18/1997 Warr Date 09/26/1997 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	08/08/2002 08:44:32	Cynthia Feuss	6289

**Summary Notes**

08/08/2002 08:44:30 Cynthia Feuss 6289

Scott Morrison of 62423 advises [REDACTED] is 3rd owner of vehicle which is one year out of warranty, no real service history, dealer has declined request for goodwill assistance with harmonic balancer.

08/08/2002 18:13:48 Thomas Nardi 6287

Customer called seeking goodwill. Rep declined as per above.

**Summary Note Information**

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 542640 Cus Ident 13753768 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Fort Thomas KY 410751139

Phone [REDACTED] Phone Location Residence

Assign Dir 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH  
 Sell Dir 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH  
 Last Sell Dir 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G7WA [REDACTED]  
 Mileage 21000 Prod Date 12/15/1997 Warr Date 03/17/1998 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old t	Summary Note from Old System-NOT ACTIV	08/09/2002 11:11:00	Cynthia Feuss	6289

**Summary Notes**

08/09/2002 10:19:07 Cynthia Feuss 6289

Second Owner of pre-owned 1998 C280W (he just purchased vehicle this past April), 21k alleges belt tensioner & shock concerns, seeks goodwill assist. I advise owner he must review with dealer SM. Owner states he has not had vehicle service yet as he has only had it for about 5 months, but he has serviced his previous MB vehicles at MB Cincy 62410. I again advised owner that dealer SM has full authority to review.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 544302 **Cus Ident** 9269305 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Homosassa** **FL** [REDACTED]

**Phone** [REDACTED] **Phone Location** **Residence**

**Assign Dir** 14316 **MERCEDES-BENZ OF TAMPA** TAMPA FL

**Sell Dir** 14349 **MERCEDES-BENZ OF FORT LAI** FORT LAUDERC FL

**Last Sell Dir** 14349 **MERCEDES-BENZ OF FORT LAI** FORT LAUDERC FL

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291/[REDACTED] **World Vin:** WDBHA29G4X/[REDACTED]  
**Mileage** 18000 **Prod Date** 03/11/1999 **Warr Date** 08/31/1999 **Model** C280W 1999

**General Issue:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	06/16/2002 09:39:13	Cynthia Feuss	6289

**Summary Notes**

08/16/2002 09:39:24 Cynthia Feuss 6289

[REDACTED] alleges 14316 performed crank pulley repairs, when he left dealer he found gas tank on empty, claims he left the vehicle at dealer with almost a full tank of gas. Owner alleges then the check engine light came on. Owner claims he went right back to dealer < SM Mike Lawson told him the vacuum hose was not connected. Owner claims he drove home (60 miles) and on the way home the high oil lite came on. Owner states it is an inconvenience to have to go back to dealer and expresses disappointment about his experience. I call Mike Lawson, who states he will try to arrange to send someone to owners home and will call owner back in 15 minutes



**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID: 557601    Cus Ident: 5895121    Legal:    Note Type: Flexible Service

Customer: [REDACTED]

Address: [REDACTED]

Thousand Oaks    CA [REDACTED]

Phone: [REDACTED]

Phone Location    Residence

Assign Dir 05752    SILVER STAR A. G. LTD.    THOUSAND OAKS CA

Sell Dir 05102    KEYES EUROPEAN, LLC    VAN NUYS    CA

Last Sell Dir 05102    KEYES EUROPEAN, LLC    VAN NUYS    CA

Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]    World Vin: WDBHA28G8WA [REDACTED]  
 Mileage    72082    Prod Date 01/07/1998    Warr Date 02/12/1998    Model C280W    1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Class Action Lawsuit / Le	Flexible Service System Class Act Inquir	10/04/2002 22:33:38	Kathleen Durning	4833

**Summary Notes**

10/04/2002    22:33:40    Kathleen Durning    4833

Rcvd. Customer e-mail regarding repairs to the engine crank pulley failure on her 1998 C-Class- customer is out of warranty and the repair cost \$4000.

Please review the e-mail - Is it possible that this repair is due to lubrication issues and does this repair fall under the FSS Class Action guidelines for extended warranty??

Below is a copy of e-mail :

E-mail: ealonsarafins@aocal.rr.com

Comments: This vehicle has been serviced only by an MB dealer. It has always been serviced at the appropriate service cycle times and mileage. Why would an engine crank pulley fail, without anyone noticing a problem, causing almost \$4,000 damage when the vehicle? This is an unusual failure, we know, but a problem should have been noted by the technician before a catastrophic failure occurs. Why would the dealership not be partially responsible for the costs involved? The dealership is Silver Star Motors in Thousand Oaks, California.

10/24/2002    00:11:17    Kathleen Durning    4833

response from J. Hornemann regarding customer inquiry: to SM Thousand Oaks

Emie:

Please handle as you deem appropriate. As you know this has little to nothing to do with the oil used in the vehicle. At 72k the owner does have some responsibility to assist in repairing her vehicle. Use your normally good judgement.

Thank you  
Jim

**Summary Notes**

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10/24/2002 19:41:04 Kathleen Durning 4833

Writer spoke to Ernie Suman -SM at Thousand Oaks and stated that this is a done deal - repairs were made and the customer was provided a discount on the repairs- that is all she will receive.

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 564935 Cus Ident 14407112 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Cranford NJ [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 09116 MERCEDES-BENZ OF DANBURY DANBURY CT

Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Last Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G6W [REDACTED]  
 Mileage 40600 Prod Date 09/12/1997 Warr Date 10/24/1997 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	10/29/2002 16:40:27	Surya Boonphadung	4881

**Summary Notes**

10/29/2002 16:00:23 Surya Boonphadung 4881

customer called the cac regarding her 98 C280. She stated that the car broke down saturday night and was towed to MB Danbury. Customer states that repair will cost \$2500 to \$3000. Customer is seeking assistance....she states she's been dealing with Fred.

Writer spoke to Fred who stated that the harmonic balancer malfunctioned and damage the timing cover. However he talked to his SM and SM is not willing to provide assistance.

10/29/2002 16:40:28 Surya Boonphadung 4881

Customer states that she can not afford to pay for this repair, and that her third party warranty (G.E. Capital) is not covering the repair. She claims that she is having to put her child in for treatment of lung cancer, etc. Writer apologized and stated that it is not that we are not sympathetic, but since SM at dealer has already reviewed the issue and has denied assistance with this repair (customer also claims that she does NOT regularly maintain the car at authorized MB dealer).

writer state he can review customer's concern with regional manager for MB Danbury.

11/01/2002 10:16:38 Surya Boonphadung 4881

email from SPOM T. Zawacki

Reviewed with dealer SM Jeanne Powitzki MBUSA will assist 100% parts , Customer pay labor Dealer will assist with labor discount.

11/01/2002 11:50:51 Surya Boonphadung 4881

writer called customer and conferenced her in with Jeanne Powitzki (SM). Jeanne discussed the situation thoroughly with customer. Customer is satisfied. Customer expressed her (and her husband's) extreme appreciation for the consideration given by SPOM T. Zawacki, and Jeanne Powitzki with this issue.

## Summary Notes

11/01/2002 12:33:19 Surya Boonphadung 4681

CONFIDENTIAL

customer sent email to T.Zawacki (SPOM), and Paul Halata:

Dear Sirs:

I have been working with Sureia on a worn part issue I am having with my 1998 C280 and am looking to MBUSA for assistance in this unusual circumstance. Sureia has advised me that he placed a call in to Mr. Zawacki on Tuesday to discuss this issue, however, to date, he has not heard back from Mr. Zawacki.

I live in NJ and my car's generator light (and subsequently all lights) came on while driving through Danbury, CT last Saturday, October 26th. I have been in touch with Sureia since Tuesday, October 29 when the Danbury MB dealer called me to tell me the following was the problem with the car...

□□ □□ there has been a constant wear problem of the harmonic balancer and as a result of that wear  
□□ □□ the part shifted backwards, thus causing damage to 1) the serpentine belt, 2) the front cover  
□□ □□ to the motor, and 3) the upper oil pan. Replacement of all parts will be necessary and we are  
□□ □□ looking at approximately 20 hours of labor

The service mechanic, Fred, at Danbury MB said that this is a rare occurrence but that all the damage was caused by a part that wore out long before its time. We realize the car is no longer under warranty, however, it only has a little over 40,000 miles on it! Surely, this should not have happened unless the part was faulty or improperly installed to begin with. This car has never been in an accident or had any other incident occur which would cause this problem.

I am seeking assistance from you in making good on a problem that occurred most likely in the manufacture of the car.

My husband and I eagerly await your reply.

Sincerely,

[REDACTED]  
[REDACTED]  
[REDACTED] evenings  
[REDACTED] day

Mechanic: Fred: 203/778-6333

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 572282 Cus Ident 6687288 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Jersey City NJ [REDACTED]

Phone [REDACTED] Phone Location

Assign Dir 56113 MERCEDES - BENZ MANHATTA NEW YORK NY

Sell Dir 09101 CONTINENTAL MOTORS, INC. FAIRFIELD CT

Last Sell Dir 09101 CONTINENTAL MOTORS, INC. FAIRFIELD CT

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291F [REDACTED] World Vin: WDBHA29G4W [REDACTED]

Mileage 68000 Prod Date 09/22/1997 Warr Date 10/25/1997 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	11/21/2002 14:54:07	Cynthia Feuss	6289

**Summary Notes**

11/21/2002 14:53:16 Cynthia Feuss 6289

Owner claims he took his 1998 C280 Sport, 68k to MB Manhattan for stalling concern (tensioner pulley replaced), claims he was told he would only have to pay \$600 (SA King) out of pocket, but when he picked up the vehicle he was charged \$1368.00. (Warranty Company covered most of \$4k bill) Owner claims he has called John King numerous times since then and John told him he would have to discuss with SM Dan Edwards. Owner states he feels that John King "has been giving me the run around. I feel that the dealer should have told me that the price out of my pocket more than doubled, and I was not consulted. Now he is avoiding me." Owner states he left a message for SM Dan Edwards yesterday and he has not heard back. I called SM Dan Edwards, he spoke with owner via conference call, states he will research and call owner back tomorrow.

12/04/2002 14:12:37 James Blasia 4620

Customer called back and alleged that he had spoken to Dan Edwards and was told that he would be reimbursed \$396 on his repair bill; also, that D. Edwards was to look into why customer's private insurance was not covering tensioner pulley part - customer alleged that it has been several weeks and no one has contacted him nor has he received the reimbursement.

Write explained d that he could contact GM at dealership and volunteered to contact D. Edwards on his behalf. Writer left msg w/Maria with all information and request for someone to contact customer.

12/05/2002 08:03:21 James Blasia 4620

SPOM sent copy of e-mail he received from D. Edwards:  
Ted,

John King called customer today. We could not get any additional coverage from their aftermarket warranty company. So, we made the following offer. Reimbursement for \$428 for overlapping labor charged in error and a complimentary detail (\$289 value) in consideration of the additional parts needed. Customer accepted offer check is being cut and I am looking to fed ex it out on Thursday.

Dan

**Summary Notes**

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12/10/2002 14:44:59 Cynthia Feuss 6250

CONFIDENTIAL

FOLLOWING EMAIL FROM SPOM ZAWACKI: SPOM spoke with Harold King ASM 56113 customer  
reimbursed 289.00. Regards, Ted

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

NoteID 575867 Cus Ident 5285339 Legal

Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Charlottesville VA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 80127 BROWN EUROPEAN IMPORTS CHARLOTTESV VA

Last Sell Dir 80127 BROWN EUROPEAN IMPORTS CHARLOTTESV VA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G8WA [REDACTED]  
 Mileage 30498 Prod Date 10/07/1997 Warr Date 10/30/1997 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	12/05/2002 15:00:47	Cleveland Best	6344

**Summary Notes**

12/05/2002 15:00:54 Cleveland Best 6344

Letter from customer received 12/3/02. Customer claims "we have a serious malfunction with the failure of the Harmonic Balancer with leaking seals. Although the car is technically out of warranty on age, not miles, your firm did see fit to supply the damaged or replacement parts without charge."

Customer states "however, the labor to install was \$617.67. We respectfully request reimbursement for this expense."

Writer sending customer a letter in response—based on facts as we know them we concur with dir's decision and decline request for additional assistance (vehicle out of warranty).

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 576718 Cus Ident 10310109 Legal Note Type Summary Note

Customer

Address

Westbrook

CT

Phone

Phone Location Residence

Assign Dir 09127 MERCEDES-BENZ OF NORTH HAVEN CT

Sell Dir 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC

Last Sell Dir 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A

World Vin: WDBHA29G0WA

Mileage 58885 Prod Date 08/26/1997 Warr Date 09/26/1997 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/17/2002 13:43:40	Cynthia Feues	6289

**Summary Notes**

12/09/2002 17:52:49 Cynthia Feues 6289

CORRES # 211716 - Owner sends copies of invoices from MB north Haven for \$225.00 and from M&D Automoti for \$113.91 and requests reimbursement for repairs to front crank pulley replacement under Starmark. Starmark expired in September 2002. Invoices are from 11-26-02 & 12-2-02.

I called owner this time/date, explain that Starmark Warranty expired in September 2002. Owner expresses disappointment, then alleges "your dealer was negligent, they should have picked up on this belt problem during my service but they did not." I advise owner she would have to review her feelings on that with dealer Service Manager.

12/09/2002 17:53:14 Cynthia Feues 6289

I faxed letter to SPOM Sauer



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

**Note ID** 578435 **Cua Ident** 6548582 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**La Place** LA [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 32507 **BENSON MOTOR COMPANY** **METAIRIE** **LA**  
**Sell Dir** 32507 **BENSON MOTOR COMPANY** **METAIRIE** **LA**  
**Last Sell Dir** 32507 **BENSON MOTOR COMPANY** **METAIRIE** **LA**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED] **World Vin:** WDBHA29G4WA [REDACTED]  
**Mileage** 40868 **Prod Date** 04/28/1998 **Warr Date** 08/16/1998 **Model** C280W 1998

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/16/2002 13:36:36	Lola Grillo	4827

**Summary Notes**

12/16/2002 13:36:13 Lola Grillo 4827

Customer, Leroy Lebat, phoned the CAC alleging that he has had 3 batteries over the life of the vehicle. Customer alleges that on 12/9/02 the Harmonic Balancer was repaired and dealer replaced the battery (& charged him) and the battery went dead when he got home and then a few days later they charged him again for another battery (also replaced alternator). Writer referred customer to the S/M of dealer 32507 for review.

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

**Note ID** 581080 **Cus Ident** 4878593 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Rochester** **NY** [REDACTED]

**Phone** [REDACTED] **Phone Location** **Residence**

**Assign Dir** 15317 **AUTOHAUS POMPANO** **POMPANO BEACH FL**

**Sell Dir** 58111 **HOLTZ HOUSE OF VEHICLES** **ROCHESTER NY**

**Last Sell Dir** 56111 **HOLTZ HOUSE OF VEHICLES** **ROCHESTER NY**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291F [REDACTED] **World Vin:** WDBHA29G8WF [REDACTED]  
**Mileage** 45980 **Prod Date** 07/18/1997 **Warr Date** 10/15/1997 **Model** C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/30/2002 15:50:54	Joseph Burke	6249

**Summary Notes**

12/30/2002 15:50:44 Joseph Burke 6249

Owner sent letter (rec. 12/27) requesting goodwill assistance towards on past repairs. Owner supplied repair bill for a/c evap. (2/02 approx \$4100) and for belt tensioner pulley (11/02 approx \$3200).

Writer reviewed with SPOM Kambich and S/M C. Thompson. S/M advises no goodwill, repairs completed, owner has responsibility to pay for repairs.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 581628 - Cus Ident 9237001 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Arlington

MA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Sell Dir 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Last Sell Dir 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G0X [REDACTED]

Mileage 15000 Prod Date 12/05/1998 Warr Date 07/29/1998 Model C280W 1999

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	01/02/2003 15:49:43	Cynthia Feuss	6289

**Summary Notes**

01/02/2003 15:49:15 Cynthia Feuss 6289

Owner states she is very dissatisfied w/ current need to replace harmonic balancer at 15k. Owner states vehicle repairs are complete but she does not want to pick up the vehicle. Owner states issued her Near Years Eve plan because she was so upset when she was asked to pay \$25.00 per day for car rental insurance, that she walked out. Owner states she "has lost confidence in this car, how can I feel safe in it now. I thought MB was supposed to be a quality car, I should not need repairs when the car is only 3 years." Owner vents for several minutes. I apologize to owner for her dissatisfaction, but owner is not receptive. Owner then asks for "the big boss there, you are telling me that you can not do anything about this, I have lost confidence in this car." I advise owner that we are committed to warranty, repairs have been made, there is really nothing further we can do other than apologize again for her concern & inconvenience. I also suggest she can speak with dealer SM. Owner asks for CAC address which I provide. CAC address which I provide.

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 583134    Cus Ident 14691040    Legal N    Note Type  
 Customer [REDACTED]  
 Address [REDACTED]

San Marino    CA [REDACTED]

Phone	Phone Location	Residence	
Assign Dir 05646	RUSNAK/ARCADIA	ARCADIA	CA
Sell Dir 05646	RUSNAK/ARCADIA	ARCADIA	CA
Last Sell Dir 05646	RUSNAK/ARCADIA	ARCADIA	CA

Note to Market Ind:                      Amount                      0.00

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]                      World Vin: WDBHA29G5X [REDACTED]  
 Mileage                      30310    Prod Date 08/08/1998    Warr Date 09/30/1998    Model C280                      1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SBS - Starmark Buyer Survey	01/17/2003 22:18:13	mary marten	4834

## Summary Notes

01/08/2003 14:20:45 System Administrator

From File 030108SBSAnswers  
Record Sequence Number M2408881  
World VIN WDBHA29G5XA [REDACTED]

CONFIDENTIAL

OVERALL, HOW SATISFIED ARE YOU WITH:

- 1a. RUSNAK / ARCADIA? Very Satisfied
- 1b. YOUR C280? Somewhat Dissatisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED BY THE MB SALES CONSULTANT FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

- 6b. HONESTY AND INTEGRITY? Excellent
- 6c. ABILITY TO ANSWER YOUR QUESTIONS? Excellent

OVERALL, HOW WOULD YOU EVALUATE THE PERFORMANCE OF THE PEOPLE WITH WHOM YOU HAD EXPERIENCE DURING YOUR PURCHASE PROCESS?

- 8c. FULFILLMENT OF COMMITMENTS MADE DURING THE SALES PROCESS? Excellent

IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING

- 10a. ANOTHER MB VEHICLE? Very Likely
- 10b. FROM THIS DEALER? Very Likely

DURING THE SALES PROCESS, PLEASE TELL US:

- 11a. WAS THE STARMARK EXTENDED LIMITED WARRANTY REVIEWED TO YOUR SATISFACTION? Yes
- 11b. WERE YOUR VEHICLE'S FEATURES AND CONTROLS DEMONSTRATED TO YOUR SATISFACTION? Yes
- 11d. WERE YOU PRESENTED WITH A TELE-AID SUBSCRIBER AGREEMENT TO REVIEW AND SIGN? Yes
- 11e. DID YOUR SALES CONSULTANT INSTRUCT YOU TO PUSH THE SOS BUTTON TO ACTIVATE THE TELE-AID SYSTEM? Yes
- 11f. WERE YOU INTRODUCED TO THE DEALERSHIP'S SERVICE PROCESS (MAKING APPOINTMENTS, TIMING, ALT. TRANSPORT., ETC.)? Yes

14. PLEASE RATE THE OVERALL CONDITION OF YOUR C280 ON THE DAY YOU RECEIVED IT: Very Good

IF CONTACTED BY A REPRESENTATIVE FROM RUSNAK / ARCADIA:

- 15b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Yes
- 15c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Yes

20. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR C280?

"It Drives Like A Dream."

21. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR C280?

"No Text"

22. WHEN YOUR VEHICLE NEEDS SERVICING, WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR C280 SERVICED AT RUSNAK / ARCADIA? Very Likely

ACCORDING TO OUR RECORDS, YOUR WARRANTY COVERAGE INCLUDES:

- 36 ADD'L MONTHS (48 TOTAL) STARMARK WARRANTY
  - 23. IS THIS WARRANTY INFORMATION CORRECT? Yes
- "No Text"

28. PLEASE ENTER QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:

"Re: Question 1b [1 Month After Purchase The Crankshaft Pulley Needed To Be Replaced]"

## Summary Notes

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01/17/2003 22:16:02 mary marten 4634

SBS- Customer was not completely satisfied because she claims that the crank shaft needed to be replaced after month of purchase.

**Action Taken:**

Called 626-292-1313. Left 800# on voice mail inviting customer to call back with any questions or concerns.

Survey is in DocuLogic.

CONFIDENTIAL

**Summary Note Information****CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID 608058 Cus Ident 5310405 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Harrisburg PA** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 67267 SUN MOTOR CARS, INC. CAMP HILL PA****Sell Dir 67267 SUN MOTOR CARS, INC. CAMP HILL PA****Last Sell Dir 67267 SUN MOTOR CARS, INC. CAMP HILL PA****Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin 2020291A** [REDACTED] **World Vin: WDBHA29G8WA** [REDACTED]  
**Mileage 78000 Prod Date 10/16/1997 Warr Date 11/12/1997 Model C280W 1998**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	03/28/2003 14:44:02	Lois Grillo	4827

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cools	Engine and Engine Cooling	03/28/2003 14:43:49	Lois Grillo	4827

**Summary Notes**

03/28/2003 14:43:39 Lois Grillo 4827

Comes #217243

Customer [REDACTED] sent a letter addressed to Paul Juron dated 3/24/03 via US mail. Customer claims that the crankshaft pulley failed on his vehicle and he had it towed into dealer - cost of repair \$489.23. Customer also claims that dealer has advised that the oil pan/front cover were slightly damaged as a result and if replacement is needed it will cost \$2,500. Customer asked for "reimbursement of the \$489.23 and that MB warrant any future problems with oil leaking from the oil pan/front cover as a result of the faulty crankshaft pulley".

Writer contacted customer and advised that the S/M at authorized MB dealers have been empowered by MB to review all requests for post warranty consideration, and that they are reviewed on a case by case basis. Writer also stated that MBUSA will uphold dealers decision.

Customer is angry with this response. Customer states that his vehicle will come off lease next January and he w never purchase another M-B vehicle and that he plans to tell 10 of his friends of his dissatisfaction. Writer acknowledged customer's disappointment & apologized for his inconvenience.

NTMT

## Summary Notes

03/31/2003 10:27:28 Lols Grillo 4627

Brian,  
Had the client requested assistance while the vehicle was in for service we would have assisted him. The client also has had no contact post-repair with us as far as I know.

Don Yesacavage

----- Original Message -----

From: <brian.maloney@mbusa.com>

To: <Yesacavage\_CampHill@mbretailer.com>

Cc: <brian.maloney@mbusa.com>

Sent: Friday, March 28, 2003 3:13 PM

Subject: Summary NTMT note - Albert Vitell

>  
> Don,  
>  
> Just curious. Why are we not extending some, to this customer?  
>

> Brian

> -

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03/31/2003 10:38:37 Lols Grillo 4627

Customer phoned the writer and apologized to writer for his rudeness on 3/28/03. Writer thanked him for calling and stated that customer should feel free to call me if I could be of assistance in the future.



# Summary Note Information

Mercedes Benz of U.S.A

04/24/2003

Note ID 814726 Cus Ident 16830886 Legal Note Type Summary Note

Customer [Redacted]  
Address [Redacted]

Panama City FL [Redacted]

Phone [Redacted] Phone Location Business

Assign Dir 14341 QUALITY IMPORTS, INC. FORT WALTON FL

Sell Dir 15318 LLOYD NISSAN, INC. PANAMA CITY FL

Last Sell Dir 15318 LLOYD NISSAN, INC. PANAMA CITY FL

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 2020291 [Redacted] World Vin: WDBHA29G7XA [Redacted]  
Mileage 13000 Prod Date 12/16/1998 Warr Date 02/11/1999 Model C280W 1999

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/24/2003 12:21:05	Nicole Shababb	4819

### Summary Notes

04/24/2003 12:20:53 Nicole Shababb 4819  
Customer contacted CAC alleging that vehicle is defected as he needs to replace the harmonic balancer.

Writer advised customer that Service Manager at dealer is empowered by MBUSA to make decisions regarding post warranty consideration.

Writer also advised customer that we have found that a manufacturing defect would have made itself evident during the warranty period.

Customer alleging he will be switching over to Volvo, as Mercedes quality is gone "now that Chrysler has it."

Writer again reiterated that although vehicle has low mileage (13,000) customer is the second owner and therefore we can not speak on the vehicle's need for repairs.

Writer also left voice mail message for Curtis, Service Manager in order to discuss situation.

04/25/2003 11:10:25 Nicole Shababb 4819  
Writer spoke with Curtis, Service Manager who advised that customer is second owner and dealer did offer Post Warranty Consideration of 50% (they would cover parts customer would be responsible for labor).

Writer advised Curtis that customer alleging MB quality is gone, and he will be going back to Volvo.

Curtis advised that offer will now be rescinded as customer does not seem pleased with dealer position.

Writer will contact customer and advise accordingly.

## Summary Notes

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04/25/2003 11:34:16 Nicole Shababb 4818

CONFIDENTIAL

Writer contacted customer and advised customer of rescinded offer.

Customer advised that he had spoke with Curtis a few minutes prior to our conversation and was advised by him of rescinded offer.

Customer still alleging "poor quality" and not pleased with decision.

Customer will discuss situation with dealer when he picks up vehicle.

**Summary Note Information**

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID: 616905    Cus Ident: 8553564    Legal:    Note Type: Summary Note

Customer: [REDACTED]

Address: [REDACTED]

Newark

CA [REDACTED]

Phone: [REDACTED]

Phone Location: Residence

**Assign Dir**

Sell Dir 05641    MERCEDES-BENZ OF PLEASANT PLEASANTON    CA

Last Sell Dir 05641    MERCEDES-BENZ OF PLEASANT PLEASANTON    CA

Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin: 2020291 [REDACTED]    World Vin: WDBHA29G6XA [REDACTED]  
 Mileage: 41723    Prod Date: 11/11/1998    Warr Date: 01/13/1999    Model: C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/01/2003 14:06:00	Frank Parents	4675

**Summary Notes**

05/01/2003    14:07:47    Frank Parents    4675

Customer called to claim that her harmonic balancer came off while driving. Customer asking whether there is a recall on her vehicle. Writer checked for recalls and suggested that she speak with SM re Post warranty consideration.

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

Note ID 618593 Cus Ident 16848178 Legal

Note Type Summary Note

Customer

Address

Huntington Beach CA

Phone

Phone Location Business

Assign Dir 05101 FLETCHER JONES MOTOR CAF NEWPORT BEA CA

Sell Dir 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Last Sell Dir 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Note to Market Ind:

Amount

**Vehicle Information**

DBAG Vin 2020291/ World Vin: WDBHA29GXXA  
 Mileage 33000 Prod Date 02/04/1999 Warr Date 04/15/1999 Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/07/2003 15:12:34	Cynthia Feuse	6289
Internet	Internet Inquiry	05/07/2003 18:13:35	Cynthia Feuse	6289

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	05/07/2003 18:12:42	Cynthia Feuse	6289

**Summary Notes**

05/07/2003 18:08:40 Cynthia Feuse 6289

Corr # 219122: Dated 5-8-03, I rec'd 5-7-03, and called owner this time/date. Owner alleges both Laguna Nigue & Anaheim MB dealers told him that this was a common problem. Owner feels "it is way too premature to have to replace this part, and the car is only out of warranty by a couple of weeks." Owner states he has had vehicle serviced at FJ Newport Beach in the past. I advise owner that he can speak with dealer SM Evans, as he has full auth. to review any requests for post warranty consideration. Owner states he will do so.

Comments: 2 days ago, my 1999 C280 WITH ONLY 33,000 Miles broke down because the HARMONIC BALANCER on the engine simply broke off. The shop that fixed it said they have been having many customers with this same problem for the same year and model Mercedes. This should be reviewed by Mercedes as mechanical problem for such an common and early failure. Is Mercedes aware of this problem? Will there be recall? Can I get reimbursed for the \$ 400.00 cost of repairing the premature failure??? Please reply. Discouraged Mercedes owner. Eric. e.dover@verizon.net.

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

0010101

**Note ID** 619817 **Cus Ident** 4882630 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Andover** **MA** [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 36100 **FLAGSHIP MOTORCARS** **LYNNFIELD** **MA**  
**Sell Dir** 36100 **FLAGSHIP MOTORCARS** **LYNNFIELD** **MA**  
**Last Sell Dir** 36100 **FLAGSHIP MOTORCARS** **LYNNFIELD** **MA**  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED] **World Vin:** WDBHA29G9WA [REDACTED]  
**Mileage** 56108 **Prod Date** 09/12/1997 **Warr Date** 10/19/1997 **Model** C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personal Issue or Complaints	05/10/2003 19:55:54	Les Natowich	4897
	Overall Dissatisfaction with Service	05/10/2003 19:55:54	Les Natowich	4897
Warranty	Post Warranty Consideration Request	05/10/2003 19:56:25	Les Natowich	4897

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Suspension System	Suspension System	05/10/2003 19:56:38	Les Natowich	4897

**Summary Notes**

05/10/2003 19:55:25 Les Natowich 4897

**Customer states/alleges:**

[REDACTED] had his wife's car service at 36100 and was told brakes and ball joints needed replacing. Brought vehicle to his brother's to replace the ball joints and they saw 2 coil springs were broken, and looked as if they had been broken a long time. Is perplexed as to how the dealership missed this, and believes they must be defective, and does not believe he should have to pay for them. Mileage is 56082 -Writer advised his concern would be documented and shared with appropriate people, and to communicate his concerns with SM.

07/08/2003 12:46:45 Surya Boonphadung 4881

Customer called the CAC stating the harmonic balancer failed yesterday and was replaced by an independent repair shop (part was purchased from authorized dealer). Customer claims to have contacted Service Manager of dealer and was denied any reimbursement consideration.

Writer advised SM is empowered by MBUSA to review such request and provide assistance on a case by case basis. Their decision will be upheld by our company.

**Summary Note information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

<b>Note ID</b>	635596	<b>Cus Ident</b>	10581487	<b>Legal</b>		<b>Note Type</b>	Summary Note
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<b>Customer</b>	[REDACTED]
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<b>Address</b>	[REDACTED]
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	Knoxville	TN	[REDACTED]
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<b>Phone</b>	[REDACTED]	<b>Phone Location</b>	Residence
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**Assign Dir**

<b>Sell Dir</b>	74303	MERCEDES-BENZ OF KNOXVIL	KNOXVILLE	TN
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<b>Last Sell Dir</b>	74303	MERCEDES-BENZ OF KNOXVIL	KNOXVILLE	TN
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<b>Note to Market Ind:</b>	Amount
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**Vehicle Information**

<b>DBAG Vin</b>	2020291A [REDACTED]	<b>World Vin:</b>	WDBHA29G1WA [REDACTED]					
<b>Mileage</b>	28861	<b>Prod Date</b>	05/12/1998	<b>Warr Date</b>	06/19/1998	<b>Model</b>	C280W	1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/03/2003 10:32:15	William Maher	8250

**Summary Notes**

07/03/2003	10:32:11	William Maher	8250
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Writer received email from customer:

Can you explain to me why the harmonic balancer on my 1998 C280 with only 58,000 miles came apart and why should be responsible for this serious repair on such an expensive vehicle that is supposed to have such a reputable name for reliability and dependability ?!! This is the nicest yet most unreliable car I have EVER owned. am VERY dissatisfied so far with your product. What can you do to change my mind about Mercedes Benz?? At this point I would never own another one and would never recommend your product to anyone! Very disappointed and dissatisfied , April Oaka P.S. Is this a Dodge K car with the emblem changed??

Writer called customer and she said, " I'm gonna have to talk to you later," and then she hung up.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID : 839537    Cus Ident 10061629    Legal    Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Atlantis

FL [REDACTED]

Phone [REDACTED]

Phone Location

Assign Dir 08512    MURRAY MOTOR IMPORTS CO    DENVER    CO

Sell Dir 14323    MERCEDES-BENZ OF PALM BE    WEST PALM BE    FL

Last Sell Dir 14323    MERCEDES-BENZ OF PALM BE    WEST PALM BE    FL

Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]    World Vin: WDBHA29G8XA [REDACTED]  
 Mileage 17082    Prod Date 06/21/1998    Warr Date 10/30/1998    Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Limited New Car Warranty Inquiry	07/16/2003 19:28:04	Surya Boonphadung	4881

**Summary Notes**

07/16/2003    19:25:58    Surya Boonphadung    4881

Primary Phone: (561) 987 - 2468

Current Mileage: 17082

Dealer(s) involved: 08512

Situation: [REDACTED] called the CAC stating the harmonic balancer in her vehicle broke and was towed to an independent mechanic in town (about 3 hrs from Denver). She wanted to know if the car is under warranty still. Writer advised vehicle is still under new car warranty and customer should have car towed to nearest MB dealer for repairs.

Customer states she will contact dealer tomorrow.

Action Taken:

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:

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

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Note ID ~ 639998    Cus Ident 5285254    Legal    Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Marletta    GA [REDACTED]

Phone [REDACTED]    Phone Location    Residence

Assign Dir 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

Sell Dir 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

Last Sell Dir 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]    World Vin: WDBHA28G5WA [REDACTED]  
 Mileage 17828    Prod Date 10/01/1997    Warr Date 10/31/1997    Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/18/2003 11:18:40	James Blasie	4820

**Summary Notes**

07/18/2003    11:18:30    James Blasie    4820  
 Primary Phone:    (770) 924 - 0832  
 Current Mileage:    17828  
 Dealer(s) involved:    17302

Situation: customer alleged vehicle has 20,000 mila, prior repairs included harmonic balancer and new tires; she states now an independent has diagnosed vehicle needs "air mass meter and air compressor." She requested assistance with repair.

She stated she has had prior repair work done at dealership.

Action Taken: writer advised customer vehicle out of warranty and that dealer would need to examine vehicle an that she could contact avc mgr. to discuss request fro post warranty assistance.

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:



**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 644573    Cus Ident 6560760    Legal    Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Bethlehem    PA [REDACTED]

Phone [REDACTED]    Phone Location    Residence

Assign Dir 14310    MERCEDES-BENZ OF MIAMI    MIAMI    FL

Sell Dir 67234    TOM MASANO, INC.    READING    PA

Last Sell Dir 67234    TOM MASANO, INC.    READING    PA

Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]    World Vin: WDBHA29G7WA [REDACTED]  
 Mileage 19279    Prod Date 05/18/1998    Warr Date 07/02/1998    Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/04/2003 10:02:12	Frank Parente	4675

**Summary Notes**

08/04/2003    10:01:49    Frank Parente    4675

Primary Phone: (610) 317 - 2828

Current Mileage: 19279

Dealer(s) involved: 14310

**Situation:**

Customer called claiming that he has an harmonic balancer issue on his vehicle which has extremely low mileage and he is the original owner. Writer suggested that he discuss with SM at dealership- who is empowered to make decisions on post warranty consideration on a case by case basis.

**Action Taken:**

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:

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

Note ID 647326 Cus Ident 14947612 Legal

Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Vineyard Haven MA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 58119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Sell Dir 58119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Last Sell Dir 58119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Note to Market ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G1XA [REDACTED]  
 Mileage 18144 Prod Date 04/27/1998 Warr Date 07/23/1998 Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/12/2003 07:31:07	Frank Parente	4675
Internet	Internet Inquiry	08/12/2003 07:30:57	Frank Parente	4675

**Summary Notes**

08/12/2003 07:30:32 Frank Parente 4675

Primary Phone: (508) 898 - 8727

Current Mileage: 18144

Dealer(s) involved: 58119

**Situation:**

Comments: I hope someone will bump this letter up and take it very seriously. Harmonic/ Crankshaft Balancers have been failing at an alarming rate. Cars and SUV's from 1998 to mid 2000 have the faulty balancers. MBUSA knows all about it and Worldwide has already performed a recall in MBJAPAN. Please respond in detail as i would be quite interested to know your course of action you intend to take. I have a 1999 C280 Sport with 19,000 miles that went out of warranty in July 2003. This is a 1 owner car that my father gave to me in Feb. 2003. I can already see the rubber in the balancer has many hairline cracks and will have to be replaced. It would please me greatly if you would Goodwill this repair before it fails and takes out the oilpan and timing cover with it. I LOVE MY MERCEDES and that this letter does not elicit a pat response. Thank You Karen A. Brown ☐☐ P.S The faulty balancer part #☐☐ 112-035-08-00 ☐☐

**Action Taken:**

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:

## Summary Notes

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08/12/2003 07:35:16 Frank Parents 4875

Thank you for your internet message. We regret to learn of the circumstances which prompted your correspondence and apologize for any inconvenience this issue may have caused.

The service manager at your local authorized Mercedes-Benz dealer is in the best position to address your concerns. He is also empowered to grant post warranty consideration, based on the circumstances, on a case by case basis.) Please make an appointment and speak with him directly.

Thank you for the opportunity to address this issue.

Frank Parents  
Customer Relations  
Phone: 800 367-6372 ext.

CONFIDENTIAL

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

Note ID 649978 Cus Ident 9230948 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Richmond VA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA

Sell Dir 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA

Last Sell Dir 80206 DAVID R. MC GEORGE CAR CO RICHMOND VA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA28G6XA [REDACTED]  
 Mileage 55000 Prod Date 05/14/1999 Warr Date 07/10/1999 Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/20/2003 11:51:13	Honora Duffy	8307

**Summary Notes**

08/20/2003 11:51:07 Honora Duffy 8307

Primary Phone: [REDACTED]  
 Current Mileage: 55000  
 Dealer(s) involved: 80206

Situation: [REDACTED] called - he asked "if harmonic balancers/pulley has a recall - car just out of warran & I find that it's coming apart (not brought to dealer yet) and feel this is unusual - I may fix myself"

Action Taken: I told customer no recall & encouraged him to bring to authorized MB dealer as soon as possible - they can inspect & determine cost for repair & whether MB would offer any type of assistance (no encouragement made)

Customer Follow-up Y/N: none

Follow-up by: CAC, market team or dealer: none

09/11/2003 12:01:02 Thomas Ishler 7129

Writer discussed this customer with the SM today. SM advises writer that the customer has not contacted the dealer nor has the vehicle been brought in for his concern with the harmonic balancer.

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

**Note ID** 652375    **Cus Ident** 10622413    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**San Leandro**    **CA** [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dir** 05641    **MERCEDES-BENZ OF PLEASANTON** PLEASANTON CA  
**Sell Dir** 05626    **MERCEDES-BENZ OF OAKLAND** OAKLAND CA  
**Last Sell Dir** 05626    **MERCEDES-BENZ OF OAKLAND** OAKLAND CA  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED]    **World Vin:** WDBHA29G1Y [REDACTED]  
**Mileage** 50484    **Prod Date** 03/07/2000    **Warr Date** 05/09/2000    **Model** C280SE 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/28/2003 14:34:07	William Maher	6250

**Summary Notes**

08/28/2003    14:33:56    William Maher    6250  
**Primary Phone:** [REDACTED]  
**Current Mileage:** 50484  
**Dealer(s) involved:** N/A

**Situation:** Customer claims that the harmonic balancer failed on the vehicle allegedly, and she is out of warranty. Customer claims she spoke with the Service Manager and he declined post warranty assistance.

Writer informed the customer that the our dealerships are privately owned and operated businesses and the SM c the dealership is empowered to make these decisions on our behalf. Writer informed the customer that we uphold whatever decision he makes.

**Action Taken:**

**Customer Follow-up Y/N:**

**Follow-up by:** CAC, market team or dealer:

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

**Note ID** 853156    **Cus Ident** 20141481    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Pensacola**    **FL** [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dir** 14342    **CENTENNIAL IMPORTS INC.**    **PENSACOLA**    **FL**  
**Sell Dir** 36100    **FLAGSHIP MOTORCARS**    **LYNNFIELD**    **MA**  
**Last Sell Dir** 36100    **FLAGSHIP MOTORCARS**    **LYNNFIELD**    **MA**  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2020291/[REDACTED]    **World Vin:** WDBHA29GXX/[REDACTED]  
**Mileage** 41500    **Prod Date** 03/18/1999    **Warr Date** 04/17/1999    **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/02/2003 13:40:49	Frank Parente	4675

**Summary Notes**

08/02/2003    13:40:28    Frank Parente    4675  
**Primary Phone:** [REDACTED]  
**Current Mileage:** 41500  
**Dealer(s) involved:** N/A

**Situation:**

Customer called seeking goodwill for a repair to a harmonic balancer issue. Customer claims that she spoke to SI and was told that it would cost \$1,875. Writer spoke to SPOM (LS) who suggested writer discuss with Jay Sullivan. Writer called and Mr. Sullivan stated that they will offer customer some post warranty consideration on repair.

**Action Taken:**

**Customer Follow-up Y/N:**

**Follow-up by:** CAC, market team or dealer:

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 853344 Cus Ident 20154392 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

San Leandro

CA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 05641 MERCEDES-BENZ OF PLEASANTON PLEASANTON CA

Sell Dir 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

Last Sell Dir 05626 MERCEDES-BENZ OF OAKLAND OAKLAND CA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291 [REDACTED] World Vin: WDBHA29G1YA [REDACTED]  
 Mileage 58000 Prod Date 03/07/2000 Warr Date 05/09/2000 Model C280SE 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	09/02/2003 18:10:31	James Dowles	4828

**Summary Notes**

09/02/2003 18:10:16 James Dowles 4828

Primary Phone: [REDACTED]  
 Current Mileage: 58000  
 Dealer(s) involved: 05641

Situation: Customer called and claimed to be "a friend" of customer. Customer claimed he wanted to know w/ "harmonic dampener" failed. Customer claims he went to independent to have addressed. Customer claims he has spoken with S/M and he is "unresponsive." Writer asked customer why h was calling on behalf of owner. Customer claimed he is a mutual friend who is concerned. Customer claims he wanted to speak with SPOM. Writer informed customer SPOM contact not guaranteed. Customer claimed if SPOM contact not guaranteed he will escalate alleged situation. Writer again informed customer SPOM contact not guaranteed. Writer referred customer to S/M only. Writer informed customer SPOM may have S/M contact customer on behalf of SPOM. Customer claims he wants to know why harmonic dampener failed. Writer informed customer this is a S/M question, not SPOM. Customer demanded CEO of MBUSA. Writer informed customer could not speak with CEO of MBUSA.

Action Taken:

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:

**Summary Note Information****CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID 653416 Cus Ident 3338348 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Fernandina Beach FL** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL****Sell Dir 15317 AUTOHAUS POMPANO POMPANO BEACH FL****Last Sell Dir 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL****Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin 202029** [REDACTED] **World Vin: WDBHA29G9X** [REDACTED]  
**Mileage 37170 Prod Date 12/17/1998 Warr Date 02/04/1999 Model C280W 1999**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Starmark Inquiry	08/03/2003 09:22:59	Thomas Trivento	

**Summary Notes**

09/03/2003 09:22:49 Thomas Trivento

Primary Phone: [REDACTED]  
 Current Mileage: 37170  
 Dealer(s) Involved: 16320

Situation: Customer called to confirm Starmark Warranty end date.

Action Taken: Customer advised Feb 3, 2004, or 100k, whichever occurs first.

Customer Follow-up Y/N: N

Follow-up by: CAC, market team or dealer:

09/05/2003 12:30:57 Paul Renck 6200

Service manager, Ronnie Underwood, contacted spom to advise that this customer is seeking reimbursement for repairs to crank pulley done at an independent repair shop at the same time maintenance and brake work was done. Service manager advised customer that no financial assistance would be offered with repairs completed at an independent shop even though vehicle has Starmark coverage. SPOM agrees and supports decision. pwr



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

Note ID 655509 Cus Ident 5304162 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Wyomissing PA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 67234 TOM MASANO, INC. READING PA

Sell Dir 67207 MERCEDES-BENZ OF LANCAST LANCASTER PA

Last Sell Dir 67207 MERCEDES-BENZ OF LANCAST LANCASTER PA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G6WA [REDACTED]  
 Mileage 100000 Prod Date 10/10/1997 Warr Date 11/05/1997 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/10/2003 10:55:12	James Dowles	4628

**Summary Notes**

09/10/2003 10:55:02 James Dowles 4628

Primary Phone: (610) 378 - 1082

Current Mileage: 100000

Dealer(s) Involved: 67234

Situation: Customer called CAC seeking SPOM contact in her area.

Writer asked customer what this request was regarding. Customer claimed on her 100,000+ mile vehicle her harmonic balancer had an alleged issue where it came off.

Customer seeking SPOM involvement.

Action Taken: Writer informed customer she is 50,000+ miles out of manufacturer's warranty. Writer made no promises. Writer referred customer to S/M.

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:

09/10/2003 10:58:14 James Dowles 4628

Per warranty records, customer has never had a service A or B done by authorized MB dealer.

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

**Note ID** 656700 **Cus Ident** 10834203 **Legal** - **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

La Follette

TN [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dir** 74303 MERCEDES-BENZ OF KNOXVIL KNOXVILLE TN**Sell Dir** 74323 MERCEDES-BENZ OF NASHVIL FRANKLIN TN**Last Sell Dir** 74323 MERCEDES-BENZ OF NASHVIL FRANKLIN TN**Note to Market Ind:** Amount**Vehicle Information****DBAG Vin** 2020291A [REDACTED]**World Vin:** WDBHA29G0WA [REDACTED]**Mileage** 45262 **Prod Date** 08/21/1997 **Warr Date** 10/01/1997 **Model** C280W 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/12/2003 15:44:25	Thomas Trivento	

**Summary Notes**

08/12/2003 15:44:15 Thomas Trivento

**Primary Phone:** [REDACTED]**Current Mileage:** 45262**Dealer(s) involved:** 74303

**Situation:** Pat Simpson, SM at dealer called CAC to advise customer in need of crank pulley & damper and is requesting financial asst. in repairs.

**Action Taken:** SM advised no financial asst. offered due to vehicle out of warranty by two years and asks that if customer contacts CAC, uphold dealer position in this matter.

**Customer Follow-up Y/N:** n**Follow-up by:** CAC, market team or dealer:

## Summary Notes

CONFIDENTIAL

09/29/2003 14:38:01 Thomas Trivento

First Name [REDACTED]  
Last Name [REDACTED]  
Street [REDACTED]  
Address 2:  
City: LaFollette  
State: TN  
Zip [REDACTED]  
E-mail [REDACTED]

Comments: My car has 45,250 Miles on it. On 9/9/03 My wife experienced problems with this car. It was towed to Mercedes/Bentz of Knoxville, In Knoxville, Tn. When I picked up the car the bill for repairs was \$405.00 I inquired as to the problem with the car. The Service Manager told me a crankshaft pully with damper had vibrated off the motor. I ask - is this a common problem - Ans: No. How often does this happen - ans -almost never. My question to you is: Do we have a poor workmanship here or a design problem? When I ask if this problem was covered by warranty the answer was no because my car has a 4 year or 40,000 mile warranty. In view of the significance of the problem and the manufacturer's obvious responsibility, I request you refund my \$405. [REDACTED] 21 Meredith Road, LaFollette, TN [REDACTED] Home Phone [REDACTED] Cell Phone [REDACTED] Thanks ☐☐

### Survey Information:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED]

Preferred number: Home [REDACTED]

Preferred time to call: Afternoon

Fax: -

VIN Number: WDVHA29GOW [REDACTED]

Vehicle Year: 1998

Model You Own : G280

09/29/2003 14:43:34 Thomas Trivento

Hi [REDACTED] sorry to hear of repairs which have been necessary. However , after speaking with Pat Simpson, the Service Manager at the dealer, we understand you were advised MBUSA would not be in a position to offer assistance in repairs which were needed, primarily due to the fact the vehicle is two years out of its original Limited New Car Warranty agreement.

It has been our experience that repairs attributable to errors in assembly , improper materials, etc., normally show up during the warranty period, and not two years later. MBUSA has reviewed the matter and would have to agree with the dealers decision.

Tom Trivento  
MBUSA/CAC  
800 367-6372

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

**Note ID** 660015 **Cus Ident** 18805080 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Jacksonville Beach FL** [REDACTED]  
**Phone** [REDACTED] **Phone Location**

**Assign Dir**

**Sell Dir** 36103 **SMITH MOTOR SALES OF HAVE HAVERHILL MA**

**Last Sell Dir** 36103 **SMITH MOTOR SALES OF HAVE HAVERHILL MA**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291 [REDACTED] **World Vin:** WDBHA29G8XA [REDACTED]  
**Mileage** 52700 **Prod Date** 11/24/1999 **Warr Date** 12/24/1999 **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/24/2003 09:39:22	Robyn Letz	6209
Technical Assistance Req	Transfer to CAC Tech. Advice	09/24/2003 09:39:33	Robyn Letz	6209

**Summary Notes**

09/24/2003 09:39:10 Robyn Letz 6209

**Primary Phone:** [REDACTED]  
**Current Mileage:** 52700  
**Dealer(s) Involved:** N/A

**Situation:** [REDACTED] second owner, has no relationship with authorized dealer. Customer is asking for assistance with repair of harmonic balancer. Writer advised he must speak to SM of local dealer. Customer wants to know number of hours it takes to repair. Writer transferred customer to tech.

**Action Taken:**

**Customer Follow-up Y/N:**

**Follow-up by:** CAC, market team or dealer:

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 661989    **Cus Ident** 8808332    **Legal**    **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

Fremont CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Business

**Assign Dir** 05636    CLARIDGE S LTD.    FREMONT    CA

**Sell Dir** 05636    CLARIDGE S LTD.    FREMONT    CA

**Last Sell Dir** 05636    CLARIDGE S LTD.    FREMONT    CA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED]    **World Vin:** WDBHA29G9XA [REDACTED]  
**Mileage** 52906    **Prod Date** 12/09/1998    **Warr Date** 01/24/1999    **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/30/2003 13:24:42	Robyn Letz	6208

**Summary Notes**

08/30/2003    13:24:35    Robyn Letz    6208

**Primary Phone:** [REDACTED]  
**Current Mileage:** 52906  
**Dealer(s) involved:** 05636

**Situation:** [REDACTED] called the CAC. Customer is looking for assistance with repair of Harmonic balancer. Customer has received post-warranty assistance for fuel gauge in past. Customer spoke to SA, not SM.

**Action Taken:** Writer called SM, he was not aware of customer's request for assistance with this repair. SM checked with SA, will review and call customer.

**Customer Follow-up Y/N:**

**Follow-up by:** CAC, market team or dealer:

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 662495    Cus Ident 12999195    Legal    Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Grapevine TX [REDACTED]  
 Phone [REDACTED]    Phone Location Residence  
 Assign Dir 75118    PARK PLACE MOTORCARS MIC BEDFORD TX  
 Sell Dir 75109    BECK IMPORTS OF TEXAS    BEDFORD TX  
 Last Sell Dir 75109    BECK IMPORTS OF TEXAS    BEDFORD TX  
 Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]    World Vin: WDBHA29G5WA [REDACTED]  
 Mileage 25000    Prod Date 10/24/1997    Warr Date 01/27/1998    Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/01/2003 14:22:07	Thomas Trivento	

**Summary Notes**

10/01/2003    14:21:59    Thomas Trivento

Customer called CAC requesting financial assistance in repairs necessary to Harmonic Balancer. Customer state independent across from MB dealer advised repairs necessary.

T. Trivento suggested customer contact Authorized MB dealer and schedule appoint for dealer to evaluate. Customer advised dealer is empowered by MBUSA to make decisions regarding assistance once warranty has expired.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 666438 Cus Ident 6613792 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Quechee VT [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 50100 HOLLOWAY MOTOR CARS OF MANCHESTER NH

Sell Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Last Sell Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291 [REDACTED] World Vin: WDBHA29G2XP [REDACTED]  
 Mileage 63166 Prod Date 06/24/1998 Warr Date 08/11/1998 Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/21/2003 09:11:45	Honora Duffy	6307

**Summary Notes**

10/21/2003 09:11:36 Honora Duffy 6307

Primary Phone: [REDACTED]  
 Current Mileage: 63166  
 Dealer(s) Involved: 50100

Situation: Owner sent invoice MBCS51659 dated 10/15/03; he paid \$3,191.90 because serpentine belt/crankshaft pulley broke "cracking the oil pan and timing cover. Customer requests that we replace the oil pan timing cover, crank pulley and belt"

I called Service Manager; Brenda said that post-warranty was declined. Customer had never been to this dealer before and considering age/mileage, she had already discussed with Mr. Waters and declined assistance.

I'm writing letter to Mr. Waters upholding this position.

Action Taken:

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:

## Summary Notes

10/27/2003 16:18:37 Honora Duffy 6307

E mail to Jim McIntosh:

1999 C280

Warranty Start Date: 8/11/1998

Current mileage: 63,166

Dealer: Manchester, NH

Jim:

On October 20th, I received letter from Mr. Waters, who sent Invoice MBCS51850 dated 10/15/03; he paid \$3,191.90 because he originally said serpentine belt broke, causing crankshaft pulley to break, cracking the oil pan and timing cover. Customer requested post-warranty reimbursement.

I called Service Manager; Brenda said post-warranty was declined by dealer. Customer had never been to this dealer before and considering age/mileage, she had already discussed with Mr. Waters and declined assistance.

I wrote Mr. Waters below letter:

Now he's written again changing his story - claiming it was not the belt that broke first:

"Having received your reply to my letter, I feel that you have missed the point. I would never expect a broken fan belt to be worthy of Mercedes paying for the damage to my automobile. The fan belt broke AFTER the metal wheel separated from the casing. The wheel around which the belt goes was the problem. A metal wheel separating from the housing doesn't seem to be a "wear and tear item"

"Please refer this to your immediate supervisor, and I look forward to a response"

---

Because he's demanding a supervisor review this, I wanted to run this by you. I don't want it to appear that I'm questioning dealer's decision, but someone (here) may ask if customer goes above my head, if I ran this by you.

I know you are busy, but how do you feel about this? I'll be happy to advise customer his request has been already reviewed by top individuals at dealer/region/this office and we stand by original decision.

Let me know - thanks!

Best always -

Honora

10/28/2003 18:24:16 Honora Duffy 6307

Hi Honora,

I am going to be in Manchester on Thursday, 10/30 and had this on my list of things to review with Brenda. I agree with the customer that the pulley broke first and then the belt. But, there is no question that the car is out of warranty and that we have left these decisions up to the service manager.

I let you know if anything changes.

regards,  
Jim

CONFIDENTIAL



## Summary Notes

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10/31/2003 09:10:09 Honora Duffy 6307

CONFIDENTIAL

Hi Honora,  
yes, Brenda and I did discuss this today. She agrees that her decision may have been, shall I say off the mark a little.

If the customer is receptive, the dealer is willing to reimburse him for the retail price of the parts (\$795.95) and I will authorize the goodwill gesture. Brenda has requested, if possible, that the CAC contact the customer with her offer. Let me know if you're ok with that.

The dealer will send out a check as soon as we hear from you,  
regards,  
Jim

**Summary Note Information**

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**Mercedes Benz of U.S.A**

Note ID 689634 Cus Ident 9269295 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Delray Beach

FL [REDACTED]

Phone [REDACTED]

Phone Location

Assign Dir 14323

MERCEDES-BENZ OF PALM BE WEST PALM BE FL

Sell Dir 14323

MERCEDES-BENZ OF PALM BE WEST PALM BE FL

Last Sell Dir 14323

MERCEDES-BENZ OF PALM BE WEST PALM BE FL

Note to Market Ind:

Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED]

World Vin: WDBHA29G3XA [REDACTED]

Mileage 24158 Prod Date 07/14/1996 Warr Date 08/31/1996 Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/23/2003 12:25:20	John Hoey	4805

## Summary Notes

10/23/2003 12:24:59 John Hoay 4805

Customer sent an Internet message (corresp # 226031.)

CONFIDENTIAL

First Name: [REDACTED]  
Last Name: [REDACTED]  
Street: [REDACTED]  
Address 2:  
City: Delray Beach  
State: FL  
Zip: [REDACTED]  
E-mail: [REDACTED]

Comments: We wanted to send this in a nice email, but Mrs. Clark told us unmistakably that this little window is the way to contact you. Vehicle: [REDACTED] Mercedes C280W, VIN WDBHA28G3X [REDACTED] Purchased: [REDACTED] 08/31/1999, Gulfstream Motors, West Palm Beach, Florida. Warranty: [REDACTED] 3 years/45,000 miles Mileage: [REDACTED] 24,158 miles per Oct 12, 2003 (see repair invoice) The vehicle concerned was purchased for low average mileage and temporary usage. A Mercedes justifies its cost through uncompromising quality and reliability. This vehicle has always been kept in a ventilated and temperature-regulated covered garage. But now, despite very thorough care, there is one issue after the other. 1. 8/30/2001 [REDACTED] [REDACTED] 10,200 mi. The trunk hood was not lockable. 2. 12/31/2001 [REDACTED] [REDACTED] 16,290 mi. A rear tire blew up (exploded, no cause found). It was replaced. A tire was tested intact. 3. 08/14/2002 [REDACTED] [REDACTED] 17,880 mi. Sunroof Molding became loose. 4. 10/16/2002 [REDACTED] [REDACTED] 18,814 mi. A few thousand miles later, the other rear tire blew up. (no cause found) 5. 14/05/2003 [REDACTED] [REDACTED] 22,866 mi. There was a problem with the gas tank-lid, gasket. 6. 10/12/2003 [REDACTED] [REDACTED] 24,158 mi. The power crankshaft dampener (pulley) broke. All servo functions (steering, brakes etc.) were lost abruptly. All the issue mentioned above can be documented. We have the idea (please comment) that this car was not equipped for subtropical areas, since all faults seem to be related to rubber parts. With a well-maintained and always careful driven Mercedes at low mileage this should never happen, nor should the customer be responsible, not to talk about the loss of time. Three of the incidents had a high potential for accident and even injury. It cannot be that a Mercedes with such flaws is on the street. With such a track record for failure, the same incidents have to be expected to happen again. This is a non-public complaint, in hopes of obtaining a mutually satisfying resolution. We believe a 2-week response time is appropriate. Sincerely yours ORGALOGIC Dr.- Ing. I. Paulovits [REDACTED] [REDACTED] [REDACTED] [REDACTED]

### Survey Information:

Day Phone Number: [REDACTED] ext:  
Evening Phone Number: [REDACTED] ext:  
Preferred number: Work  
Preferred time to call: Morning  
Fax: -  
VIN Number: WDBHA28G3X [REDACTED]  
Vehicle Year: 1999  
Model You Own : C280

Replied:

Dear Dr. Paulovits:

Thank you for your Internet message.

We regret to learn of the difficulties you have experienced with your 1999 C280, and apologize for any inconvenience you may have experienced in attending to repairs. While we recognize your concerns, the aging process of parts cannot be determined by mileage alone. Once a vehicle leaves our possession many factors, which are beyond the control of the manufacturer, have a direct bearing on repairs or replacements that may become necessary.

Dr. Paulovits, we trust you understand that we are unable to evaluate your concerns through correspondence. Lacking direct involvement with the operation, and servicing of your vehicle makes it impossible to comment with specifics.

As you may know, your vehicle was originally covered by a 4 year or 50,000 mile (whichever occurs first) New Vehicle Limited Warranty. Your vehicle originally went into service on August 31, 1999, and the warranty has expired based on elapsed time. The Service Managers at our authorized Mercedes-Benz dealers review post warranty requests on behalf of this company.

If you have any technical concerns with your vehicle we suggest you contact the Service Manager at your authorized Mercedes-Benz dealer. He or she is in the best position to evaluate the performance of your vehicle and, if necessary, can request technical assistance from MBUSA to assure your vehicle is performing to factory specifications.

**Summary Notes**

~~If you feel the vehicle is unsafe to drive we suggest you contact our Roadside Assistance Department at 1-800-367-6372 to make arrangements to have the vehicle towed to the nearest authorized Mercedes-Benz dealer. Towing charges do apply for non-warranty related repairs.~~

The opportunity to review this matter is appreciated.

John M. Hoey  
National Customer Relations Representative  
Customer Assistance Center  
Mercedes-Benz USA, LLC

CONFIDENTIAL

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 870348 Cus Ident 10610448 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Palm Harbor FL [REDACTED]

Phone	Phone Location	Residence
Assign Dir 14318	LOKEY MOTOR COMPANY	CLEARWATER FL
Sell Dir 14318	LOKEY MOTOR COMPANY	CLEARWATER FL
Last Sell Dir 14318	LOKEY MOTOR COMPANY	CLEARWATER FL

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G7XA [REDACTED]  
 Mileage 60000 Prod Date 02/09/1999 Warr Date 04/28/2000 Model C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/24/2003 15:44:54	Frank Parente	4575

**Summary Notes**

10/24/2003 15:44:32 Frank Parente 4675

Customer called to claim that he had and issue with his harmonic balancer that he was charged \$161 for. Customer claims that service writer told him to call CAC to see if it can be goodwilled. Writer suggested that customer speak to SM at dealer.

**Summary Note Information****Mercedes Benz of U.S.A****CONFIDENTIAL****Note ID 670747 Cus Ident 8691891 Legal - Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Mesquite****TX** [REDACTED]**Phone** [REDACTED]**Phone Location Mobile****Assign Dir 75118 PARK PLACE MOTORCARS MIE BEDFORD TX****Sell Dir 75109 BECK IMPORTS OF TEXAS BEDFORD TX****Last Sell Dir 75109 BECK IMPORTS OF TEXAS BEDFORD TX****Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin 2020291A** [REDACTED] **World Vin: WDBHA29G9X** [REDACTED]  
**Mileage 38955 Prod Date 11/30/1998 Warr Date 01/09/1999 Model C280W 1999**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/27/2003 14:18:29	Surya Boonphadung	4681

**Summary Notes**

10/27/2003 14:17:57 Surya Boonphadung 4681

SM from Park Place Motorcars called the CAC requesting any contact info from this customer. Writer advised there are no sum note after June 2000. SM claims customer left VM alleging that he spoke to someone at the CAC and that this person told him that dealer should pay for the repairs (post warranty).

10/27/2003 15:16:57 Ed Duffy 6296

Customer called and stated that SM Ray Torres offered to supply the parts at no charge customer pay the labor, allegedly needing a harmonic balancer. Customer feels the entire repair should be covered and is prepared to tak legal action. Customer was advised by writer that Mr. Torres is empowered on behalf of this company and what ever decision he made would be upheld by MBUSA. Customer is requesting that he be contacted by 4pm this day with a decision prior to speaking with his attorney. Writer stated this message would be sent that no guarantee of when he would be called could be made from this office. He wishes to be contacted at [REDACTED] There are no other notes regarding this customer for this issue in the system.

NTMT to dealer and SPOM

10/27/2003 18:47:18 Surya Boonphadung 4681

SM called again, asking if customer has made any contact to MBUSA. Writer advised of above notes, writer read notes word for word to SM.

# Summary Note Information

CONFIDENTIAL

## Mercedes Benz of U.S.A

**Note ID** 670993    **Cus Ident** 8891891    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Mesquite** TX [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Mobile  
**Assign Dir** 75118    **PARK PLACE MOTORCARS MIC** BEDFORD TX  
**Sell Dir** 75109    **BECK IMPORTS OF TEXAS** BEDFORD TX  
**Last Sell Dir** 75109    **BECK IMPORTS OF TEXAS** BEDFORD TX  
**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG Vin** 2020291A [REDACTED]    **World Vin:** WDBHA29G8X [REDACTED]  
**Mileage** 48000    **Prod Date** 11/30/1998    **Warr Date** 01/09/1999    **Model** C280W 1999

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	10/27/2003 17:34:59	Craig Dearing	6200

### Summary Notes

10/27/2003    17:34:00    Craig Dearing    6200

Client had a harmonic balancer come apart. Client has no real service history with dealer but appears to be a first owner and had warranty repairs at this dealer location. Car now needs a front cover, oil pan and balancer. Dealer offered parts as goodwill and client labor. Client wanted a 100% of repair covered. Dealer is to rescind offer based on client legal threats.

CONFIDENTIAL

**General Issues:**

<u>Code Description</u>	<u>Sub Code Description</u>	<u>Updated Date &amp; Time</u>	<u>Updated BY</u>	<u>Phone</u>
Dealer Service	Dealer Faults MB / Product	10/31/2003 14:52:35	Michael Ellis	6200
Warranty	Goodwill ELW	10/31/2003 14:53:24	Michael Ellis	6200

**Summary Notes**

10/31/2003 14:51:35 Michael Ellis 6200

Service mgr at RBM was contacted by owner after car was brought to dealer from independent repair shop. Customer requesting goodwill for frt. dampener repair. Customer purchased vehicle from an auction and has never been to dealer previously. service mgr declined goodwill assistance and SPOM supports decision



# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

**Note ID** 676537 **Cus Ident** 21249842 **Legal**  
**Customer** [REDACTED] **Note Type** Summary Note  
**Address** [REDACTED]

Brooklyn NY [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence

**Assign Dir**

**Sell Dir** 71109 INSKIP AUTOCENTER WARWICK RI

**Last Sell Dir** 71109 INSKIP AUTOCENTER WARWICK RI

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2020291F [REDACTED] **World Vin:** WDBHA29G9WF [REDACTED]  
**Mileage** 69000 **Prod Date** 11/11/1997 **Warr Date** 12/04/1997 **Model** C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Emission Warranty Inquiry	11/13/2003 10:41:34	Honora Duffy	6307

**Summary Notes**

11/13/2003 10:41:28 Honora Duffy 6307  
 [REDACTED] called - wanted to know if belt tensioner is covered under California emission.  
 I confirmed it is not.

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 683638 Cus Ident 4809233 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Charlotte NC [REDACTED]

Phone [REDACTED] 4057 Phone Location Business

Assign Dir 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Sell Dir 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Last Sell Dir 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291F [REDACTED] World Vin: WDBHA29G5W [REDACTED]  
 Mileage 68000 Prod Date 02/09/1998 Warr Date 03/18/1998 Model C280W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	12/04/2003 14:01:21	Miriam Clark	4899

**Summary Notes**

12/04/2003 14:01:05 Miriam Clark 4899

Jack Buchanan called the CAC to document a "goodwill offer" to the customer...  
 He is willing to pay parts only on belt tensioner, door latches and oil leak repair, but will not offer goodwill on sun visor, or remote key repair....  
 He stated she may call the CAC.

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

**Note ID** 687959 **Cus Ident** 6606665 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Comellus** NC [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 59229 **BOB KING AUTOHAUS** **WILMINGTON** **NC**  
**Sell Dir** 59232 **HENDRICK MOTORS** **HICKORY** **NC**  
**Last Sell Dir** 59232 **HENDRICK MOTORS** **HICKORY** **NC**  
**Note to Market Ind:** **Amount**

**Vehicle Information**  
**DBAG Vin** 2020291F7 [REDACTED] **World Vin:** WDBHA29G1XF [REDACTED]  
**Mileage** 50000 **Prod Date** 06/26/1996 **Warr Date** 07/31/1996 **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/17/2003 16:00:45	Miriam Clark	4699

**Summary Notes**

12/17/2003 16:00:35 Miriam Clark 4699

Customer called the CAC seeking additional PWA for harmonic balancer repair....the cost was approximately \$1600 and the customer paid \$832.95 labor incurred.  
 Customer was upset that this incident caused her to be stranded....  
 I advised the customer that the SM was in the best position to address the issue, and it appeared as if he did, by offering to pay for the parts....  
 Customer then requested the additional reimbursement, and I stated the SM would address that.

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

CONFIDENTIAL

**Note ID** 694576 **Cus Ident** 21193451 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED] **Dunn**  
**Address** [REDACTED]

**Madison** **CT** [REDACTED]

**Phone** [REDACTED] **Phone Location** **Residence**

**Assign Dir** 09127 **MERCEDES-BENZ OF NORTH F** **NORTH HAVEN** **CT**  
**Sell Dir** 56113 **MERCEDES - BENZ MANHATTA** **NEW YORK** **NY**  
**Last Sell Dir** 56113 **MERCEDES - BENZ MANHATTA** **NEW YORK** **NY**  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED] **World Vin:** WDBHA29G8W [REDACTED]  
**Mileage** 87000 **Prod Date** 11/28/1997 **Warr Date** 12/31/1997 **Model** C280W 1998

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cooling	Engine and Engine Cooling	01/12/2004 15:22:29	Nicole Shababb	4819

**Summary Notes**

01/12/2004 15:18:05 Nicole Shababb 4819  
 CORR # 232010

Customer sent letter to MBUSA advising that he had his harmonic balancer and belt tensioner replaced by dealer 09127. Customer also indicating that he was not pleased that it allegedly took dealer 09127 six round trips to dealer for them to correctly diagnosis and repair his vehicle.

Writer contacted Kevin Canty, SPOM to review situation. Kevin suggested that writer contact service manger at dealer in order to verify if customer has been provided with financial assistance towards the repair.

Customer left a voice mail message for Steve, Service manager at dealership requesting a callback to review situation.

01/20/2004 14:28:44 Nicole Shababb 4819

Writer spoka with Steve who advised due to the age and mileage on the vehicle financial assistance towards the repair of the harmonic balancer was not offered.

Writer then contacted Gary Bowne to advise him of the situation. Gary advised he would contact Kevin Canty, SPOM to review situation further. situation further.

## Summary Notes

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01/20/2004 14:40:07 Nicole Shababb 4619

Writer contacted Kevin Carty to follow-up. Kevin advised customer will be reimbursed for harmonic balancer repair by dealership, and also indicated he contacted the dealership last week to advise them accordingly.

Writer then contacted dealer and spoke with Steve, Service Manager, who advised that the dealer will reimburse customer for the harmonic balancer repair.

Writer then contacted the customer and left him a voice mail message advising him to contact writer regarding the letter he sent to us.

01/22/2004 17:34:28 Nicole Shababb 4619

Writer spoke with customer and advised him accordingly. Customer was very pleased.

Customer indicated he is very pleased with the above-mentioned vehicle. Writer thanked customer for his gracious comments.

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

02/11/2004

**Note ID** 696028    **Cus Ident** 21798267    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Hillsborough    CA [REDACTED]

**Phone** [REDACTED]    **Phone Location** Residence

**Assign Dir**

**Sell Dir** 90930    Canadian Car

**Last Sell Dir** 90930    Canadian Car

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2020291F [REDACTED]    **World Vin:** WDBHA29G8XF [REDACTED]  
**Mileage** 60000    **Prod Date** 01/19/1999    **Warr Date** 02/18/1999    **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/15/2004 15:25:15	Cleveland Best	6344

**Summary Notes**

01/15/2004    15:25:08    Cleveland Best    6344

[REDACTED] called CAC claiming the Harmonic Balancer on her 99 C280 (vin# 2020291F [REDACTED]) with 113,000 kilometers needs to be replaced. Customer claims an MB dir told her the repair is not covered under warranty.

Customer claims this vehicle was originally a Canadian vehicle, then it was in Germany for a few years and now it is in the US. Customer questioned why its not covered.

Writer advised customer that once the vehicle is in the US, it must follow the warranty rules of the US. Writer advised that the Limited New Car Warranty on US vehicles is 4yr/50,000 miles (whichever occurs first), which her vehicle is well beyond. Writer advised customer she is responsible for the cost to repair vehicle. Customer wants the tel# to Germany—writer provided the number.

# Summary Note Information

Mercedes Benz of U.S.A

Note ID 699990 Cus Ident 21999918 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Aventura FL [REDACTED]  
 Phone [REDACTED] Phone Location Residence  
 Assign Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL  
 Sell Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL  
 Last Sell Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2020291A [REDACTED] World Vin: WDBHA29G6YA [REDACTED]  
 Mileage 15000 Prod Date 09/08/1998 Warr Date 10/18/1998 Model C280W 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	StarMark Inquiry	01/29/2004 09:27:54	James Blasié	4620

**Summary Notes**

01/29/2004 09:27:37 James Blasié 4620

Customer called to inquire about labor charges on recent service of vehicle - customer alleged repairs to engine pulley, oil pan and it was covered under StarMark warranty; also, that bill showed svc B work. Writer suggested he contact dealer for explanation/information, that labor rate may be related to non-warranty service/work done on vehicle.

# Summary Note Information

Mercedes Benz of U.S.A

02/02/2004

**Note ID** 700964 **Cus Ident** 21826340 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Burlingame** **CA** [REDACTED]

**Phone** [REDACTED] **Phone Location** **Residence**

**Assign Dir** 05765 **AUTOBAHN MOTORS** **BELMONT** **CA**

**Sell Dir** 90930 **Canadian Car**

**Last Sell Dir** 90930 **Canadian Car**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291F [REDACTED] **World Vin:** WDBHA29G8XP [REDACTED]  
**Mileage** **Prod Date** 01/19/1999 **Warr Date** 02/18/1999 **Model** C280W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Supplier or 3rd Party Issu	MB Canada	02/02/2004 12:28:07	Linda Tognetti	6268

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolir	Engine and Engine Cooling	02/02/2004 12:27:32	Linda Tognetti	6268



## Summary Notes

CONFIDENTIAL

02/02/2004 12:25:45 Linda Tognetti 6288

Writer received E-mail from E. Ble for follow-up. E-mail to Gary Bowne for suggested follow-up procedure:

"Hi Gary:

Happy Monday!

Have you decided how we should proceed with this?

Regards,  
Linda

Linda Tognetti  
Team Leader, Customer Relations  
1-800-FOR-MERCEdes, Ext. 6288

--- Forwarded by Linda Tognetti/171/DCAG/DCX on 02/02/2004 12:20 PM ---

Linda Tognetti  
 01/29/2004 11:28 AM

To: Gary Bowne/171/DCAG/DCX@WK-COOP

cc:  
Subject: warranty issue 2020291F [REDACTED]

Hi Gary:

I checked a little further. If you have a chance, please look at SN 696028 (Ines Gancre).

Vehicle is a Canadian 1999 C280...has approximately 113,000 kilometers (70,200 miles).

How should we proceed?

Regards,  
Linda

Linda Tognetti  
Team Leader, Customer Relations  
1-800-FOR-MERCEdes, Ext. 6288

--- Forwarded by Linda Tognetti/171/DCAG/DCX on 01/29/2004 11:20 AM ---

Ellen Ble  
 01/29/2004 08:50 AM

To: Eileen Finnegan/171/DCAG/DCX@WK-COOP, Joyce Dever/171/DCAG/DCX@WK-COOP, Linda Tognetti/171/DCAG/DCX@WK-COOP

cc:  
Subject: warranty issue

Hi,

please see if we've been involved ... follow-up, etc. - thanks!

--- Forwarded by Ellen Ble/171/DCAG/DCX on 01/29/04 08:48 AM ---

John Reagan@WK-AMERICA2  
 01/28/04 07:03 PM

To: Ellen Ble/171/DCAG/DCX@WK-COOP

cc:  
Subject: warranty issue

Ellen, I know there is not alot to go by here. But could you investigate this customer, Marcel Tancre? It may be in our best interest to do a follow up. Anything you find out would be appreciated. Thanks

JOHN REAGAN

SERVICE M-CLASS MANAGER  
MERCEDES-BENZ U.S. INTERNATIONAL, INC.  
P.O. BOX 100

PHONE [REDACTED]  
CELL [REDACTED]

— Forwarded by John Reagan/138/DCAG/DCX on 01/28/2004 05:58 PM —

Stuart Countess  
 01/28/2004 05:39 PM

To: John Reagan/138/DCAG/DCX@WK-AMERICA2

cc:  
Subject: warranty issue

— Forwarded by Stuart Countess/138/DCAG/DCX on 01/28/2004 05:38 PM —

Randy Hamner  
 01/28/2004 10:20 AM

To: Stuart Countess/138/DCAG/DCX@WK-AMERICA2, Jason Hoff/138/DCAG/DCX@WK-AMERICA2

cc:  
Subject: warranty issue

---

SCOTT HAMNER  
Quality Operations  
Assistant Manager,  
251 Quality Project Leader

Mercedes-Benz U.S. International  
1 Mercedes Drive  
Vance, AL 35490

phone: 001 (205) 507-3572 -  
fax: 001 (205) 507-3993  
pager: 001 (205) 550-2741  
germany: 0160 998 79247  
email: randy.hamner@mbus.daimlerchrysler.com

— Forwarded by Randy Hamner/050/DCAG/DCX on 01/28/2004 06:20 PM —

Wolfgang Weiss@WK-AMERICA  
 01/28/2004 04:43 PM

To: Randy Hamner/050/DCAG/DCX@WK-AMERICA2

cc:  
Subject: warranty issue

Dear Mr. Hamner,

I am the General Manager of the DaimlerChrysler Fuel Cell Project in California, located in Sacramento. The other days I got invited to a media event hosted by the German Consulate in San Francisco. The Consul Administrator owns a MB vehicle, which he bought in Canada. Regarding his Assignment he moved a lot. Finally he is living now in CA. His Vehicle is within the time frame as well the mileage to be covered under the regular warranty. Now the harmonic balancer seems to be wore out and should be replaced (approxmately \$300). The local dealer couldn't support him. So he ended up talking to our colleague Greg Cleveland. Who treated him in a not friendly and appropriate way. [REDACTED] was really annoyed and complained a lot. In his position, as an advocate for German products and supporter of our technology should be treated with more respect. Do you have any idea how we could compensate this dilemma?

Best Regards ,

Wolfgang Weiss

DaimlerChrysler RTNA, West Sacramento CA  
Phone: (916) 375 0377 - Ext. 101  
Fax: (916) 375 0378

CONFIDENTIAL

## Summary Notes

02/02/2004 14:12:44 Linda Tognetti 8288

Response from/to G. Bowne.

"Hi Gary:

[REDACTED] use Autobahn Motors (05765) in Belmont. SPOM is Adam Noderer.

Regards,  
Linda

P.S. Adam.....will the dealership contact the customer regarding this? LT

Linda Tognetti  
Team Leader, Customer Relations  
1-800-FOR-MERCEDES , Ext. 6268

Gary Bowne 02/02/2004 12:51 PM  
To: Linda Tognetti/171/DCAG/DCX@WK-COOP  
cc:  
bcc:  
Subject: Re: warranty issue 2020291F832039

Hi Linda,

Please let me know who the SPOM is for the dealer that would perform this repair. I'll discuss with him and get this paid for under goodwill.

Thanks,

Gary H. Bowne  
Department Manager - Product Compliance, Analysis & Safety Engineering  
Mercedes-Benz USA, LLC  
One Mercedes Drive  
Montvale, NJ 07645

Phone: (201) 573-2719  
Cell: (201) 218-2077  
Fax: (201) 476-2866  
email: bowneg@mbusa.com

02/02/2004 14:49:41 Linda Tognetti 8288

E-mail from G. Bowne to MB Canada:

"Hi Manfred, Siggy,

I just spoke to the SPOM responsible for this dealer. He will have the dealer reimburse this customer (\$400) out of his goodwill budget. No need for MB Canada to participate - this one is "on the house".

Thanks and regards,

Gary H. Bowne  
Department Manager - Product Compliance, Analysis & Safety Engineering  
Mercedes-Benz USA, LLC  
One Mercedes Drive  
Montvale, NJ 07645

Phone: (201) 573-2719  
Cell: (201) 218-2077  
Fax: (201) 476-2866  
email: bowneg@mbusa.com

CONFIDENTIAL

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 701562 **Cus Ident** 22150302 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Christiansted** VI [REDACTED]  
**Phone** [REDACTED] **Phone Location** Business

**Assign Dir**

**Sell Dir** 15317 **AUTOHAUS POMPANO** **POMPANO BEA FL**

**Last Sell Dir** 15317 **AUTOHAUS POMPANO** **POMPANO BEA FL**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2020291A [REDACTED] **World Vin:** WDBHA29G3YA [REDACTED]  
**Mileage** 13000 **Prod Date** 03/06/2000 **Warr Date** 08/15/2000 **Model** C280SE 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Limited New Car Warranty Inquiry	02/03/2004 15:38:31	Miriam Clark	4699
	Post Warranty Consideration Request	02/03/2004 15:34:40	Miriam Clark	4689

**Summary Notes**

02/03/2004 15:34:15 Miriam Clark 4699

Customer called regarding repair to the harmonic balancer and crankshaft pulley... she stated that she called earlier and someone was due to get back to her.. I apologized and secured all the owner information. I advised that I would research this matter and get back to her....

02/03/2004 15:38:14 Miriam Clark 4699

Hi Gary,

This customer, [REDACTED] has vehicle still under warranty with harmonic balancer issue...She is located in Christiansted, Virgin Islands....What can we do to assist the independent shop to secure the parts to repair the vehicle?

Thanks,

Miriam E. Clark  
 Customer Relations

02/03/2004 16:26:20 James Blaise 4620

Writer spoke to customer earlier in day - advised he would look into matter - writer left voice msg for G. Bowne re: customer's issue on repair and request for assistance.

02/05/2004 09:58:59 James Blaise 4620

Writer spoke to G. Bowne and he is looking into matter and will contact writer.

### Summary Notes

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02/09/2004 15:17:19 James Blasié 4820

Writer received information from S. Kraltz advising on possible procedures - writer left msg w/Cindy for customer call writer back.

02/11/2004 11:15:35 James Blasié 4820

Writer advised customer that MB would not be offering assistance with repair; that vehicle's warranty would be honored at authorized MB dealer in US.

CONFIDENTIAL

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 567423    **Cus Ident** 9253456    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Ridgewood    N. [REDACTED]

**Phone** [REDACTED]    **Phone Location** Business

**Assign Dir** 56113    MERCEDES - BENZ MANHATTA NEW YORK    NY  
**Sell Dir** 51121    PRESTIGE MOTORS, INC.    PARAMUS    NJ  
**Last Sell Dir** 51121    PRESTIGE MOTORS, INC.    PARAMUS    NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2020331F [REDACTED]    **World Vin:** WDBHA33G6WF [REDACTED]  
**Mileage** 85000    **Prod Date** 12/10/1997    **Warr Date** 02/27/1998    **Model** C43    1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	11/08/2002 15:07:23	Thomas Nardi	6287

## Summary Notes

11/06/2002 15:07:17 Thomas Nardi 6297

Customer's Starmark warranty expired because of mileage in February of this year. Customer alleges that this past summer MBC asked if he wanted to extend his lease. Customer states that he was advised by them that his vehicle is still covered under warranty until 100k miles.

Customer states that last night his belt tensioner failed, he called RAP (see call # 2127623, customer knew name of the rep he spoke with) and was advised that the tow would be covered. Customer states that he has been advised by 56113 that the vehicle is out of warranty and that the repairs and tow would be at his expense.

Customer insists that if he knew the vehicle was out of warranty he would not have extended his lease. Customer states that he has no way of paying the \$5-6k for repairs.

Customer states that Jay at 56113 told him to contact the SM at his selling dealer. Customer states that he spoke with SM, Brian Scully at 51121 and was advised that he would not assist with the repairs. Customer states that he also told him to have 56113 get in touch with the regional manager. Customer states that 56113 has reiterated that they would not assist with the cost of the repairs.

Writer apologized and explained that he is responsible for the cost of the repairs.

Customer stated "What if I get in touch with the person who told me the vehicle was still covered when I extended my lease." Writer explained that he would have to discuss that with MBC. Writer also explained that we would honor the written contract which states that the warranty has expired.

Customer asked about having the tow bill covered, stating that 56113 advised him to get reimbursed from us. "Your office told me the tow would be covered. If I knew I had to pay for the tow I would have let the engine cool and then I would have drove to the dealer." Writer advised the customer to send the tow receipt to the writer for reimbursement consideration. Writer stated "I am not promising that you will be reimbursed but I will look into it." Customer responded "I respect and appreciate that."

Customer is still not happy that we won't assist with the repairs.

11/06/2002 15:26:35 Thomas Nardi 6297

Writer reviewed the RAP call. Tow was not set-up by RAP. Tech was paged and the tech had contacted the customer. If customer seeks tow reimbursement writer will decline.

01/28/2003 14:41:26 Bernadette Cavanaugh 6378

██████████ called back and was transferred to Roadside. He is still alleging that the dispatcher who originally took the call back in November advised him under no uncertain terms that his vehicle is covered under the Starmark Warranty and that the tow is covered. Tow was not arranged by roadside dispatcher – it was arranged by MB Manhattan. Advised customer as he was advised previously that we will not reimburse for the tow. Customer not happy – going to pursue.

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

**Note ID** 622518 **Cus Ident** 14724444 **Legal**  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Note Type** Summary Note

Jacksonville

FL [REDACTED]

**Phone****Phone Location****Assign Dir** 75534

EWING AUTOHAUS

PLANO

TX

**Sell Dir** 75534

EWING AUTOHAUS

PLANO

TX

**Last Sell Dir** 75534

EWING AUTOHAUS

PLANO

TX

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2020331 [REDACTED]**World Vin:** WDBHA33E5X [REDACTED]**Mileage**

14954

**Prod Date** 07/14/1998**Warr Date** 09/15/1998**Model** C43

1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	05/20/2003 15:16:17	Nicole Shababb	4619
Internet	Internet Inquiry	05/20/2003 18:15:58	Nicole Shababb	4819

**Summary Notes**

05/20/2003 15:15:51 Nicole Shababb 4619

CORR # 219325

I have owned my 1998 C43 for about 5 months and have had it in for minor repairs 3 times (warped crank pulley, collapsed motor mounts, replacement of shift bushings, possible suspension wear, CD changer replacement). The dealership seems to think my expectations are out of line when, for example, I complain that the idle seems a little too rough, or that there is excessive hesitation when I accelerate, or that the seats do not seem to stay inflated consistently. If I cannot get my questions answered satisfactorily by the dealership, may I send questions directly to AMG to see if there may be some information that may help the dealership in servicing my C43? If so, what is the email address/phone number I should use? Thank you.



## Summary Notes

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05/22/2003

12:58:58

Nicole Shababb

4819

Writer's response:

CONFIDENTIAL

Dear [REDACTED]

Thank you for your recent internet inquiry.

While your C43 was originally "tuned" by AMG, Mercedes-Benz is the manufacturer, and our authorized dealers are trained to provide service. We recommend you contact the Service Manager of your authorized Mercedes-Benz dealer, he or she can request technical assistance from Mercedes-Benz, if necessary, to address your concerns.

Thank you for the opportunity to correspond.

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 864093 Cus Ident 12779084 Legal Note Type Summary Note

Customer Address [Redacted]

Washington DC [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir

Sell Dir 55109 RALLYE MOTORS LLC ROSLYN NY

Last Sell Dir 55109 RALLYE MOTORS LLC ROSLYN NY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2020331 [Redacted] World Vin: WDBHA33E9X [Redacted]  
Mileage 48200 Prod Date 07/07/1996 Warr Date 09/04/1996 Model C43 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/07/2003 09:30:29	Miriam Clark	4689

## Summary Notes

10/07/2003 09:30:22 Miriam Clark 4699

To: mailmaster@mbusa.com  
 cc:  
 Subject: Vehicle Technical Questions (CVTQ)

CONFIDENTIAL

Subject: Vehicle Technical Questions (CVTQ)From: P.STROTHER@VERIZON.NET  
To: mailmaster@mbusa.com  
\*\*\* Client Assistance \*\*\*

The following person has filled out the Client Assistance Form on www.MBUSA.com.

### Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: WASHINGTON

State: DC

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I HAD A HARMONIC BALANCER DISENTERGRATE ON MY AMG C43 RESULTING IN COSTLY REPAIR TO THE OIL PAN WHICH MY EXTENDED WARRANTY WITH GE AUTO WARRANTY SERVICE REFUSES TO REPLACE BECAUSE IT WAS NOT DAMAGED "BY THE FAILURE OF AN INTERNALLY LUBRICATED PART". UPON CHECKING SEVERAL ON LINE TECH FORUMS REGARDING MB HARMONIC BALANCERS MY QUESTION IS DOES MB HAVE A FAULTY DESIGN OR INFERIOR PART AND IS THERE A REDESIGN AVAILABLE? IF SO CAN THIS BE REPLACED GRATIS W/ OIL PAN OR AT LEAST 50/50?

### Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number [REDACTED] ext:

Preferred number:

Preferred time to call:

Fax: [REDACTED]

VIN Number: WDBHA33E9X[REDACTED]

Vehicle Year: 1999

Model You Own : C-Class

Mr. [REDACTED]

Thank you for your internet message.

We regret to learn of the circumstances that prompted your email and the inconvenience caused.

Your request for post warranty consideration should be discussed with the Service Manager at your Mercedes-Benz authorized dealer. He is in the best position to review your concerns and has full and final authority.

The opportunity to correspond is appreciated.

Miriam E. Clark  
Customer Relations

**Summary Note Information**

04/03/2004

**Mercedes Benz of U.S.A****Note ID 600317 Cus Ident 14942031 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**San Antonio TX** [REDACTED]**Phone Phone Location****Assign Dir 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX****Sell Dir 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX****Last Sell Dir 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX****Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin 2084701T** [REDACTED] **World Vin: WDBLK70G8YT** [REDACTED]  
**Mileage 27611 Prod Date 04/12/2000 Warr Date 06/07/2000 Model CLK430 2000**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	06/17/2003 11:49:08	John Hoey	4605
	Personnel Issues or Complaints	03/04/2003 16:01:28	Miriam Clark	4899
	Repeat Visit for Same Issue	03/04/2003 16:01:28	Miriam Clark	4899
Vehicle Quality	Poor Design of Component(s)	03/04/2003 16:01:07	Miriam Clark	4899
	Overall Dissatisfaction with Quality	03/04/2003 16:01:07	Miriam Clark	4899
Service / Repairs	Repeat Repairs on Same Component	03/04/2003 16:01:14	Miriam Clark	4899

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	03/04/2003 16:01:35	Miriam Clark	4899

## Summary Notes

CONFIDENTIAL

03/04/2003 16:00:53 Miriam Clark 4899

Customer called the CAC without vehicle information, such as VIN etc...He stated he purchased the vehicle at independent Lexus dealer and has had a vibration problem ever since. He alleges dealer 75565 has changed the wheels and tires and it still exists...He stated that now they are telling him, ( SM Louis) that they are consulting with Techs to assist them with repair and he is tired of it. Customer was very frustrated and I managed to calm him down , by advising him that I would follow up with dealer. He provided 210 710- 6326 as contact number.

I spoke with Louis Pizzano SM at 75568....He confirmed vehicle was at shop with complaint of vibration.He stated the wheels and tires were replaced and although the vibration was reduced it still existed..He stated he had contacted the TAC and they advised to change the dampner and the problem still existed...The TAC then advised not to continue with repairs, however, to contact SPOM for further follow up with Regional Techs. He stated he related all of this to customer but he had no patience and exploded with the GM of dealership.... Louis stated he has emailed SPOM to advise and seek further direction....

I advised Louis that I would contact the customer and advise accordingly.  
Called customer at above number and left message accordingly.

06/17/2003 11:48:42 John Hoey 4605

Customer called the CAC. He claims he called his serv adviser, Brian, to arrange an appointment for his cruise control, and bent wheels yesterday, but allegedly did not receive a return phone call. He stated that he knows the wheels aren't covered under warranty, and isn't sure about the cruise control.

Customer stated the vehicle still has a vibration, but the SM Louis told him it is normal so he has given up on that.

Writer spoke to the service receptionist at 75565 who will call the customer to arrange an appointment.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 391970 Crfs Ident 10534045 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Irvine

CA [REDACTED]

Phone [REDACTED]

Phone Location

**Assign Dir**

Sell Dir 05101

FLETCHER JONES MOTOR CAF NEWPORT BEA CA

Last Sell Dir 05101

FLETCHER JONES MOTOR CAF NEWPORT BEA CA

**Note to Market Ind:****Amount****Vehicle Information**

DBAG Vin 2201701A [REDACTED]

World Vin: WDBNG70J3Y [REDACTED]

Mileage 28932 Prod Date 11/17/1998 Warr Date 03/08/1998 Model S430V 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	12/05/2000 23:04:34	Scott Fischer	7322

**Summary Notes**

12/05/2000 23:04:39 Geoff Lewis 7322

Second owner, client [REDACTED] (not [REDACTED]), is requesting buyback due to a "major" engine problem. Harmonic balancer pulley failed and damage front engine cover and oil pan. I declined repurchase request, but authorized 75% of one month's lease payment; Newport Beach retailer to contribute the other 25% of lease payment as a goodwill gesture.

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Nota ID 469417 Cus Ident 9238661 Legal - Note Type Summary Note

Customer

Address

Houston

TX

Phone

Phone Location Residence

Assign Dir

Sell Dir 75522

STAR MOTOR CARS

HOUSTON

TX

Last Sell Dir 75522

STAR MOTOR CARS

HOUSTON

TX

Note to Market Ind:

Amount

**-Vehicle Information**

DBAG Vin 2201701A

World Vin: WDBNG70JXYA

Mileage 15084 Prod Date 05/27/1996 Warr Date 07/30/1996 Model S430V 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	12/05/2001 11:15:32	Miriam Clark	4699

**Summary Notes**

12/05/2001 11:16:18 Miriam Clark 4699

Customer called asking to speak with an SPOM. When I asked him what this was in reference to, he stated he and his sister in law had bought a vehicle and the rubber came off. When I asked what part of the vehicle that was he stated "every one I talked to knew what it was, I guess you don't."

I asked the customer if the vehicle had been towed by Roadside Assistance and he stated no. He stated that it was at a location and he wanted to speak with a SPOM about this.

I asked the customer if he needed Roadside and he responded, "look I have told you I need to speak with a SPO for this area". I then asked the customer to stop yelling and he stated "I am yelling so you can listen" I asked him not to yell in my ear, as I was a human being not an animal.

Customer then stated I was rude and could he speak with another Rep. I advised him they were busy, however, I could have a supervisor call him back. He asked for my name and number. He requested the supv name and I provided Joyce Defer.

12/05/2001 11:51:36 Joyce Dever 6205

Writer returned customer's call. Customer wanted me to note that his conversation with rep disappointed him - claims she was not giving him a chance to say what he had to say - said "she lost site of the fact I'm the customer and she's in customer relations..." called at direction of a RAP tech - his sister in law's '99 E320 broke down - says harmonic balancer problem and piece of rubber fell out. Car is just outside of 50,000 miles and has to be towed to closest dealer (Tuscaloosa?). Customer says he was told to call a SPOM about this. I explained how goodwill works - is reviewed - told him information we need to provide to our representative. Customer will call me back with info.

**Summary Notes**

**CONFIDENTIAL**

12/05/2001 13:20:07 Joyce Dever 6205

██████████ called me with information on sister in law's car (██████████ VIN WDBJF65H3XA8██████████) and I will open a referral, as vehicle is on the way to Tuscaloosa. ██████████ then again reviewed his conversation with CA rep Miriam Clark, and asked the name of the "head honcho of Customer Relations - I provided Paul Juron's name, as he stated he will send a letter. He also asked me if I reviewed conversation yet with rep - I advised him only brief - he asked what her response was - I advised him that she agreed there was a difficulty in the two of them attempting to exchange information. He advised me that in his position (legal profession), it is his job to communicate and he know it's not his difficulty. I assured ██████████ his comments were noted and I would note on the file of his intentions to send a letter.

12/05/2001 13:40:30 Joyce Dever 6205

See Referral No. 148582 opened today to Tuscaloosa dealer.



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

**Note ID** 540302 **Cus Ident** 11427732 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Highland Beach** **FL** [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 80215 **HBL, LLC** **VIENNA** **VA**  
**Sell Dir** 15317 **AUTOHAUS POMPANO** **POMPANO BEACH** **FL**  
**Last Sell Dir** 80215 **HBL, LLC** **VIENNA** **VA**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2201701A [REDACTED] **World Vin:** WDBNG70J0YA [REDACTED]  
**Mileage** 24991 **Prod Date** 05/24/2000 **Warr Date** 06/29/2000 **Model** S430V 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	08/02/2002 15:12:24	James Blasie	4620

**Summary Notes**

07/31/2002 11:45:10 James Blasie 4620

Customer sent in a letter alleging:

1. had warranty covered repairs to crankshaft pulley, drive belt tensioner, drive belt
2. he was charged for V belt (fan) replacement - feels "pulley was either out of line or defective."
3. wants V belt charge (\$47.49) to be covered

Writer left VM for SVC Mgr. David Sullivan to call me back.

08/02/2002 13:03:29 James Blasie 4620

D. Sullivan had called back 7/31 - explained customer's issue; he stated he would look into matter to check on wh V belt was replaced (wear/tear?) and call me.

No call by 8/2 - writer called and left VM @ 703482280 for hl to call me.

08/02/2002 14:59:49 James Blasie 4620

Writer reached D. Sullivan - dealer will reimburse customer \$47.49 for the belt replacement. Writer contacted customer and relayed information - he was grateful and satisfied.

**Summary Note Information**

**Mercedes Benz of U.S.A**

CONFIDENTIAL

**Note ID** 540651 **Cus Ident** 14671296 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Fort Myers** FL [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 34203 **EURO MOTORCARS, INC.** **BETHESDA** **MD**  
**Sell Dir** 34203 **EURO MOTORCARS, INC.** **BETHESDA** **MD**  
**Last Sell Dir** 34203 **EURO MOTORCARS, INC.** **BETHESDA** **MD**  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2201701A [REDACTED] **World Vin:** WDBNG70J6YA [REDACTED]  
**Mileage** 25424 **Prod Date** 02/13/1995 **Warr Date** 03/31/1995 **Model** S430V 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIVE	08/09/2002 08:25:10	Cynthia Feuss	6289

**Summary Notes**

08/01/2002 13:52:42 Cynthia Feuss 6289

CORRES # 205729 - Owner sends Internet message to Jurgen Hubbert of DCAG. owner alleges his S430 "suddenly lost power steering, air conditioning, & the alternator." Owner claims his wife & dog were in the car, the had to wait in the heat, etc. Owner claims dealer informed him that the "harmonic stabilizer failed" & further claim he was told that this was a "recurring problem with S Class Mercedes. Add that to the 3 power units I have had to replace and the recurring problem with the window lifts that fail, I am beginning to consider purchasing a Lexus. I have had many problems with the ML320 & S430....Batteries have failed on both cars...windows that won't roll up, navi systems and radios that don't function are merely annoyances, but catastrophic failure of the steering system is intolerable....what if anything can I expect of you to try and keep my business."

I faxed letter to SPOM G. Williams

08/06/2002 14:28:36 Cynthia Feuss 6289

FOLLOWING EMAIL TO SPOM G. WILLIAMS:

Dear Gary, I faxed this letter to you on Aug. 1. Did you receive? Please advise how to proceed. Sincerely,  
 Cynthia Feuss Customer Relations

08/08/2002 15:17:58 Cynthia Feuss 6289

REPLY FROM SPOM GW: Sorry Cynthia, I do not recall this customer, can you please sent it again? Thanks Gary - I FAXED LETTER TO SPOM AGAIN.

08/08/2002 08:37:24 Cynthia Feuss 6289

EMAIL TO GARY WILLIAMS WITH REQUEST HE ADVISE HOW HE WOULD LIKE TO PROCEED WITH THIS CUSTOMER.

## Summary Notes

CONFIDENTIAL

08/08/2002 15:23:15 Cynthia Feuss 6289

FOLLOWING REPLY FROM SPOM WILLIAMS:

Hi Cynthia, I tried to respond to you twice using the "reply" but it will not send. This clients car lost power steering due to a mechanical failure of the harmonic balancer, causing the serpentine belt to come off the pulleys, therefore the loss of power steering. The other issues concerning the other cars and battery problems are not in the file at Euro Motorcars in Bethesda. This client is from Florida so I suppose the rest of the service history is there.

Thanks Gary

08/08/2002 15:28:49 Cynthia Feuss 6289

I left v-mail for SPOM Williams asking him to call me as I need more feedback.

08/08/2002 15:37:55 Cynthia Feuss 6289

I called owner this time/date

08/08/2002 16:00:48 Cynthia Feuss 6289

CONTINUED FROM ABOVE: Owner (who was calm & polite throughout conversation) states he is unhappy with his 2000 S430, 28k, claims it has been "problematic", and that he feels due to the history of the vehicle, he thinks "might be nice for Mercedes to offer me some incentive on my next S Class. I feel I have been a loyal customer and due to the problems I have had, would like to see Mercedes acknowledge that." Owner states that Harmonic Balancer repairs are complete, but the drivers window still malfunctions after 3 or 4 repair attempts, claims he can't get window open now to use his security car to enter property, it is "an ongoing annoyance." Owner claims "the experience with the loss of the power steering was frightening, as it would be for anyone." Owner is calm, polite, but states he "feels strongly that Mercedes has some serious quality issues, and I wanted Germany & Mr. Hubbert to get my letter first, as I am a loyal customer, and I want to continue to be. Owner alleges he just last week bought an ML500 for his wife (Margaret Snyder, also an attorney) and the plastic support around the drivers seat frame broke. Claims service Manager told him wife to be very careful never to kick that frame or it will shatter." I apologize to owner for his disappointment, thank him for his feedback, that it is important to us, has been documented and will be shared accordingly. Owner asks if MB would consider assist with new S Class but that I would document this request.

08/08/2002 16:12:40 Frank Parente 4675

NOTES BY CYNTHIA ON FRANKS MACHINE BECAUSE CYNTHIA FASTRACC KEEPS CRASHING.

Cynthia called SM Peter Gregori of 34203 and requested he call owner asap re: drivers window...Peter agrees to do so.

08/09/2002 08:26:38 Cynthia Feuss 6289

FOLLOWING EMAIL TO SPOM GARY WILLIAMS:

Hi Gary, I decided to call Mr. Smithwick, as I needed to take some action on the letter and felt that a letter back to him with our apologies and commitment to warranty would not satisfy him. He was pleasant enough to speak with, but is very strong in his opinion that "MB has some serious quality issues." He vented for over 10 minutes. I responded to his concerns, apologized, assured him that his feedback was valuable to us and that we appreciated his feedback. At the end of the conversation he asked (as I expected) "the only thing we did not cover was the last question in my letter. What can Mercedes do for me as a loyal customer, to keep me as a loyal customer." Owner indicated he would be purchasing a new S Class in about 3 months and feels "in light of my history with your company and the problems I have had I think it would be nice if MB assisted me in some way with my next purchase." I told him I would pass this on. Do you recommend that I pass this on to Pete Collins. I really feel that this customer would like to hear speak with someone like you or Pete. Whaddya think?

Regards (& have a great weekend!). Cynthia Feuss Customer Relations

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 661394 Cus Ident 1781800 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Conover WI [REDACTED]

Phone [REDACTED] Phone Location

Assign Dir 86429 ROSEMURGY INTERNATIONAL WAUSAU WI

Sell Dir 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI

Last Sell Dir 86435 INTERNATIONAL AUTOS, INC. WEST ALLIS WI

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2201701A [REDACTED] World Vin: WDBNG70J4YA [REDACTED]  
 Mileage 59382 Prod Date 06/17/1996 Warr Date 07/27/1996 Model S430V 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/29/2003 10:54:46	Cleveland Best	8344

**Summary Notes**

09/29/2003 10:54:22 Cleveland Best 8344

Primary Phone: [REDACTED]  
 Current Mileage: 59382  
 Dealer(s) involved: 86429

Situation: [REDACTED] called CAC. Customer claims the front crank pulley fell off while driving. Customer claims the vehicle was towed to dir and he was allegedly advised the repair would be around \$8000. Customer questioned if MB could provide any assistance.

Writer reminded customer his vehicle is out of warranty—he is fully responsible for all repairs at this point in the life of the vehicle. Customer also advised customer that although his claim is that the vehicle has been perfectly maintenance, this does not guarantee that a part may not fail.

Writer advised customer he could speak with the service manager at the dir regarding his request. Customer claims the SM told him to call MB—writer then reminded customer that his vehicle is out of warranty and he is fully responsible for all repair cost.

Action Taken: NTMT

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 868318    **Cus Ident** 292495    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Lewis**                      **DE** [REDACTED]  
**Phone** [REDACTED]                      **Phone Location**    **Residence**  
**Assign Dir** 12202                      I G BURTON & CO. INC.                      MILFORD                      DE  
**Sell Dir** 34221                      TOWNE TOYOTA                      SALISBURY                      MD  
**Last Sell Dir** 34221                      TOWNE TOYOTA                      SALISBURY                      MD  
**Note to Market Ind:**                      **Amount**

**Vehicle Information**

**DBAG Vin** 2201701A [REDACTED]                      **World Vin:** WDBNG70J0YA [REDACTED]  
**Mileage** 22000    **Prod Date** 10/16/1998    **Warr Date** 03/05/1999    **Model** S430V    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/20/2003 16:40:52	John Hoey	4805

**Summary Notes**

10/20/2003    16:40:36    John Hoey    4805

[REDACTED] called the CAC to express his dissatisfaction with the need to replace a crankshaft dampener at 22,000 miles. Customer wanted to know if that is normal.

Writer informed the customer that he can not comment with specifics on the need for repair as the writer is not directly involved with the operation or servicing of the vehicle. Writer informed the customer that MB does not assign life spans to parts in terms of years or mileage as the need for repair can vary from vehicle to vehicle depending on it's service history, maintenance, operating conditions etc.

Writer informed the customer the SM's at authorized MB dlrs review post warranty requests on behalf of this company. Writer suggested the customer contact the SM at dir 12202 to discuss his concerns.

**Summary Note Information**

Mercedes Benz of U.S.A

CONFIDENTIAL

**Note ID** 675903    **Cus Ident** 21247392    **Legal**  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Note Type** Summary Note

**Tampa**                      **FL** [REDACTED]  
**Phone** [REDACTED]                      **Phone Location**    **Residence**  
**Assign Dir** 14316                      **MERCEDES-BENZ OF TAMPA**    **TAMPA**                      **FL**  
**Sell Dir** 34203                      **EURO MOTORCARS, INC.**                      **BETHESDA**                      **MD**  
**Last Sell Dir** 34203                      **EURO MOTORCARS, INC.**                      **BETHESDA**                      **MD**

**Note to Market Ind:**                      **Amount****Vehicle Information**

**DBAG Vin** 2201701A [REDACTED]                      **World Vin:** WDBNG70J0YA [REDACTED]  
**Mileage**                      44549    **Prod Date** 06/21/1998    **Warr Date** 07/24/1998    **Model** S430V    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alleges Vehicle Damaged While at Dealer	11/11/2003 14:57:42	Honora Duffy	6307

**Summary Notes**

11/11/2003    14:57:28    [REDACTED]    6307

**Primary Phone:** [REDACTED]  
**Current Mileage:** 44549  
**Dealer(s) involved:** 14316

**Situation:** [REDACTED] called - he purchased car used from independent about 3 weeks ago with after-market warranty. He claims it's been @Tampa "for a week ... first for a spot of rust on the roof. They called in your regional manager who decided to cover the repairs after looking at it."

"Then they found harmonic balancer is out - car was supposed to be done today & my rep called me - now they say a strut has gone bad. This is not covered under my after-market warranty and Tampa told me they will cover part 100% \$1100, but I have to pay 4/5 hours labor? How do I know that this was not damaged at dealer - it appeared that strut was OK before car went there"

**Action Taken:** I confirmed at this distance we have no way of determining if vehicle was damaged @dealer he has to speak to Service Manager, Mike, to pursue this matter.

[REDACTED] didn't like this response- asking for regional involvement. I confirmed this is not something MBUSA is going to mediate in or "take sides" ... if he feels dealer was cause of damaged strut, he has to pursue via dealer's management.

**Customer Follow-up Y/N:** none

**Follow-up by:** CAC, market team or dealer: none

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 686891 Cus Ident 17190283 Legal Note Type Summary Note

Customer [REDACTED]  
 Address [REDACTED]

Hermitage TN [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 74323 MERCEDES-BENZ OF NASHVIL FRANKLIN TN

Sell Dir 90930 Canadian Car

Last Sell Dir

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2201701A [REDACTED] World Vin: WDBNG70J3YA [REDACTED]  
 Mileage 36687 Prod Date 04/23/1996 Warr Date 05/31/1996 Model S430V 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personal Issues or Complaints	12/15/2003 11:32:06	John Hart	4689
	Overall Dissatisfaction with Service	12/15/2003 11:32:06	John Hart	4689
	Repeat Visit for Same Issue	12/15/2003 11:32:06	John Hart	4689
Warranty	Post Warranty Consideration Request	12/15/2003 11:31:41	John Hart	4689

## Summary Notes

12/15/2003 11:31:27 John Hart 4689

Primary Phone: [REDACTED]  
Current Mileage: 38687  
Dealer(s) Involved: N/A

CONFIDENTIAL

### Situation:

Customer [REDACTED] phoned the CAC wishing to express dissatisfaction with dealership and requests contact SPOM Larry Scroggs.

Vehicle is currently misfiring , stalling, had COMMAND unit replaced 4 times.

Customer alleges "Service Manager Mark Merryman advised customer dealership is unable to diagnosis vehicle concerns and directed customer to take vehicle back to Canada".

### Action Taken:

Writer contacted Service Manager Mark Merryman of dealer 74323.

Customer is asking for Post-Warranty Assistance , and was advised by Mark Canadian vehicles do not have a 8/80,000 mile emission warranty and will have to pay for any type of repairs. Mark states he is willing to work with customer and needs customer commitment and will be calling customer today in the afternoon.

Customer alleges dealership is guessing on parts, I have paid over \$10K for parts and repair. Customer alleges t have tested Harmonic Balancer which was replaced, and customers husband tested part at a lab at Nissan Motor Manufacturer (where he is an engineer) claiming diagnosis did not show wear, and was unneeded to be replaced. Customer alleges service manager agreed to reimburse for part and repair but has not provided any reimbursement to this date.

Writer phoned SPOM, advising of the situation, who advised he will be at dealership tomorrow and will be in contact with Service Manager.



## Summary Notes

12/16/2003 11:58:46 John Hart 4689

E-Mail sent from MB Canada to MBUSA CAC

CONFIDENTIAL

Janice Thompson@MEC  
 12/15/2003 11:50 AM  
  
  
  
 To: Ellen Bie/171/DCAG/DCX@WK-COOP  
 cc:  
 Subject: Comment or Question From Contact Us web page - Service

Hi Ellen,

Please see attached e-mail from a US customer with a Canadian vehicle. I also spoke with [REDACTED] this morning, and advised her to call MBUSA CAC, as her issues seem to stem from the fact that the Tennessee dealer can't fix the problem. They told her that they spoke with us (I don't know who they spoke with; we have no record of it), and that she would have to bring the vehicle back to Canada for servicing. Can you please have someone address this with the dealership, and contact the customer?

Thanks ,  
Janice

Janice Thompson  
Assistant Manager, Customer Relations  
Mercedes-Benz Canada Inc.  
98 Vanderhoof Avenue, Toronto, Ontario , M4G 4C9  
Tel.: (416) 425-3550, ext. 7396 Direct Dial: (416) 847-7398  
Fax: (416) 425-6370  
e-mail: thompson@mercedes-benz.ca

----- Forwarded by Janice Thompson/Cust-Rel/HO/MBC on 12/16/2003 11:48 AM -----

----- Forwarded by CAC InternetAccount/Mktg/HO/MBC on 15/12/2003 11:43 AM -----

sawyermk@aol.com  
 13/12/2003 08:52 AM  
  
 To: cac@mercedes-benz.ca  
 cc:  
 Subject: Comment or Question From Contact Us web page - Service

The following is a Comment or Question From Contact Us web page on the Mercedes-Benz Canada site.

Sent to: Service

From:

Title: [REDACTED]  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Email: [REDACTED]  
Address: [REDACTED]  
Address:  
City: Hermitage  
Province:  
Postal Code: [REDACTED]  
Phone Number: [REDACTED]  
VIN: [REDACTED]  
Servicing Dealership: None chosen

Comment or Question: We purchased a used 2000 S430 last summer in Tennessee of the US. The dealer (not a Mercedes dealer) never told us it came from Canada. We have recently had problems with the Check Engine light and engine missing problems. We have taken it to our local Mercedes dealer in Franklin, TN several times but the problem always returns within several days. Now they are saying since it came from Canada their service

equipment may not be compatible with Notes not be able to correctly diagnose the car and the only possibility is to have it serviced in Canada. Is this true?

12/16/2003 12:04:12 John Hart 4889  
Writer E-mailed Janice Thompson documentation in involving Sum Note.  
12/16/2003 12:48:49 John Hart 4889

CONFIDENTIAL

Hi [REDACTED]

John Hart spoke with customer ... he has involved our SPOM Larry Scruggs (SUM Note 688691)

John - please update Janice on your handling ... (and copy/paste customer's e-mail and Janica's message into SUM Note)

keep MB Canada (Janice) apprised of status ... and handling - thanks !

Elen P. Ble  
Mercedes-Benz USA, LLC  
Supervisor, Customer Relations  
Customer Assistance Center

Phone 201 476 6222  
Fax 201 476 6213  
blee@mbusa.com

12/16/2003 16:57:25 John Hart 4889

Writer received voice mail from Service Manager Mark Merryman.

Writer phoned Mark Merryman who advised the following:

"Customer was advised we are unable to provide warranty assistance for emission related components as MBUS covers USA specification models only and due vehicle being sold in Canada vehicle does not meet 8/80k miles Federal Warranty and was advised any type of post warranty assistance would have to be done through MB of Canada.

Customer left dealership check engine illuminated, codes determined ME control unit at second diagnosis. At customer's request old air mass flow sensor was replaced. At the 3rd time air mass sensor was determined bad and provided no charge by dealership.

Customer did not pay Harmonic Balancer and alleges she did, Jim Reid Chevy paid for Harmonic Balancer and service manager advised customer it would be fraud to provide refund to person who did not purchase part and will refund Chevy dealership who paid.

Vehicle was out of warranty on first visit to dealership.

Customer previously purchased a COMMAD unit, window regulator on previous visits during summer."

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

**Note ID** 692090 **Cus Ident** 809355 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Highland Park** IL [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 22420 **AUTOHAUS ON EDENS, INC.** **NORTHBROOK** IL  
**Sell Dir** 22425 **LAUREL MOTORS, INC.** **WESTMONT** IL  
**Last Sell Dir** 22425 **LAUREL MOTORS, INC.** **WESTMONT** IL  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2201701A [REDACTED] **World Vin:** WDBNG70J2YA [REDACTED]  
**Mileage** 37348 **Prod Date** 05/04/1999 **Warr Date** 06/01/1999 **Model** S430V 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/05/2004 11:10:29	Frank Parents	4675

**Summary Notes**

01/05/2004 11:10:06 Frank Parents 4675

Customer called seeking MB assistance with an Harmonic Balancer repair which he claims will cost in excess of \$5,000. Writer will contact SPOM and request that he contact Gary Bowne.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID \* 382850 Cus Ident 10623094 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Bryans Road MD [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 34203 EURO MOTORCARS, INC. BETHESDA MD

Sell Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILLE NJ

Last Sell Dir 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2083651F [REDACTED] World Vin: WDBLJ65G4WF [REDACTED]  
 Mileage 42538 Prod Date 08/28/1997 Warr Date 10/28/1997 Model CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	11/30/2000 10:26:47	Peter Mortimer	8273

**Summary Notes**

10/23/2000 15:46:40 Joseph Burka 6249

Client refaxed letter to writer claiming not to have been contacted on first letter. Writer received fax and is investigating for client.

10/25/2000 11:55:06 Joseph Burka 6249

Writer spoke with client and with SPOM Williams. Client's issues (inadvertent charge to credit card) and re-inspection of vehicle have been addressed and performed.

10/30/2000 10:33:17 Joseph Burka 6249

Writer (J.Burka) recieved notice that client had contacted P. Juron. Writer contacted SPOM Williams. Mr. Willam advised that vehicle is at retailer for harmonic vibration (harmonic balancer is cracked) and lock problems. (Apparently parts were ordered twice, and twice order was cancelled by MBUSA). Parts are currently ordered but no ETA has been given.

11/02/2000 17:24:25 Joseph Burka 6249

Writer spoke with SPOM G. Williams. SPOM Williams advises that he has attempted contact with client and left messages. He also advises that vehicle has been repaired and he has test driven vehicle. Additionally, door lock have been ordered for central locking system.

11/30/2000 10:26:50 Peter Mortimer 8273

Hi Peter, Please see case #133558 Philander. I finally made contact with this client and all issues are resolved except his request that we extend the Starmark Warranty. I discussed with the client that MBUSA is unable to extend a New Car Warranty much less a Starmark Warranty due to various legal implications. Client requests that we provide in writing that MBUSA will not extend the warranty. If you could send a letter to that effect it would be greatly appreciated. Thanks Gary

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 541344 **Cus Ident** 13089199 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Katy TX** [REDACTED]

**Phone** [REDACTED] **Phone Location** **Residence**

**Assign Dir** 75525 ALLEN SAMUELS CHEVROLET- WACO TX

**Sell Dir** 75111 PARK PLACE MOTORCARS HOUSTON TX

**Last Sell Dir** 75111 PARK PLACE MOTORCARS HOUSTON TX

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2083651F [REDACTED] **World Vin:** WDBLJ65G4WF [REDACTED]  
**Mileage** 34000 **Prod Date** 04/20/1998 **Warr Date** 06/17/1998 **Model** CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	08/05/2002 09:28:07	Cynthia Feuss	6289

**Summary Notes**

08/05/2002 09:28:05 Cynthia Feuss 6289

[REDACTED] claims he vehicle was towed to 75525, who has diagnosed need for harmonic balancer, owner is seeking goodwill assistance. Owner is very nice, polite, but states she feels that MB should assist due to low mileage on vehicle. Owner claims dealer told her they have "already fixed several harmonic balancers", so owner feels "Mercedes must know that there is a problem with this part." I advise owner to review directly with dealer SA, owner states she will do so.

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 541346 Cus Ident 13089199 Legal

Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Katy TX [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 75525 ALLEN SAMUELS CHEVROLET- WACO TX

Sell Dir 75111 PARK PLACE MOTORCARS HOUSTON TX

Last Sell Dir 75111 PARK PLACE MOTORCARS HOUSTON TX

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2083651F [REDACTED] World Vin: WDBLJ65G4WF [REDACTED]

Mileage 34000 Prod Date 04/20/1998 Warr Date 06/17/1998 Model CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	08/05/2002 08:34:19	Jacquelyn Galletta	8323

**Summary Notes**

08/05/2002 09:34:16 Jacquelyn Galletta 8323

Customer contacted CAC alleging that her vehicle was towed to 75525 where she was told the Harmonic Balancer needed to be replaced. Customer is requesting goodwill towards this repair. Customer obtained vehicle from her son who she stated purchased it new.

Writer directed customer to Service Manager at dealership and suggested that she make her request through the person. Writer advised customer that her concerns would be noted here as well.

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID: 560927    Cus Ident: 10055615    Legal:    Note Type: Summary Note

Customer: [REDACTED]  
 Address: [REDACTED]

Mount Laurel    NJ [REDACTED]

Phone: [REDACTED]    Phone Location: Residence

Assign Dir 51209	MERCEDES-BENZ OF CHERRY	CHERRY HILL	NJ
Sell Dir 51146	RAY CATENA MOTOR CAR COF	EDISON	NJ
Last Sell Dir 51146	RAY CATENA MOTOR CAR COF	EDISON	NJ

Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin 2083651 [REDACTED]    World Vin: WDBLJ65G6X [REDACTED]  
 Mileage: 45460    Prod Date 10/28/1998    Warr Date 11/30/1998    Model CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	10/15/2002 15:39:41	Michael Reger	6383

**Summary Notes**

10/15/2002    15:39:50    Michael Reger    6383

The customer called the cAc to request assistance on a dampener pulley.  
 The customer explained that her service rep recommended that she call, however the dealer denies that.  
 The sv manager was doing to re-evaluate the request and call the customer back.

# Summary Note Information

## Mercedes Benz of U.S.A

CONFIDENTIAL

**Note ID:** 565052    **Cus Ident:** 8991238    **Legal:**    **Note Type:** Summary Note

**Customer:** [REDACTED]  
**Address:** [REDACTED]

**Name:** Rosella    **State:** IL    [REDACTED]

**Phone:** [REDACTED]    **Phone Location:** Residence

**Assign To:**

**Sell Order:** 22402    **MARK MOTORS, INC.**    **ARLINGTON HE IL**

**Last Sell Order:** 22402    **MARK MOTORS, INC.**    **ARLINGTON HE IL**

**Note to Market Ind:**    **Amount:**

**Vehicle Information**

**DBAG Vin:** 2083851F [REDACTED]    **World Vin:** WDBLJ65G7WF [REDACTED]  
**Mileage:** 26807    **Prod Date:** 05/11/1998    **Warr Date:** 06/20/1998    **Model:** CLK320 1998

**General Issues:**

Code	Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note	from Old S	Summary Note from Old System-NOT ACTIV	10/30/2002 08:54:51	Joseph Burka	6249

### Summary Notes

10/30/2002    08:54:52    Joseph Burka    6249

Owner called CAC claiming vehicle's warranty expired 4 months ago, and vehicle was towed to independent shop. Owner claims shop advised harmonic balancer failure which contributed towards additional engine failures. Owner seeks MBL USA participation towards these repairs.

Writer advised owner that warranty is expired and repairs are owner's responsibility. Writer suggested owner bring to authorized dealer. If she seeks participation, writer advised owner to speak with SvM at dealer.



# Summary Note Information

Mercedes Benz of U.S.A

00000000

Note ID: 571583 Cus Ident: 2579532 Legal Note Type: Summary Note

Customer Address: [Redacted]

Jamaica NY [Redacted]

Phone: [Redacted] Phone Location: Residence

**Assignments**

Sell ID	Company	Location	State
72100	CARLTON MOTORCARS, INC.	GREENVILLE	SC
Last Sell ID: 72100	CARLTON MOTORCARS, INC.	GREENVILLE	SC

Note to Market Ind: Amount

**Vehicle Information**

DBAG VIN: 2083651F [Redacted] World Vin: WDBLJ85G7XF [Redacted]  
 Mileage: 17363 Prod Date: 09/24/1998 Warr Date: 10/31/1998 Model: CLK320 1999

**General Issues**

Code	Description	Updated Date & Time	Updated BY	Phone
Summary Note	from Old System-NOT ACTIV	11/20/2002 10:08:27	Miriam Clark	4699

**Summary Notes**

11/20/2002 10:08:38 Miriam Clark 4699

Customer called stating that she thought the warranty on her vehicle would extend to the same time period as her lease....She stated no one told her that she could have purchased an ELW from dealer....Customer now upset that she had to pay for repair to crankshaft pulley, and wanted to know how this could happen. I advised her that the SM was the best person to speak with as they were inspecting the vehicle. Customer requested tech.

# Summary Note Information

Mercedes Benz of U.S.A

01/08

Note ID: 583267    Cus Ident: 6549547    Legal:    Note Type: Summary Note  
 Custom: [REDACTED]  
 Address: [REDACTED]

Baton Rouge    LA [REDACTED]  
 Phone: [REDACTED]    Phone Location: Residence  
 Assign C : 32100    AUDUBON IMPORTS    BATON ROUGE LA  
 Sell C : 32100    AUDUBON IMPORTS    BATON ROUGE LA  
 Last Sell C : 32100    AUDUBON IMPORTS    BATON ROUGE LA  
 Note to Market Ind:    Amount

Vehicle Information  
 DBAG V : 2083851F [REDACTED]    World Vin: WDBLJ65G4W [REDACTED]  
 Mileage: 40827    Prod Date 05/18/1998    Warr Date 06/15/1998    Model CLK320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/06/2003 18:38:02	Thomas Trivento	

### Summary Notes

01/08/2003 16:37:29 Thomas Trivento  
 Bobbie, Service Advisor at dealer called CAC on behalf of dealer Service Manager. Customer into dealer requesting financial assistance in repairs needed to Motor Mounts & Transmission Mounts, dealer has denied any financial assist. Dealer stated they already had DSA'd crankshaft pulley previously for customer and would not offer assist. at this point in time.  
 Dealer requested CAC confirm position should customer contact CAC.

01/09/2003 12:05:27 Charlie Crawford 6300  
 Dealer called me claiming that Customer had called CAC and spoke with Nicole and that she said that they should assist the customer with the DSA on Motor Mounts. I advised dealer that CAC and I would not make statements like that and that if a decision was made by a dealer, then MB would back the dealer's decision.

# Summary Note Information

Mercedes Benz of U.S.A

02/05/2003

**Note #:** 592396    **Cus Ident:** 363877    **Legal:**    **Note Type:** Summary Note  
**Custom:** [REDACTED]  
**Address:** [REDACTED]

**Phone:** [REDACTED]    **Phone Location:** Weymouth MA [REDACTED]

**Assign L:** [REDACTED]  
**Sell D:** -17303    **CRITZ INC.**    **SAVANNAH**    **GA**  
**Last Sell D:** -17303    **CRITZ INC.**    **SAVANNAH**    **GA**

**Note to Market Ind:**    **Amount**

**Vehicle Information**  
**DBAG V:** 2083651F [REDACTED]    **World Vin:** WDBLJ65G2WF [REDACTED]  
**Mileage:**    **Prod Date:** 05/18/1998    **Warr Date:** 05/18/1998    **Model:** CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/05/2003 14:58:29	William Maher	8250

### Summary Notes

02/05/2003 14:56:52 William Maher 8250

Writer received letter from customer in reference to the belt tensioner on his vehicle going at 56,000 miles. Customer doesn't feel that he should have had to pay for it since he claims that the dealerships know that this is a problem.

Writer spoke with the customer and informed him that he would need to speak with the service manager at the dealership for any post-warranty financial assistance.

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

02/28/2003 15:38:42

Note ID: 599072    Cus Ident: 6158501    Legal:    Note Type: Summary Note

Customer:

Address:

[REDACTED]

Trabuco Canyon

CA

[REDACTED]

Phone:

[REDACTED]

Phone Location: Business

Assign Date: 05747

MERCEDES-BENZ OF LAGUNA    LAGUNA NIGUE CA

Sell Date: 05747

MERCEDES-BENZ OF LAGUNA    LAGUNA NIGUE CA

Last Sell Date: 05747

MERCEDES-BENZ OF LAGUNA    LAGUNA NIGUE CA

Note to Market Ind:

Amount

**Vehicle Information**

DBAG VIN: 2083651

[REDACTED]

World Vin: WDBLJ65G9WF

[REDACTED]

Mileage: 30833    Prod Date: 03/05/1998    Warr Date: 04/15/1998    Model: CLK320    1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/28/2003 15:38:42	Cleveland Best	6344

**Summary Notes**

02/28/2003    15:38:33    Cleveland Best    6344

Letter addressed to Mark Juron received from customer 2/26/03. Customer claims "I belong to a group of Mb owners who were told that all warranties for these Models were increased by the feds to a 5/50 rate. I feel I am entitled to a refund of 234.43."

Customer attached copy of repair order—air mass sensor replaced. Writer checked warranty history, MB covered the part cost and customer was responsible for the labor.

Writer sending customer a ltr advising our warranty is 4yrs/50,000 miles (whichever occurs first). Writer also advised customer we believe the offer was a fair one (MB paid for part, he paid for labor) being that the vehicle is out of warranty, and we decline his request for additional assistance.

07/10/2003    11:34:22    Cleveland Best    6344

Letter addressed to writer dated 6/23/03 received. Customer is requesting reimbursement for the repair of a "broken harmonic balancer" that was allegedly performed on 6/2/03 by Auto Craft Mercedes BMW Specialist (Irvine, CA). Request amount: \$698.56.

Writer sending customer a letter advising that his inquiry and request for reimbursement should be reviewed with the service manager at his local authorized MB dlr.

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

**Note ID** 602960 **Cus Ident** 13089199 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Katy TX** [REDACTED] **Phone Location** **Residence**  
**Assign Dr** 75522 **STAR MOTOR CARS** **HOUSTON TX**  
**Sell Dr** 75111 **PARK PLACE MOTORCARS** **HOUSTON TX**  
**Last Sell Dr** 75111 **PARK PLACE MOTORCARS** **HOUSTON TX**  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2083851F [REDACTED] **World Vin:** WDBLJ65G4WF [REDACTED]  
**Mileage** 34000 **Prod Date** 04/20/1998 **Warr Date** 06/17/1998 **Model** CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	03/12/2003 16:28:06	Amy McNally	4636
	Overall Dissatisfaction with Service	03/12/2003 16:28:08	Amy McNally	4636

**Summary Notes**

03/12/2003 16:25:35 Amy McNally 4636

Customer claims that she was told by Michael Martini (Service Manager) at Star Motors to call the CAC directly or ask to speak with Karl Hawkes (SPOM).

Customer states "In August of last year on my way from Dallas to Katy my vehicle overheated needing a new harmonic balancer. Just the other week I had it in to have the circuit board replaced for \$1400, then on the way home the coolant system light came on and now they tell me that the pumps need to be replaced".

Writer informed customer that she would forward her information to Karl Hawkes per her request, however could not promise anything.

Please

03/12/2003 16:37:43 Amy McNally 4636

Please note customer is requesting post warranty consideration.

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

Note ID 620889    Cus Ident 1584338    Legal  
 Customer [REDACTED]    Note Type Summary Note  
 Address [REDACTED]

Honolulu    HI [REDACTED]  
 Phone (808)734-4557    Phone Location Residence  
 Assign Dir 20604    THEO DAVIES EUROMOTORS, | HONOLULU    HI  
 Sell Dir 20604    THEO DAVIES EUROMOTORS, | HONOLULU    HI  
 Last Sell Dir 20604    THEO DAVIES EUROMOTORS, | HONOLULU    HI  
 Note to Market Ind:    Amount

**Vehicle Information**

DBAG Vin 2083651F [REDACTED]    World Vin: WDBLJ65G8WF [REDACTED]  
 Mileage 13345    Prod Date 08/05/1997    Warr Date 08/30/1997    Model CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/14/2003 22:06:13	Kathleen Durning	4633

**Summary Notes**

05/14/2003    22:06:01    Kathleen Durning    4633

Recd. fax letter from customer regarding repairs on this CLK320 with 13,000 miles on it. Vehicle is out of warrant by time and recently needed service for replacement of the pulley, vibration damper, belt tensioner, balancing shaft defective and r&r engine assembly and r&r transmission.

Total of repair came to \$4,000.

Writer has left two messages for the SM at Theo Davies (Dan) asking for a call back to discuss this invoice and review what if any financial assistance was provided to customer.

Left second message tonight and left name, number and extension with hours of operation asking him to call

05/15/2003    01:05:55    Kathleen Durning    4633

Dan- SM phoned writer back and informed her that the entire cost of the drive shaft repairs were goodwilled and a additional \$1000 was knocked off the original estimate of \$5000 for these repairs. Dan estimates that all total customer benefitted with roughly \$3000 of assistance on these repairs covered by the dealership and MB.- Writer drafting letter rejecting any further assistance.

## Summary Notes

05/16/2003

18:54:54

Kathleen Duming

4833

Hi Carl,

I spoke to Kathleen yesterday regarding [REDACTED] brought vehicle (98 CLK320, warr. exp. 09/29/01, 13k mi) in on April 15 for rumbling noise from engine, vibration damper defective, damage to timing cover & main oil pan. We also found balance shaft assy defective, Bruce authorized post warranty assistance (P&L). The last item was leaky trans electrical connector [REDACTED] had agreed to \$5000.00 out of pocket expense for his portion of repairs (timing cover, oil pan, crank damper & repairs to trans electrical connector). The balance shaft replacement (P&L) was done with post warranty assistance to the amount of \$2231.04. Upon completion of repairs, we gave [REDACTED] an additional \$1000.00 discount on his invoice. His final total came out to be \$4,000.53, from the agreed upon \$5000.00. If you have any further questions please contact us.

Regards,  
Dan

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

Note ID: 628252    Cus Ident: 16982124    Legal    Note Type: Summary Note

Customer: [REDACTED]

Address: [REDACTED]

Plymouth    MN [REDACTED]

Phone: [REDACTED]    Phone Location:    Residence:

Assign Date: 42418    FELDMANN IMPORTS, INC.    BLOOMINGTON MN

Sell Date: 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

Last Sell Date: 17302    R B M OF ATLANTA, INC.    ATLANTA    GA

Note to Market Ind:    Amount

**Vehicle Information**

DBAG VIN: 2083651F [REDACTED]    World Vin: WDBLJ65G8WF [REDACTED]  
 Mileage: 46416    Prod Date: 03/31/1998    Warr Date: 04/30/1998    Model: CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	08/09/2003 10:28:07	Honora Duffy	6307

**Summary Notes**

08/09/2003    19:25:58    Honora Duffy    6307

Mr. Svensson called - back on 5/11/2003 they called RAP - (call# 2330736 - notes reflect: "not broken, tensloner problem")

Mr. Svensson alleges "Chad from Feldmann called us - he said that car would be OK to drive to dealer, so we drove to Sears and found out because we kept driving, major damage happened. We want to write MB - Chad never should have told us to keep driving"

I told Mr. Svensson that if RAP technician from Feldmann told them they can drive the car - and they are claiming this "caused" repairs - then that's between him/Service Manager @Feldman to resolve.

I told him I would make some calls to find out where "Chad" works. I went to RAP - they confirmed that Chad is with Feldmann - RAP paged him & Chad said that if customer described just a sound coming out - he may have told them to drive to their dealer - not to another farther away.

I checked with Sears .... Service Manager, Bruce, pulled the file & told me that actually MB/dealer split the costs 50/50 with customer - he paid \$1,581.30 and MB/Dealer covered \$1127.14 as a gesture of good faith.

Greg Rupp @Feldmann is on vacation until Monday - I called Mr. Svensson back at number he provided & I got a voicemail - left message for him to call me.

I'm going to confirm that MB/Sears did participate; if he has further issues with "Chad" @Feldmann - he can take these up with Greg Rupp - we cannot provide any further remuneration from MB USA, saying the



## Summary Notes

06/10/2003 10:46:23 Honora Duffy 6307

Mr. Svensson refuses to accept that MB offered assistance & will offer no further; he claims "I've found out that MB has a problem with all your CLK320 with this harmonic balancer & no one wrote me a letter to warn me this could happen - this is unacceptable & I feel you should do something"

I confirmed that we have "done" something by offering post-warranty - this was a gesture of good faith and not an "admission" we "knew something was going to happen" as he's claiming. Customer fully aware, MB/dealer split costs 50/50 & his vehicle was out of warranty over a year ago - at this age, it's a fair offer & will not be extended further.

He refuses to accept this - demanding that I put exactly what he's saying on our records "I want you to type that I found offer completely inadequate since it was MB that told me to continue driving the car".

Mr. Svensson told me to repeat back verbatim exactly what I'm typing - I told him what I put in quotes, and that I'm also noting that this is his opinion - not fact. Fact is that Chad, RAP Technician from Feldmann (if this is true) told him to continue driving vehicle - if he has issue with that & wishes to further pursue, he needs to contact Greg Rupp, Service Manager @Feldmann Imports.

Before I spoke to Mr. Svensson again - I called Feldmann - I spoke to Paul - he said Greg is on vacation until Monday & he took vin# of the car & Mr. Svensson's name as heads up that customer may be calling. I also told Paul that MB/Sears already shared in the repairs & that no further \$\$ would be offered by this company - customer is being told if he wishes to pursue further, he can take this up with Feldmann.

06/10/2003 10:47:42 Honora Duffy 6307

Customer not insisting on address to write to to pursue - I gave him Feldmann's address and Greg Rupp's name

**Summary Note Information****CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID** 629973 **Cus Ident** 17012417 **Legal** **Note Type** Summary Note**Custom:** [REDACTED]**Address:** [REDACTED]

Upper Marlboro MD [REDACTED]

**Phone:** [REDACTED] **Phone Location** Residence**Assign Date** 34203 **EURO MOTORCARS, INC.** **BETHESDA** **MD****Sell Date** 52108 **DAVID MICHAEL MOTOR CAR C** **FREEHOLD** **NJ****Last Sell Date** 52108 **DAVID MICHAEL MOTOR CAR C** **FREEHOLD** **NJ****Note to Market Ind:** **Amount****Vehicle Information****DBAG V#** 2083651 [REDACTED] **World Vin:** WDBLJ85G0XP [REDACTED]**Mileage** 38770 **Prod Date** 09/23/1998 **Warr Date** 10/21/1998 **Model** CLK320 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/18/2003 14:18:31	Frank Parente	4875

**Summary Notes**

08/18/2003 14:18:01 Frank Parente 4875

Customer called seeking post warranty consideration on a repair. Harmonic balancer failed, caused piercing of oil pan. Writer suggested that customer call SM at dealership.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 649732 **Cus Ident** 10339797 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Atlanta

GA [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign D/r** 17100

MERCEDES-BENZ OF ATHENS ATHENS

GA

**Sell D/r** 01316

CROWN AUTOMOBILE CO. INC. HOOVER

AL

**Last Sell D/r****Note to Market Ind:** **Amount****Vehicle Information****DBAG Vin** 2083851F [REDACTED]**World Vin:** WDBLJ65G5XP [REDACTED]**Mileage** 20212 **Prod Date** 05/14/1999 **Warr Date** 06/21/1999 **Model** CLK320 1999**General history:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/19/2003 15:43:55	Maria Cruz	4604

**Summary Notes**

08/19/2003 15:43:48 Maria Cruz 4604

Customer contacted CAC

Advised that vehicle's warranty expired on in late June and that vehicle is currently at MB Athens.

Customer advised that he purchased this vehicle for his daughter. Customer advised that vehicle was serviced at RBM 3k ago and asked the service dept to "thoroughly check the vehicle because warranty would soon expire and daughter would be bringing vehicle to college.

Customer advised that daughter complained about "all sorts of noises." Vehicle was brought in to dlr and dlr determined that "crankshaft separated from pulley, damage to main oil pan, broken belt tensioner and idler pulley. Repair will cost approx.\$2500 customer seeking post warranty consideration.

RMB has been doing most of the services. Vehicle is currently in Athens. I encouraged customer to speak with SF at Athens.

I contacted customer's service advisor, Chris Mason as a heads up and Chris advised he would forward info to SF Debbie Peek.

08/26/2003 15:12:52 Surya Boonphadung 4661

Customer sent letter to Mike Ellis, praising RBM of Atlanta about the way they treated him. He states that RBM has been the most professional dealership he has ever encountered.

copy of letter faxed to Mike Ellis , and Debbie Peek.

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

00:00:00

Note ID: 653625    Cus Ident: 2126188    Legal:    Note Type: Summary Note  
 Customer: [REDACTED]  
 Address: [REDACTED]

Baltimore

MD [REDACTED]

Phone: [REDACTED]

Phone Location: Residence

Assign Date: 34208

R &amp; H MOTOR CARS, LTD.

OWINGS MILLS MD

Sell Date: 14323

MERCEDES-BENZ OF PALM BE

WEST PALM BE FL

Last Sell Date: 14323

MERCEDES-BENZ OF PALM BE

WEST PALM BE FL

Note to Market Ind:

Amount

**Vehicle Information**

DBAG No: 2083651F [REDACTED]

World Vin: WDBLJ65G9WF045140

Mileage: 65466    Prod Date: 06/02/1996    Warr Date: 06/30/1996    Model: CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/03/2003 15:34:32	Cleveland Best	6344

**Summary Notes**

08/03/2003 15:34:19 Cleveland Best 6344

Primary Phone: [REDACTED]  
 Current Mileage: 65466  
 Dealer(s) Involved: 34208

Situation: Mrs. Ely called CAC. Customer recently the vehicle was towed into dr allegedly because she heard a strange sound when starting the vehicle and saw a black ring under the car.

Customer claims the dr advised this week that the harmonic balancer needs replace—damage done to the oil pan. Customer claims there was no indicating of oil leaking and questioned how this can happen.

Writer advised customer her local authorized MB dr is in the best position to advise how this happen—has access to vehicle and parts to make such a determination.

Customer claims the repair is between \$2-3 thousand and does not feel that she should pay for the repair. Writer advised customer the SM of dr is empowered to review such matters on our behalf—we will inform the SM of her call and will support the decision made on this matter.

Action Taken: NTMT

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID: 655937    Cus Ident: 2369444    Legal    Note Type: Summary Note

Customer: [REDACTED]  
Address: [REDACTED]

Bethesda    MD [REDACTED]

Phone: [REDACTED]    Phone Location: Residence

Assign to:

Sell ID: 34211    HERB GORDON AUTO WORLD, SILVER SPRING MD

Last Sell ID: 34211    HERB GORDON AUTO WORLD, SILVER SPRING MD

Note to Market Ind:    Amount

### Vehicle Information

DBAG VIN: 2083651F [REDACTED]    World Vin: WDBLJ65G7W [REDACTED]  
Mileage: 15393    Prod Date 05/14/1998    Warr Date 06/30/1998    Model CLK320 1998

### Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cooling	Engine and Engine Cooling	09/11/2003 09:08:48	Michael Reger	6383

### Summary Notes

09/11/2003 09:06:38    Michael Reger    6383

Primary Phone: [REDACTED]  
Current Mileage: 15393  
Dealer(s) involved: N/A

Situation: The customer called the CAC alleging that his pulley and belt tensioner caused further engine damage. The customer was offered 100% parts, but the customer was not satisfied. The writer explained to the customer that he can speak with the svc manager about the offering.

Action Taken:

Customer Follow-up Y/N:

Follow-up to: CAC, market team or dealer:

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID:** 656192    **Cus Ident:** 4533523    **Legal:**    **Note Type:** Summary Note  
**Customer:** [REDACTED]  
**Address:** [REDACTED]

**City:** Kenilworth    **State:** IL [REDACTED]  
**Phone:** [REDACTED]    **Phone Location:** Business

**Assign Date:** 22420    **Dealer:** AUTOHAUS ON EDENS, INC.    **Location:** NORTHBROOK IL  
**Sell Date:** 22420    **Dealer:** AUTOHAUS ON EDENS, INC.    **Location:** NORTHBROOK IL  
**Last Sell Date:** 22420    **Dealer:** AUTOHAUS ON EDENS, INC.    **Location:** NORTHBROOK IL

**Note to Market Ind:**    **Amount:**

**Vehicle Information:**  
**DBAG VIN:** 2083851 [REDACTED]    **World Vin:** WDBLJ65G2W [REDACTED]  
**Mileage:** 16656    **Prod Date:** 07/04/1997    **Warr Date:** 09/10/1997    **Model:** CLK320 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/15/2003 16:12:18	James Dowles	4628
Warranty	Post Warranty Consideration Request	09/15/2003 16:12:24	James Dowles	4628

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Suspension System	Suspension System	09/11/2003 15:05:03	James Dowles	4628

## Summary Notes

09/11/2003 15:04:55 James Dowles 4628

**Primary Phone:** [REDACTED]  
**Current Mileage:** 16656  
**Dealer(s) Involved:** N/A

**Situation:** regarding correspondence number 225830.

**Writer spoke with Mrs. Lindholst. Mrs. Lindholst claimed customer would be home Saturday and would forward writer's name and phone number.**

**Customer had issue with ball joints and harmonic dampener and an alleged wear issue.**

**Action Taken:**

**Customer Follow-up Y/N:**

**Follow-up to CAC, market team or dealer:**

## Summary Notes

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09/15/2005 16:12:04 James Dowles 4628

09/15/2005

Writer referred customer to S/M.

Writer informed customer, MBUSA would not provide statistics on wear and tear on parts of vehicle.

Customer requested letter be sent to S/M.

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

01/17/2003

**Note ID:** 657819    **Cus Ident:** 20205431    **Legal:**    **Note Type:** Summary Note  
**Customer:** [REDACTED]  
**Address:** [REDACTED]

**Bessemer**    **AL** [REDACTED]  
**Phone:**    **Phone Location**

**Assign I Ir 01317**    **MC CONNELL AUTOMOTIVE CC MOBILE**    **AL**  
**Sell I Ir 01329**    **REGAL AUTO PLAZA**    **HUNTSVILLE**    **AL**  
**Last Sell I Ir 01329**    **REGAL AUTO PLAZA**    **HUNTSVILLE**    **AL**  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG V'n 2083651F** [REDACTED]    **World Vin: WDBLJ65G5X** [REDACTED]  
**Mileage:** 33000    **Prod Date:** 12/16/1998    **Warr Date:** 01/23/1999    **Model:** CLK320 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/17/2003 10:28:42	John Hoey	4805

**Summary Notes**

09/17/2003    10:29:25    John Hoey    4805

**Primary Phone:**  
**Current Mileage:** 33000  
**Dealer(s) involved:** N/A

**Situation:** Ms. Salvago called the CAC seeking post warranty consideration. Customer claims the vehicle was towed to dl: 01317 because the harmonic balancer allegedly came loose on the way to Gulf Shores and damaged the oil pan.

Writer informed the customer the SM's at authorized MB dtrs review post warranty consideration requests on behalf of M3USA. Suggested the customer contact the SM to discuss her concerns.

**Action Taken:**

**Customer follow-up Y/N:**

**Follow-up by:** CAC, market team or dealer:

09/17/2003    10:30:09    John Hoey    4805

Writer added customer as owner per phone call to the CAC.



**Summary Note Information**

09/17/2003

**Mercedes Benz of U.S.A**

<b>Note ID</b>	658117	<b>Cus Ident</b>	11498608	<b>Legal</b>		<b>Note Type</b>	Summary Note
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<b>Customer</b>	[REDACTED]
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<b>Address</b>	[REDACTED]
----------------	------------

Southlake	TX	[REDACTED]
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<b>Phone</b>	<b>Phone Location</b>
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<b>Assign Dir</b> 75118	PARK PLACE MOTORCARS MIC BEDFORD	TX
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<b>Sell Dir</b> 75113	MIKE SMITH AUTOPLEX - GERM BEAUMONT	TX
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<b>Last Sell Dir</b> 75117	MERCEDES-BENZ OF HOUSTON HOUSTON	TX
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<b>Note to Market Ind:</b>	<b>Amount</b>
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**Vehicle Information**

<b>DBAG Vin</b> 2083651F [REDACTED]	<b>World Vin:</b> WDBLJ65G6XF [REDACTED]
<b>Mileage</b> 38000	<b>Prod Date</b> 09/04/1999
<b>Warr Date</b> 10/27/1999	<b>Model</b> CLK320 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/17/2003 18:32:05	Kathleen Duming	4633

**Summary Notes**

09/17/2003	18:31:48	Kathleen Duming	4633
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Primary Phone:  
 Current Mileage: 38000  
 Dealer(s) involved: 75118

**Situation:**

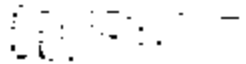
Mr. Page phoned the CAC seeking additional assistance for a harmonic balancer repair- customer stated that the dealer offered to cover the cost of the parts and he would pay for labor. Customer believes that with only 38K miles on the vehicle and that the pulley coming off is such an unusual concern that this should be covered 100%.

Writer informed customer that post warranty decisions are made by the SM on behalf of MB. Customer believes this is not in the best interest of MB to allow an independent dealer so much authority. He is dissatisfied and stated he will no longer consider trading up but he will look at the BMW line instead.

**Action Taken:****Customer Follow-up Y/N:****Follow-up by:** CAC, market team or dealer:

# Summary Note Information

Mercedes Benz of U.S.A



Note ID: 662578 Cus Ident: 3771408 Legal: -Note Type: Summary Note

Customer: [Redacted]  
 Address: [Redacted]

Houston TX [Redacted]

Phone: [Redacted]	Phone Location: Residence
Assign Dir 75117	MERCEDES-BENZ OF HOUSTON: HOUSTON TX
Sell Dir 75111	PARK PLACE MOTORCARS HOUSTON TX
Last Sell Dir 75111	PARK PLACE MOTORCARS HOUSTON TX
Note to Market Ind:	Amount

Vehicle Information	
DBAG V # 2083651 [Redacted]	World Vin: WDBLJ65G7XP [Redacted]
Mileage: 33825	Prod Date 08/07/1999 Warr Date 08/24/1999 Model CLK320 1999

**General Issues:**

Code	Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty		Post Warranty Consideration Request	10/01/2003 17:24:12	Lola Grillo	4627

### Summary Notes

10/01/2003 17:23:53 Lola Grillo 4627  
 Primary Phone: [Redacted]  
 Current Mileage: 33825  
 Dealer(s) involved: 75117

Situation: Corres #226705, 227236  
 Customer sent 2 letters addressed to Paul Halata regarding his 1999 CLK320 (out of warranty).

Writer called customer on Mr. Halata's behalf and provided information on post-warranty consideration and also stated that he is looking to get out of his vehicle he needs to speak with the Sales Manager at his dealer.

Writer requested that I respond in writing and writer confirmed that I would.

Action Taken:

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:

## Summary Notes

10/02/2003 14:09:43 Lois Grillo 4627

Lois,

Sounds ok: 7 to me.

Frank Oswald

Lois Grillo

10/02/2003 09:32 AM

C

D

CC

To: Frank Oswald/171/DCAG/DCX@WK-COOP

cc:

Subject: Robert F. Jones - WDBLJ66G7XF [REDACTED]

Hi Frank:

Above customer has written 2 recent letters addressed to Paul Halata.

Attached is a suggested letter to Robert F. Jones regarding his 1999 CLK320 (out of warranty on 8/23/02) - customer is looking for trade assistance. Customer writes that he is planning to buy a new 2005 model in Oct. 2004 and wants to know "what he might expect in the way of relief from Mercedes".

In the second letter, customer writes that the Belt Tensioner for A/C needs replacement.

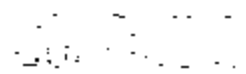
I have attached a response to customer for your approval.

Regards,  
Lois Grillo  
201-505-4617

#### Jones 10-01-03.doc has been removed from this note on October 02 2003 by Frank Oswald

# Summary Note Information

Mercedes Benz of U.S.A



Note ID 687165 Cus Ident 1001488 Legal

Note Type Summary Note

Customer [Redacted]  
Address [Redacted]

Sarasota FL [Redacted]

Phone [Redacted] Phone Location Residence

Assign Ctr

Sell Ctr 15309 GLAUSER, INC. SARASOTA FL

Last Sell Ctr 15309 GLAUSER, INC. SARASOTA FL

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin: 2083651F [Redacted] World Vin: WDBLJ65G5WF [Redacted]  
Mileage 13000 Prod Date 05/11/1998 Warr Date 06/13/1998 Model CLK320 1998

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/16/2003 09:55:38	Lois Grillo	4627

### Summary Notes

12/16/2003 09:55:19 Lois Grillo 4627

Customer called the CAC advising that they purchased the vehicle on 10/11/03. Customer alleges that the interior wood trim is curling up & the harmonic balancer broke; customer advises that an independent shop repair the harmonic balancer. Writer stated that he vehicle is out of warranty and that we do not have any relationships with independent repair shops.

**Summary Note Information**

Mercedes Benz of U.S.A

Note ID 177964 Cus Ident 15068357 Legal Note Type Initial Buyer Surv  
 Customer [REDACTED]  
 Address [REDACTED]

Manhattan Beach CA [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir 05127 PENSKE MOTORCARS WEST COVINA CA

Sell Dir 05127 PENSKE MOTORCARS WEST COVINA CA

Last Sell Dir 05127 PENSKE MOTORCARS WEST COVINA CA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65F7WA [REDACTED]  
 Mileage 16 Prod Date 09/01/1997 Warr Date 10/15/1997 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	12/22/1997 15:48:50	Kathy Preis	8341

**Summary Notes**

12/22/1997 18:48:54 Kathy Preis 8341

SURVEY COMMENTS: THE FIRST CAR I ORDERED HAD AN IGNITION PROBLEM. AFTER A LONG WAIT THIS CAR ARRIVED WITH A "TENSIONER" PROBLEM. TELEPHONE ME FOR DETAILS REPAIRED AT SIMONSON MOTORS IN SANTA MONICA. 1ST ATTEMPT - LEFT MESSAGE ON THE CUSTOMER'S ANSWERING MACHINE TO CALL OUR 800 NUMBER. SURVEY FILED IN THE DRAWER.

12/22/1997 19:06:25 Heidi Martin 8294

Customer returned call on 8399. Customer stated he has been experiencing problems with repairs needed to his E320 and stated he has never owned an M-B and he is not coming away with a terrific taste from this. Customer stated there were delays he was told due to the fact that utility (M-class) vehicles were coming in and then they couldn't get a flat bed to transport car but borrowed from a sister dealership. Customer stated Penske had problems getting the tensioner part in - none available in U.S. Customer went to WI Simonson/Santa Monica and they were able to get part in a couple days and gave customer a loaner immediately while they were waiting for ps to arrive; 1 part came from Canada and three were supposedly pull off the assembly line. Customer states he understands this is a chronic problem with this car. Customer stated he now has a gear shift problem: when car goes down a hill it makes a clunking/clanking noise. Customer stated dealer is not yet aware and he will have repaired at 1st service because he is tired of dealing with problems. Customer stated he is unsure which dealer h will take car to for this service. Customer stated he is not impressed with the M-B and while he can pay for the 1s service, he would not be opposed to receiving it free if that is done since he has had so much trouble. Customer stated Penske seems to not be able to solve even small problems and requests , even though they try hard and sent tensioner part to Simonson when their's came in to make sure it got fixed. Customer stated both are nice dealers. Customer has approx. 2,000 miles on his car. Reminded customer of 800# if he would like further assistance with any of these issues or if he and any other questions or concerns in the future. \*\*Complete\*\*

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

02/18/1998

**Note ID** 185335    **Cus Ident** 5421158    **Legal**    **Note Type** Initial Buyer Surv  
**Customer** [REDACTED]  
**Address** [REDACTED]

Pleasanton CA [REDACTED]

**Phone** [REDACTED]    **Phone Location**

**Assign Dir** 05721    W. I. SIMONSON, INC.    SANTA MONICA CA  
**Sell Dir** 05721    W. I. SIMONSON, INC.    SANTA MONICA CA  
**Last Sell Dir** 05721    W. I. SIMONSON, INC.    SANTA MONICA CA

**Note to Market Ind:**    **Amount****Vehicle Information**

**DBAG Vin** 2100651A [REDACTED]    **World Vin:** WDBJF65FXWA [REDACTED]  
**Mileage** 2000    **Prod Date** 10/06/1997    **Warr Date** 12/01/1997    **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	02/18/1998 12:26:00	Cynthia Feuss	6289

**Summary Notes**

02/18/1998 12:26:02 Cynthia Feuss 6289

CORRES 114017 - SEE PREVIOUS CLOSED CASE 91539 - OWNER MENTIONS ON SURVEY THAT VEHICLE HAD TO BE TOWED SHORTLY AFTER DELIVERY & THAT SINCE THEN A BELT TENSIONER HAD TO BE REPLACED. OWNER INDICATES ON SURVEY THAT HE IS VERY SOMEWHAT SATISFIED W/ HIS E320 & WRITES "SHOULD WE HAVE BOUGHT THE LEXUS." THIS WRITER PHONES OWNER TO FOLLOW UP. OWNER STATES HE PURCHASED VEHICLE THRU BROKER & THAT HE HAS THE CAR SERVICED AT HACIENDA. OWNER STATES NO DIFFICULTIES SINCE THE 2 MENTIONED ABOVE BUT STATES THAT HE "DID NOT EXPECT TO HAVE ANY SUCH PROBLEMS WITH A M-B." THIS WRITER APOLOGIZED TO OWNER FOR HIS INCONVENIENCE & STATED THAT WE HOPED THAT THIS WOULD NOT OVERSHADOW HIS ENJOYMENT OF HIS VEHICLE. OWNER THANKED FOR FOLLOW UP CALL.

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

Note ID 295115 Cus Ident 6158141 Legal N Note Type Summary Note

Customer

Address

[REDACTED]

Mc Kinney

TX

[REDACTED]

Phone

[REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 75534

EWING AUTOHAUS

PLANO

TX

Last Sell Dir 75534

EWING AUTOHAUS

PLANO

TX

Note to Market Ind:

Amount

**Vehicle Information**

DBAG Vin 2100651A

[REDACTED]

World Vin: WDBJF65F9WA

[REDACTED]

Mileage

4000 Prod Date 03/09/1998 Warr Date 04/15/1998 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTW	08/18/1999 08:05:03	Craig Dearing	8200

**Summary Notes**

08/18/1999 08:05:18 Craig Dearing 8200

Mrs Covals 210065 1A640895 8-09-99 Retailer asked that I call this client concerning service related concerns over this car. The client had been in several times the week prior to a vacation to repair a noise. The noise could not be duplicated by the retailer which required multiple trips by the client to the retailer. The noise had not been identified to the retailer and based on noise description one repair attempt was completed which involved a belt tensioner. After the client received the car back the night prior to their road trip to the Carolinas the noise was heard again. The person delivering the car back to the client brought the car back to the dealership. The noise again could not be duplicated after exhaust shields were tightened the car was returned again to the clients home by retailer personnel and the noise became evident again. The Service Manager drove out to the clients home and heard the noise that was a concern. He drove the car back to the shop and adjusted the exhaust system. This resolved the noise complaint for the client. The client however felt the retailers efforts to be poor and unprofessional. Given the effort by the retailer to resolve a very intermittent complaint writer feels the client's remarks to be contrary to the retailer's actions. Client upon their return in September will review their concerns with the General Manager. Writer will be happy to attend this

**Summary Note Information**

**Mercedes Benz of U.S.A**

**Note ID** 380519 **Cus Ident** 10844153 **Legal N** **Note Type** Summary Note

**Customer** [REDACTED]  
**Address** [REDACTED]

**Dallas TX** [REDACTED]

**Phone** [REDACTED] **Phone Location** **Residence**

**Assign Dir**

**Sell Dir** 55109 **RALLYE MOTORS LLC** **ROSLYN NY**

**Last Sell Dir** 55109 **RALLYE MOTORS LLC** **ROSLYN NY**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F2WA [REDACTED]  
**Mileage** 26662 **Prod Date** 09/03/1997 **Warr Date** 10/10/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	10/11/2000 11:38:15	Mike Wylie	6200

**Summary Notes**

10/11/2000 11:40:46 Mike Wylie 6200

CLIENT CALLED MR. ROB RICHARDSON - SM ON SATURDAY 10/7. CLIENT STATED CAR ACCELERATED ON IT'S OWN WHEN COMING TO STOP SIGN. CLIENT HIT ANOTHER CAR FROM REAR. 10/9/00, AT APPROX 10:45A, I WENT WITH PICK UP/DEL REP TO PICK UP CLIENTS CAR (APPROX 1 MILE FROM CENTER). MET WITH CLIENT. CLIENT STATED SHE IS SIX MONTHS PREG. CLIENT STATED AS SHE WAS COMING TO A STOP SIGN NEAR HER APPT A JEEP WAS IN FRONT OF HER ALSO AT THE STOP SIGN. CAR THEN TOOK OFF AND HIT JEEP. CLIENT STATED THAT JEEP OWNER NOTICED NO DAMAGE TO H VEH AND LEFT THE SEEN AFTER HE MADE SURE CLIENT WAS OK. CLIENT DID NOT GET NAME, PHONE NUMBER OR LIC PLATE INFO. CLIENT STATED THAT SHE RECENTLY HAD RAP OUT TO REPLACE BATTERY. ALSO CAR IN SHOP FOR SMOKE IN ENGINE, ALSO WINDOW DOES NOT WORK AND PARTS ARE ON ORDER. INSPECTED FILE, ENGINE REPAIR WAS FOR BALANCED AND NOT RELATED TO ACCIDENT OR RELATED IN ANYWAY. SMOKE COULD HAVE COME FROM DRIVE BELTS AS BALANCED CAME APART. CAR WAS INSPECTED 10/10/00 BY STATE FARM INS CO AT APPROX 11:30A. EST TO REPAIR APPROX \$3,500.00. MR. BYRD - TS INSPECTED CAR 10/10, AT APPROX 2P. DTC'S NOTED BY SC ARE: EIS D1053, PSE B1438, SAM B1482 B1485, ESA-FL B1850, ICM B1471, AAC B1227 B1234. CODE RELATED TO WINDOW REGULATOR OUTAGE AND DAMAGED COMPONATS FROM ACCIDENT (AUX FAN TURN SIGNAL, OUTSIDE TEMP SENSOR). TEST DROVE CAR. NO DEFFICIANCIES NOTED.



## Summary Notes

10/13/2000 11:55:04 Mike Wylie 6200

CONTACTED CLIENT 10/11/00 AT APPROX 11A. I ADVISED THAT MR. BYRD HAS MADE HIS INSPECTION AND FOUND NO FAULTS WITH CARS ENGINE MANAGEMENT SYSTEM OR BRAKE SYSTEM (PADS AT 70 TO 85%). I ADVISED ALSO THAT I HAD REVIEWED FILE AND PREVIOUS REPAIRS NOT RELATED. ENGINE FRONT BALANCER CAME APART. CLIENT STATED THAT THIS HAS HAPPENED TWICE WHICH THE CAR HAS TAKEN OFF ON HER. I ADVISED THAT ONCE THE CAR IS FIXED I WOULD BE MORE THAN HAPPY TO DRIVE WITH HER. CLIENT THEN WANTED TO KNOW HOW MUCH THE EST WAS. I ADVISED. CLIENT THEN WANTED TO MAKE SURE THAT BODY SHOP WROTE ANOTHER ESTIMATE AND ADVISE HER PRIOR TO THE START OF REPAIR. I ADVISED I WOULD PASS THIS INFO ON. DISCUSSED CLIENTS INFO WITH MR. RICHARDSON - SM. INFO ON RO FOR BODY SHOP TO PROVIDE EST TO CLIENT PRIOR TO REPAIR. TECH HAS REPLACED PASS SIDE REAR WINDOW REGULATOR. CAR HAS BEEN SENT TO BODY SHOP. MIKE WYLIE - SPOM.

10/28/2000 12:08:43 Mike Wylie 6200

SPOKE WITH MR. N. BANNISTER 10/25/00 AT APPROX 2:00PM. I EXPLAINED MR. BYRD'S FINDINGS. AGAIN ADVISED THAT NO FAULT FOUND WITH CAR OR BRAKE SYSTEM. CLIENT STATED HE WILL DRIVE CAR FOR A FEW WEEKS PRIOR TO LETTING HIS WIFE DRIVE CAR. I ALSO ADVISED CLIENT THAT WHEN I SPOKE TO HIS WIFE I AGREED TO ALSO DRIVE CAR WITH HER TO MAKE SURE CAR WAS OK. I ADVISED THAT I WOULD ALSO RECHECK AND TEST DRIVE ONCE CAR IS FINISHED. CLIENT AGREED AND THANKED ME FOR THE CALL. MIKE WYLIE - SPOM.

10/30/2000 11:07:08 Mike Wylie 6200

SPOKE WITH CLIENT 10/26/00 AT APPROX 3PM. CLIENT ADVISED HE WAS GOING TO CREATE A PAPER TRAIL JUST IN CASE CAR TAKES OFF AGAIN. HE ADVISED HE WAS GOING TO CONTACT AN ATTORNEY CLIENT ALSO STATED HE WAS GOING TO FILE LEMON LAW. I ADVISED CLIENT AGAIN THAT OUR TS DID NOT FIND ANY FAILURE WITH THE BRAKE OR ENGINE SYSTEMS. I ADVISED AGAIN THAT WHEN THE CAR IS BACK FROM THE BODY SHOP THAT I WOULD HAVE MR. BYRD - TS REINSPECT. CLIENT THANKED ME FOR THE CALL. CONTACTED MR. MOLINA AND MR. RICHARDSON TO ADVISED WHEN THE CAR IS FINISHED TO PLEASE ADVISE FOR ANOTHER INSPECTION. MIKE WYLIE - SPOM.

# Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 442472 Cus Ident 10916917 Legal

Note Type Summary Note

Customer [REDACTED]  
Address [REDACTED]

Douglasville GA [REDACTED]

Phone [REDACTED] Phone Location Residence

**Assign Dir**

Sell Dir 15317 AUTOHAUS POMPANO POMPANO BEACH FL

Last Sell Dir 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65H5XA [REDACTED]  
Mileage 44451 Prod Date 09/01/1998 Warr Date 10/26/1998 Model E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	08/14/2001 13:12:59	Robert Daschil	6385

**Summary Notes**

08/14/2001 13:13:25 Robert Daschil 6385

Client in Gulfport MS. at Bert Allen Imports. According to Randell (service director) the harmonic balancer has come apart and at minimum destroyed the belts, engine cover, radiator, etc. Until they actually start the repair they won't know if there is any internal engine damage. The repair could take a few days or a few weeks depending on the exact damage. Client would like us to tow the vehicle back to his home dealer RBM of Atlanta. This is more convenient to him and would avoid any trip interruption charges. I explained our RAP policy as well as trip interruption. The contact at RBM is Pam Knowles. Forward to RAP supervisor for review. Client can be reached at 770 843 8500.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 450858 Cus Ident 4848169 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Naples FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 09127 MERCEDES-BENZ OF NORTH F NORTH HAVEN CT

Sell Dir 09127 MERCEDES-BENZ OF NORTH F NORTH HAVEN CT

Last Sell Dir 09127 MERCEDES-BENZ OF NORTH F NORTH HAVEN CT

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100851A [REDACTED] World Vin: WDBJF65F9WA [REDACTED]  
 Mileage 64648 Prod Date 08/19/1997 Warr Date 10/04/1997 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	10/01/2001 16:52:48	Lois Grillo	4627

**Summary Notes**

08/24/2001 11:32:52 Lois Grillo 4627

Customer [REDACTED] phoned the 800# to request goodwill assistance with the repair of her 1998 E320 with 64,648 mi. Customer alleges that the vehicle was towed to dealer when the coolant light came on and it overheated.

Customer expressed her disappointment that since August she has spent \$1,300 for repairs to her vehicle and has to have it towed twice. She stated that she is disappointed in the performance of her vehicle.

Customer also wanted the name of MBUSA president so that she could write a letter about her concerns. Write stated that her comments would be noted and forwarded for review.

08/24/2001 11:43:02 Lois Grillo 4627

NTMT

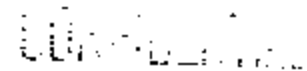
10/01/2001 16:54:56 Lois Grillo 4627

CORR #192895 -

Customer sent letter to Mr. Halata requesting goodwill assistance. Writer left voice message for SPOM.

10/04/2001 18:49:05 Lois Grillo 4627

SPOM reviewed recent history with dealer: 7/9/01 62,045 miles, performed A Maintenance, flush of brakes, coolant and power steering, cost to cust \$513.18. 8/8/01 63,195 miles, ABS/ASR warning light, replaced Electronic Control Unit, MB goodwill 100% part, cust pay labor \$178.08. 9/4/01 64,648 miles, Front Crankshaft Pulley failed, damaging front of engine, replaced timing chain, front engine cover, upper and lower oil pan. MB goodwill \$3,458.41, cost to cust \$310.00. 9/22/01 65,055 miles, MAS Air sensor and radiator hose failed, both replaced MB goodwill, no charge to customer. Given the extensive goodwill already provided, additional goodwill denied due to age and mileage, email to CAC stating same.

**Summary Note Information**

**Mercedes Benz of U.S.A**

**Note ID** 452343 **Cus Ident** 4848169 **Legal** N **Note Type** Summary Note

**Customer** [REDACTED]**Address** [REDACTED]

Naples

FL [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 09127

MERCEDES-BENZ OF NORTH F- NORTH HAVEN CT

**Last Sell Dir** 09127

MERCEDES-BENZ OF NORTH F- NORTH HAVEN CT

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A5 [REDACTED]**World Vin:** WDBJF65F9WA [REDACTED]**Mileage**65055 **Prod Date** 08/19/1997 **Warr Date** 10/04/1997 **Model** E320W 1998**General Issues:**

Code	Description	Sub Code	Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old I	Summary Note from Old System-NOT ACTIV			10/02/2001 09:45:38	sopr106	

**Summary Notes**

10/02/2001 09:45:60 Steve Sauer

SPOM reviewed recent history with dealer: 7/8/01 62,045 miles, performed A Maintenance, flush of brakes, coolant and power steering, cost to cust \$513.18. 8/6/01 63,195 miles, ABS/ASR warning light, replaced Electronic Control Unit, MB goodwill 100% part, cust pay labor \$178.08. 9/4/01 64,648 miles, Front Crankshaft Pulley failed, damaging front of engine, replaced timing chain, front engine cover, upper and lower oil pan. MB goodwill \$3,456.41, cost to cust \$310.00. 9/22/01 65,055 miles, MAS Air sensor and radiator hose failed, both replaced ME goodwill, no charge to customer. Given the extensive goodwill already provided, additional goodwill denied due to age and mileage, email to CAC stating same.

10/15/2001 10:31:41 Lois Grillo 4827

Response from SPOM regarding Corres to customer.  
Letter looks fine, you can send it Monday when you get back.. Hope you enjoy your time off.

10/16/2001 11:11:28 Lois Grillo 4827

Customer wrote letter dated 10/4/01 addressed to P. Halata, requesting goodwill for replacement of a broken sunvisor.

Writer contacted SPOM, Steve Sauer, who left voice mail that Mercedes-Benz will replace sunvisor because this is not a mileage related item. Dealer will contact customer.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 458085    **Cus Ident** 4879168    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**San Jose**    **CA** [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dir**

**Sell Dir** 22427    **MOTOR WERKS OF BARRINGTON** BARRINGTON IL  
**Last Sell Dir** 22427    **MOTOR WERKS OF BARRINGTON** BARRINGTON IL  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED]    **World Vin:** WDBJF65F9W [REDACTED]  
**Mileage** 84000    **Prod Date** 09/12/1997    **Warr Date** 10/15/1997    **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	10/29/2001 13:07:28	Honora Duffy	6307

**Summary Notes**

10/29/2001    13:07:47    Honora Duffy    6307

Mr. Olsen called - the crankshaft pulley/balancer needed to be repaired and he took to independent to have repair done & wants us to pay.

I confirmed that it's set corporate policy that we do not cover repairs done by independents, either in/out of warranty. He claimed that authorized dealer couldn't get work done on time & he was in a rush - he also claimed that "Cupertino" told him they were authorized; I confirmed we have no working relationship with them and they are independent.

Mr. Olsen not happy - I confirmed if he breaks down in the future and needs to get to MB dealer we have RAP available to help, but must respectfully decline providing financial reimbursement for repairs done by independent

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

CONFIDENTIAL

**Note ID** 467648 **Cus Ident** 4848169 **Legal** -**Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Naples FL** [REDACTED] **Phone Location** Residence  
**Assign Dir** 09127 MERCEDES-BENZ OF NORTH F NORTH HAVEN CT  
**Sell Dir** 09127 MERCEDES-BENZ OF NORTH F NORTH HAVEN CT  
**Last Sell Dir** 09127 MERCEDES-BENZ OF NORTH F NORTH HAVEN CT  
**Note to Market Ind:** **Amount**

**Vehicle Information**  
**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F9WA [REDACTED]  
**Mileage** 65060 **Prod Date** 08/19/1997 **Warr Date** 10/04/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	11/27/2001 18:28:17	Lois Grillo	4827

**Summary Notes**

11/27/2001 18:28:34 Lois Grillo 4827

Corres. 194875, 193907 -  
 Customer sent letters addressed to CAC and Dr. Bernhard alleging a " harmonic balancer factory defect" and "the  
 it was acknowledged in Florida".

Checking records it was found that there is an open campaign #2000100002 on this vehicle.  
 Dealer is unclear whether the goodwill visor for this customer was sent to the MB dealer in Fort Myers.

**Summary Note Information**

**CONFIDENTIAL**

**Mercedes Benz of U.S.A**

**Note ID** 467651 **Cus Ident** 4848169 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Naples** **FL** [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence

**Assign Dir** 14118 **MERCEDES-BENZ OF FORT MY** FORT MYERS FL

**Sell Dir** 09127 **MERCEDES-BENZ OF NORTH F** NORTH HAVEN CT

**Last Sell Dir** 09127 **MERCEDES-BENZ OF NORTH F** NORTH HAVEN CT

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F9WA [REDACTED]  
**Mileage** 65060 **Prod Date** 08/19/1997 **Warr Date** 10/04/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	11/27/2001 16:33:41	Lois Grillo	4827

**Summary Notes**

11/27/2001 16:33:52 Lois Grillo 4827

**Comes #194675**

Customer sent letter to CAC alleging a "harmonic balancer factory defect" and "that it has acknowledged & corrected in Florida".

A review of records indicates that there is an open campaign (2000100002). Customer has indicated that her vehicle is now in the Fort Myers, FL area.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 468745 **Cus Ident** 1653514 **Legal N** **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

**Anaheim** **CA** [REDACTED]

**Phone** [REDACTED] **Phone Location** Business

**Assign Dir**

**Sell Dir** 05759 CALIBER MOTORS, INC. ANAHEIM CA

**Last Sell Dir** 05759 CALIBER MOTORS, INC. ANAHEIM CA

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2100851A [REDACTED] **World Vin:** WDBJF65H2XA [REDACTED]  
**Mileage** 20331 **Prod Date** 12/14/1999 **Warr Date** 02/15/1999 **Model** E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	12/03/2001 11:34:23	Gregg Mault	6350

**Summary Notes**

12/03/2001 11:34:25 Gregg Mault 6350

customer called stating he has been told by dealer Caliber Mtrs that he needs the harmonic balancer rods and dealer will offer 60% on repair. Writer left voicemail for SPOM to confirm. cust can be reached at [REDACTED]

12/03/2001 12:17:35 Gregg Mault 6350

SPOM called writer stating he has only authorized 50% on repair. Writer will contact customer.



# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 470064 **Cus Ident** 152755 **Legal** N **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

Dallas TX [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence

**Assign Dir** 75534 EWING AUTOHAUS PLANO TX

**Sell Dir** 75568 PARK PLACE MOTORCARS DALLAS TX

**Last Sell Dir** 75568 PARK PLACE MOTORCARS DALLAS TX

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F8WA [REDACTED]  
**Mileage** 54000 **Prod Date** 04/24/1998 **Warr Date** 06/23/1998 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	12/08/2001 21:58:47	Craig Dearing	6200

**Summary Notes**

12/08/2001 21:56:52 Craig Dearing 6200

Clients car was brought over to this dealership by a local independent looking for goodwill for his customer. The vibration dampner had reportedly come apart and damaged several front cover components. The Service history this vehicle was limited to this independants work processes for service. The last Service was completed at 48,00 by this independent. The service manager and I declined this goodwill issue based on how the vehicle was received at the dealer, service history and the fact the car is out of warranty.

## Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 481938 Cus Ident 10900649 Legal Note Type Summary Note

Customer [REDACTED]  
Address [REDACTED]

The Woodlands TX [REDACTED]

Phone [REDACTED]	Phone Location	Residence	
Assign Dlr 75522	STAR MOTOR CARS	HOUSTON	TX
Sell Dlr 75513	MERCEDES-BENZ OF AUSTIN	AUSTIN	TX
Last Sell Dlr 75513	MERCEDES-BENZ OF AUSTIN	AUSTIN	TX

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65F5W [REDACTED]  
Mileage 70199 Prod Date 07/12/1997 Warr Date 09/13/1997 Model E320W 1998

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	01/29/2002 11:52:34	Thomas Trivento	

### Summary Notes

01/29/2002 11:52:35 Thomas Trivento

Letter to CAC with attaching r/o for idler pulley and belt tensioner. Customer again not happy with quality of vehicle and repairs which have been necessary. T. Trivento wrote letter to customer several weeks prior on repair situations, etc. and has forwarded copy of current customer letter to SPOM S. Sabo for review and further action necessary. Customer vehicle well out of warranty at 70k plus miles.

### Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 486058 Cua Ident 12516227 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Sell Dir 05127 PENSKE MOTORCARS WEST COVINA CA

Last Sell Dir 05127 PENSKE MOTORCARS WEST COVINA CA

Note to Market Ind: Amount

#### Vehicle Information

DBAG Vin 2100651/[REDACTED] World Vin: WDBJF85F2W/[REDACTED]

Mileage 20236 Prod Date 08/29/1997 Warr Date 10/15/1997 Model E320W 1998

#### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old I	Summary Note from Old System-NOT ACTIV	02/13/2002 13:19:39	Lee Korngold	7325

#### Summary Notes

02/13/2002 13:20:03 Lee Korngold 7325

SPOM Lee Korngold inspected vehicle at Los Angeles dealer (05737) on 2/13/02 and authorized replacement of front crank pulley as goodwill. Customer had aftermarket warranty but coverage was declined. Current owner is Sharon Robinson.

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

CONFIDENTIAL

Note ID 487635 Cus Ident 10844597 Legal

Note Type Summary Note

Customer

Address

Merritt Island

FL

Phone

Phone Location Residence

Assign Dir 14113

CONTINENTAL MOTORCARS, II MELBOURNE FL

Sell Dir 15320

BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Last Sell Dir 15320

BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Note to Market Ind:

Amount

**Vehicle Information**

DBAG Vin 2100651A

World Vin: WDBJF65F3WA

Mileage 51854 Prod Date 09/29/1997 Warr Date 10/31/1997 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	02/20/2002 09:24:43	Cynthia Feuss	6289

**Summary Notes**

02/20/2002 09:17:07 Cynthia Feuss 6289

Owner alleges he took his 1998 E320, 51k, to Continental who made repairs to harmonic balancer & claims "they told me MB would pay for it because this is a known problem, & they do this job several times a week." Owner alleges after picking up auto, the vehicle was driven about 80 miles, put in garage overnight, and the next a.m. he found "motor oil all over the entire bottom of the vehicle and garage floor." Owner states he is concerned that the oil leaked out of the car so fast, resulting in vehicle being driven with low oil and claims he is concerned because "the dealer can not prove to me that this will not have an adverse effect on the engine in the future. I do not feel that I should be responsible for this mistake if something happens as a result of this 10k or 20k from now..."

Owner claims he spoke with Rich Mahalik who "was defensive of the technician, telling me he had 20 yrs experience, & he was not the most pleasant person to talk to." Owner states he "realizes that things like this can happen, I'll take care of the mess in my garage, having to take off from work, etc. But they should be accountable for the mistake their employee made. Rather, they have basically told me they don't care."

Owner claims SA told him that SD told her when the tech put the oil sensor back in, the seal was not seated properly.

Owner also alleges a sunroof malfunction (claims roof stops half way then thumps) and asks "why is all of this happening so soon after expiration of the warranty?" "engine warranty should be extended...something should be done."

I apologize to owner for his experience, advise that dealer SM or SD is in best position to address. I advise that MB cannot extend warranty, any post warranty/ or goodwill requests would be reviewed case by case basis, etc.

## Summary Notes

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02/20/2002 10:01:42 Cynthia Feuss 6289

FOLLOWING EMAIL FROM SPOM RENICK TO DEALER:

CONFIDENTIAL

Rich: F.Y.I. and follow up. Let me know how this is resolved. Thanks, paul

02/22/2002 12:11:36 Paul Renick 6200

Cynthia: The oil level in the engine was down 2 quarts when received back at the dealership. With the volume of oil we use in this engine this would not have caused any problems particularly in light of the fact that most of the oil would appear to have been lost on the floor of the owner's garage after the engine was turned off. A rubber seal was torn when the oil sending unit was installed and didn't begin to leak until in the owner's possession. They do test drive vehicles after repair work at this dealership. No additional warranty will be offered by MBUSA in this case. No financial assistance by MBUSA will be offered for the cost to repair the sun roof either. The service manager, Rich Mehalick, will be contacting the owner to advise him of this. Regards, Paul

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 488002    **Cus Ident** 12524931    **Legal**    **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

**Wahiawa**                      **HI** [REDACTED]

**Phone** [REDACTED]                      **Phone Location** Residence

**Assign Dir** 20804                      THEO DAVIES EUROMOTORS, I HONOLULU                      HI

**Sell Dir** 05101                      FLETCHER JONES MOTOR CAF NEWPORT BEA CA

**Last Sell Dir** 05101                      FLETCHER JONES MOTOR CAF NEWPORT BEA CA

**Note to Market Ind:**                      **Amount**

**Vehicle Information**

**DBAG Vin** 2100651/[REDACTED]                      **World Vin:** WDBJF65F0WA/[REDACTED]

**Mileage** 43894    **Prod Date** 09/23/1997    **Warr Date** 11/08/1997    **Model** E320W    1988

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	02/21/2002 12:58:45	Honora Duffy	6307

**Summary Notes**

Date	Time	Updated BY	Phone
02/21/2002	12:56:57	Honora Duffy	6307

[REDACTED] called - he purchased car used & while it only has over 43,000 miles , warranty is over time wise.

He claims that "the front crankshaft pulley and related parts are falling apart/off ... I called Theodavies and they said car out of warranty, so they can't guarantee repairs will be covered."

Customer looking for goodwill without bringing car in; I told him to get vehicle to dealer and they have to perform diagnostics to determine what needs to be replaced, why & costs. Once that's determined, he can review with Service Manager whether MB would provide post-warranty goodwill which is considered on case-by-case basis.

Customer agreed to bring vehicle to dealer, NTMT as head's up to SPOM in case dealer calls for goodwill review.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 488797 **Cus Ident** 6143776 **Legal** **Note Type** INTERNET MES  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Pensacola** **FL** [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 74312 **LONG OF CHATTANOOGA** **CHATTANOOGA TN**  
**Sell Dir** 14342 **CENTENNIAL IMPORTS INC.** **PENSACOLA FL**  
**Last Sell Dir** 14342 **CENTENNIAL IMPORTS INC.** **PENSACOLA FL**  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65H5XA [REDACTED]  
**Mileage** 99951 **Prod Date** 11/28/1998 **Warr Date** 04/02/1999 **Model** E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/25/2002 14:33:51	Jacquelyn Galletta	6323

**Summary Notes**

02/25/2002 14:31:54 Jacquelyn Galletta 6323

**Comments:** I just had to have a crankshaft pulley and belt (112-035-09-00 / 011-997-97-92) replaced after the Vibration AB disintegrated. It has come to my understanding that this is a problem which is not uncommon, regardless of mileage. It would seem appropriate if MB would pay the cost of this replacement parts. I have owned six Mercedes over the last 14 years, and have never had something like this happen. It seems that this is a part problem. I had to have my car towed after the pulley fell apart, and was just lucky a dealership in Chattanooga, Tn was able to fix it and get me right back on the road. I await your comments. Sincerely, Tom Goetter □□ □□ □□

**Survey Information:**

**Day Phone Number:** - ext:  
**Evening Phone Number:** (850) 478-5467 ext:  
**Preferred number:** Home  
**Preferred time to call:** Morning  
**Fax:** (850)478-5467  
**VIN Number:** wdbjf65h5xa [REDACTED]  
**Vehicle Year:** 1998  
**Model You Own :** E-Class

**Summary Notes**

CONFIDENTIAL

02/25/2002 14:33:36 Jacquelyn Galletta 6323

Writer contacted Long of Chattanooga and was told that replacement of pulley/belt was performed on 12/17/2001 and vehicle had 99,951 miles. Writer updated mileage and responded with the following:

Dear Mr. Goetter,

Thank you for your recent e-mail.

We regret to learn of your disappointment over the necessary Crankshaft Pulley and Belt replacement on your 1999 E320W. Engine belts are wear items that will warrant replacement as a result of numerous variables. From this vantage, it is impossible to comment with specifics as to the reason for replacement of these parts on your vehicle. Your authorized Mercedes-Benz dealer would be in the best position to provide you with assistance in regards to any inquiries you may have involving this repair/replacement.

Mr. Goetter, while we can fully understand the need for repairs is seldom pleasant, it has been our experience an original manufacturing defect in workmanship or material will present itself shortly after a vehicle has been placed into service. Considering your vehicle is beyond the mileage limitations of the Mercedes-Benz USA New Vehicle Limited Warranty, we cannot relate the recent repairs to a manufacturing responsibility and as such cannot justify reimbursement.

We realize this is not the response you anticipated, but request your understanding of our company's position.

Sincerely,

Jacquelyn Galletta  
Customer Relations  
Mercedes-Benz USA, LLC

02/27/2002 14:37:14 Jacquelyn Galletta 6323

Customer's response to previous email read as follows:

Dear Jacquelyn,

This problem has been presenting itself often on much less mileage cars, which leads me to believe that the pulley has problems. I understand my car is out of warranty, but I also believe that for LOYAL CUSTOMERS some allowances might be made?

Sincerely,  
Tom Goetter

---Original Message---

02/27/2002 14:37:27 Jacquelyn Galletta 6323

Dear Mr. Goetter,

We understand that you are not in agreement with our determination regarding the your request for post warranty participation on behalf of Mercedes-Benz USA in regards to the crankshaft pulley and belt replacement in your 1999 E320W.

Please be assured all pertinent information relating to this matter has been completely reviewed by our office and we must reiterate the decision stated in our previous response.

Mr. Goetter, there comes a reasonable point in time when a manufacturer must relinquish responsibility with a vehicle, and the owner must become accountable for repairs. Considering your vehicle has accumulated more than 98,000 miles, we cannot attribute the repairs to a manufacturing defect and must decline reimbursing you for expenses incurred.

Your long time patronage of our products is acknowledged and appreciated and while we recognize your disappointment with our decision, we request your understanding of our company's position.

Sincerely,

Jacquelyn Galletta  
Customer Relations  
Mercedes-Benz USA, LLC



**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 489970 Cus Ident 10645301 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Orlando FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Last Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100851A [REDACTED] World Vin: WDBJF65F3W [REDACTED]  
 Mileage 48787 Prod Date 10/13/1997 Warr Date 11/17/1997 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	03/01/2002 10:47:17	Paul Renick	6200

**Summary Notes**

03/01/2002 10:47:47 Paul Renick 6200

Service manager, Jim Menihan, and service advisor, Mike Hertz, called spom to inform spom that this customer is upset with the way repairs to the vehicle are being handled and with loaner car being offered during repairs. This is a Starmark vehicle according to service manager that had a crankshaft pulley failure. The tensioning spring for the front crankshaft seal was damaged because of this and has lodged in the front crank bearing journal. The oil pan will be removed to allow access to the bearing cap so the spring can be removed and any possible damage evaluated and appropriate repairs then will be completed. This procedure has been discussed with the regional technical coordinator. The customer does not want the dealer to do this and declines the work, demanding that the engine be replaced. Advised dealer personnel to quote customer a price for the engine replacement if he is not satisfied with the approach being taken. Customer is also demanding a MB loaner during work, not the Toyota that the dealer has offered. No financial assistance will be offered with alt trans. Decision on extent of engine repairs will be determined only after thorough inspection. pwr

03/01/2002 14:37:40 Miriam Clark 4899

r. Yehia called the CAC expressing disappointment with the way the dealership is treating him and his vehicle's performance.

He alleges that his vehicle has been in the shop for 2 weeks and today he was advised they are replacing a part in the engine. He stated this will take approximately another 2 to 3 weeks and they are not offering a loaner.

Customer stated that in the meantime he is paying for a vehicle that he is not able to drive.

Customer is an attorney and has inferred that he will sue MB and dealership if he has to.

03/01/2002 14:38:08 Miriam Clark 4899

Called customer and left message for callback.

**Summary Note Information**

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 495448 Cus Ident - 12553727 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Montevallo AL [REDACTED]  
 Phone [REDACTED] Phone Location Residence  
 Assign Dir 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL  
 Sell Dir 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL  
 Last Sell Dir 01330 MIKE SCHMITZ AUTOMOTIVE G DOTHAN AL  
 Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100851A [REDACTED] World Vin: WDBJF65H8X [REDACTED]  
 Mileage 68000 Prod Date 12/08/1998 Warr Date 02/05/1999 Model E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old 1	Summary Note from Old System-NOT ACTIV	03/15/2002 12:44:57	Cleveland Best	6344

**Summary Notes**

03/15/2002 12:42:45 Cleveland Best 6344

Ms. Durrett called CAC. Customer claims the harmonic balancer needed to be replaced. Customer claims the vehicle was service at Star Services (indep shop), which replaced the balancer. Customer claims Star Services advised her to call MBUSA for financial assistance with the repair, claiming this is a common problem with vehicle and dir has plenty of balancers in stock.

Customer questioned why dir has balancers in stock, writer advised customer dir responsible for business affairs and she would have to address that questioned to the service manager. Customer claims she will not contact Crown, because allegedly they refused to service her vehicle since she did not buy the vehicle from them (which allegedly is why vehicle serviced at an indep shop).

Writer advised regarding her request for reimbursement, she needed to speak with SM-vehicle out of warranty an repaired by an outside agency. Customer states she will contact the SM from where she purchased vehicle (Rehal-Schmitz).

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 505953 **Cus Ident** 4511888 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Newnan

GA [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence

<b>Assign Dir</b> 17330	MERCEDES-BENZ OF SOUTH A ATLANTA	GA
<b>Sell Dir</b> 17330	MERCEDES-BENZ OF SOUTH A ATLANTA	GA
<b>Last Sell Dir</b> 17330	MERCEDES-BENZ OF SOUTH A ATLANTA	GA

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100851A [REDACTED] **World Vin:** WDBJF65H0XA [REDACTED]  
**Milage** 64000 **Prod Date** 08/31/1998 **Warr Date** 10/17/1998 **Model** E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	04/03/2002 13:51:54	Joyce Dever	8205

**Summary Notes**

04/03/2002 13:51:58 Joyce Dever 8205

Customer phoned CAC to voice his disappointment with the need to replace harmonic balancer, as per diagnosis of Carriage House, at 64,000 miles. Writer asked customer if he discussed his disappointment (i.e., financial assistance) with the dealership - he confirmed that he did and was advised Mercedes-Benz has offered to cover the cost of the parts; however, there is 18 hours labor and his bill will come to \$1400. Mr. Smith advised me he wanted to register his disappointment with the vehicle and the cost of repairs - and also advised this will probably be his last Mercedes-Benz.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A****Note ID** 508004 **Cus Ident** 10582302 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]**Murphy** [REDACTED] **NC** [REDACTED]**Phone** [REDACTED] **Phone Location** Residence**Assign Dir** 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA**Sell Dir** 67231 JOHN SISSON MOTORS, INC. WASHINGTON PA**Last Sell Dir** 67231 JOHN SISSON MOTORS, INC. WASHINGTON PA**Note to Market Ind:** Amount**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F7W [REDACTED]  
**Mileage** 69382 **Prod Date** 09/10/1997 **Warr Date** 10/17/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old #	Summary Note from Old System-NOT ACTIV	04/10/2002 16:48:04	Linda Tognetti	6268

**Summary Notes**

04/10/2002 16:48:19 Linda Tognetti 6268

Carl Fritz called CAC alleging dampner needs to be replaced in vehicle.....\$4000. Customer seeking goodwill assistance.

Writer advised customer to speak with SM, either Jay Harward or Alan Majawski, re goodwill.

04/19/2002 13:06:58 Linda Tognetti 6268

E-mail from SPOM, J. Sagader.

\*Hi Linda,  
 FYI - Owners vehicle was repaired and returned to the owner.  
 Repair was covered under goodwill 100% P&L

Regards,  
 John

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

**Note ID** 513032 **Cus Ident** 10728585 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Edinboro** **PA** [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 67303 **CONTEMPORARY MOTORCAR** **ERIE** **PA**  
**Sell Dir** 67213 **WETZEL MOTOR WORKS** **PITTSBURGH** **PA**  
**Last Sell Dir** 67102 **BOBBY RAHAL MOTORCAR CO** **WEXFORD** **PA**  
**Note to Market Ind:** **Amount**

**Vehicle information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF85F4WA [REDACTED]  
**Mileage** 48000 **Prod Date** 06/24/1997 **Warr Date** 08/23/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old #	Summary Note from Old System-NOT ACTIV	04/22/2002 17:08:09	Cleveland Best	6344

**Summary Notes**

04/22/2002 17:08:47 Cleveland Best 6344

Mrs. Malec called CAC. Customer claims crank shaft broke, caused other problems. Customer claims might not buy another MB because car of this quality should not require major work (\$500-600). Customer claims she had no other details and to work with dir on this.

Writer advised customer we will ask service manager to review and get back to her. Writer apologized for any inconvenience, however no manufacturer cannot guarantee that major work will ever be needed.

Writer called SM (David Swab), and he stated vehicle towed in. SM stated harmonic balancer broke, which cause the serpentine belt to brake. SM stated SPOM in his dir 4/23, he will review for goodwill consideration and will get back to customer.

# Summary Note Information

CO: FIB: 711

Mercedes Benz of U.S.A

**Note ID** 515622 **Cus Ident** 5299525 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Dublin** **OH** [REDACTED]  
**Phone** [REDACTED] **Phone Location** **Residence**  
**Assign Dir** 14340 **MERCEDES-BENZ OF NAPLES** **NAPLES** **FL**  
**Sell Dir** 62423 **CROWN EUROCARS** **DUBLIN** **OH**  
**Last Sell Dir** 62423 **CROWN EUROCARS** **DUBLIN** **OH**  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F7WA [REDACTED]  
**Mileage** 39480 **Prod Date** 09/24/1997 **Warr Date** 11/03/1997 **Model** E320W 1998

**General Issues:**

Code	Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV		05/02/2002 11:45:00	James Blasie	4620

**Summary Notes**

06/02/2002 11:43:14 James Blasie 4620

Customer sent letter to Customer Relations, MBUSA alleging:  
 1. vehicle needed two recent repairs (1/30/02 & 4/8/02) at MB of Naples - crank/ pulley assembly broke, vibration absorber displaced, oil pan damaged (cost \$1482); then air mass sensor replaced @ \$523.  
 2. questions vehicle quality  
 Requesting consideration as vehicle is out of warranty.

Writer called SPOM L. Stains - he is on vacation, VM msg was to contact service mgr. at dealership for assistance  
 Writer spoke to Ray Koontz at MB of Naples who will discuss matter with SPOM when he returns on 5/6 - I requested that I be contacted with result.

Writer called customer [REDACTED] - she is back in OH but travels annually to condo in Naples - explained th: we are awaiting return of field rep and service mgr. will be discussing issue with him. She will be contacted sometime next week.

05/06/2002 15:23:19 James Blasie 4620

Writer called R. Knootz who has been in touch with SPOM - no decision yet on customer's request - SPOMs are a training all week.  
 Writer called customer and explained delay and that I would contact her next week.

05/17/2002 10:12:12 James Blasie 4620

Writer sent e-mail to R. Koontz about update on customer's issue - also left msg/secretary at Lakeland dealer for SPOM to call me.

## Summary Notes

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05/17/2002 10:16:20 James Blaisie 4620

Copy of e-mail from service mgr. -

This situation has been properly addressed and the client has been advised.

Ray Koontz  
Service Manager

Mercedes-Benz of Naples  
501 Airport-Pulling Road, South  
Naples, Florida 34104

CONFIDENTIAL

**Summary Note Information**

**CONFIDENTIAL**

**Mercedes Benz of U.S.A**

**Note ID** 516674 **Cus Ident** 640431 **Legal** **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

**City** Miami **State** FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence

**Assign Dir** 14302 **BILL USSERY MOTORS INC.** CORAL GABLES FL

**Sell Dir** 15317 **AUTOHAUS POMPANO** POMPANO BEACH FL

**Last Sell Dir** 15317 **AUTOHAUS POMPANO** POMPANO BEACH FL

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF85G4Y [REDACTED]

**Mileage** 48968 **Prod Date** 07/16/1999 **Warr Date** 10/20/1999 **Model** E320W 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	05/08/2002 14:40:11	Frank Parente	4875

**Summary Notes**

05/08/2002 14:40:14 Frank Parente 4875

Customer called claiming that he was denied warranty service on his vehicle by dealership. He claimed that it had to do with the flood and a mileage discrepancy.

I called dealership and spoke with Israel. He stated that it was his understanding that dealership felt that odometer was tampered with. I am waiting for another call from dealership.

05/08/2002 13:07:16 Frank Parente 4875

Did not get call back from dealership-will create referral.



## Summary Notes

05/08/2002 10:03:12 Frank Parente 4675

SPOM response  
Frank,

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I question if a case is needed concerning the above.

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 slugged 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 8-status that I'm aware of, but this should be considered.

Please let me know if you have any questions.

Regards,

Andrew Kambich  
Service and Parts Operations Manager  
Jacksonville Region

--- Forwarded by Andrew Kambich/RGN/MAIL/MBUSA on 05/08/2002 10:26 AM ---

□ Uwe Miegel <miegel@billussery.com>

□ 05/08/2002 04:08 PM

□ □

□ □ To: "Andrew Kambich" <kambiche@mbusa.com>

□ □ cc: gutierrez@billussery.com

□ □ Subject: Re: Summary NTMT note - Dora Gonzalez

05/16/2002 12:20:47 Frank Parente 4675

I called Mr. Gonzalez today and explained SPOM response to him. Customer is not happy and says that he will go back to Autohaus Pompano and discuss mileage issue with them as suggested by SPOM.

**Summary Note Information**

**CONFIDENTIAL**

**Mercedes Benz of U.S.A**

**Note ID** 519755 **Cus Ident** 13083994 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Chapel Hill** **NC** [REDACTED]

**Phone** [REDACTED] **Phone Location** **Residence**

**Assign Dir**

**Sell Dir** 59218 **LEITH, INC.** **RALEIGH** **NC**

**Last Sell Dir** 59218 **LEITH, INC.** **RALEIGH** **NC**

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F6WA [REDACTED]  
**Mileage** 63876 **Prod Date** 10/21/1997 **Warr Date** 11/29/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTV	05/16/2002 15:06:28	Miriam Clark	4699

**Summary Notes**

05/16/2002 15:06:48 Miriam Clark 4699

Writer received corr# 202197, on 6/8/02, dated 5/1/02. Customer requests goodwill for repair the balancer .Dealer goodwill the parts and customer seeks the labor to be goodwilled in the amount of \$770.00. Called SPOM for assistance.

05/17/2002 10:17:52 Miriam Clark 4699

Rice Byerly left voice mail message that he is handling the customer's request.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 528698 **Cus Ident** 4703823 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Calabasas

CA [REDACTED]

**Phone****Phone Location****Assign Dir** 05123 CALABASAS MOTORCARS, INC CALABASAS CA**Sell Dir** 05762 MERCEDES-BENZ OF ESCOND: ESCONDIDO CA**Last Sell Dir** 05762 MERCEDES-BENZ OF ESCOND: ESCONDIDO CA**Note to Market Ind:** **Amount****Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F3WA [REDACTED]  
**Mileage** 35167 **Prod Date** 09/01/1997 **Warr Date** 10/14/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old #	Summary Note from Old System-NOT ACTIV	08/13/2002 16:03:05	Cynthia Feuss	6289

**Summary Notes**

08/13/2002 16:03:01 Cynthia Feuss 6289

Owner claims dealer has diagnosed need for harmonic balancer and that MB has agreed to pay for parts only, but owner feels MB should pay for labor as well. Owner alleges dealer told him "this should never have happened as they showed me how thin the metal was and how easy it was for the balancer to go through it. I am appreciative of the offer, but I really feel that MB has further obligation here."

I advise owner that the offer the dealer has made is fully supported by MBUSA, etc. Owner is disappointed, asks I speak with "the area rep directly." I advise that if he feels further review is necessary, he should revisit with dealer SM.

**Summary Note Information**

Mercedes Benz of U.S.A

**CONFIDENTIAL**

Note ID 529422 Cus Ident 8404871 Legal

Note Type INTERNET MES

Customer

Address

Fort Worth

TX

Phone

Phone Location Business

Assign Dir 75118

PARK PLACE MOTORCARS MIC BEDFORD TX

Sell Dir 75534

EWING AUTOHAUS

PLANO TX

Last Sell Dir 75534

EWING AUTOHAUS

PLANO TX

Note to Market Ind:

Amount

**Vehicle Information**

DBAG Vin 2100651A

World Vin: WDBJF65F9WA

Mileage

45365 Prod Date 04/20/1998 Warr Date 05/30/1998 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/17/2002 18:08:06	Lois Grillo	4627

**Summary Notes**

**CONFIDENTIAL**

08/17/2002 18:08:08 Lois Grillo 4827

Corres #203737 - Customer, [REDACTED] sent e-mailed dated 8/11/02 (see below). Write referred customer to S/M to review possible goodwill assistance. Customer stated that he would do so.

\*\*\*\*\*  
Title: [REDACTED]  
First Name: [REDACTED]  
Last Name: [REDACTED]  
Street: [REDACTED]  
Address 2:  
City: Irving  
State: TX  
Zip: [REDACTED]  
E-mail: [REDACTED]

Comments: Local dealer, Park Place Motors, Bedford, TX 76021, replaced Harmonic Balancer at 52191 miles on May 30, 2002. I took the car to the same dealer at mileage approx. 49,000 in spring 2002 for a complete warranty check-up but did not say that the Harmonic Balancer was on its way out. I was charged \$372.74 for this. I checked with an auto mechanic who said that Harmonic Balancer should not go out at this mileage. I clearly see this as a manufacturing defect and ask that Mercedes Benz replace it w/o charge and direct the dealer to refund \$372.74 o credit my credit card. Thank you. ☐☐☐☐

Survey Information:  
Day Phone Number: (817) 551-8121 ext:  
Evening Phone Number: (972) 910-8752 ext:  
Preferred number: Work  
Preferred time to call: Afternoon  
Fax: (817)568-8907  
VIN Number: WDBJF85F9WA [REDACTED]  
Vehicle Year: 1998  
Model You Own : E-Class

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

<b>Note ID</b>	532190	<b>Cus Ident</b>	10080311	<b>Legal</b>		<b>Note Type</b>	Summary Note
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**Customer****Address**

Madison

MS

**Phone** (601)372-7500**Phone Location** Residence**Assign Dir** 44101

HIGGINBOTHAM AUTOMOBILES JACKSON

MS

**Sell Dir** 44308

BLACKWELL IMPORT MOTORS JACKSON

MS

**Last Sell Dir** 44308

BLACKWELL IMPORT MOTORS JACKSON

MS

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100851A**World Vin:** WDBJF65H4XA**Mileage**

70000

**Prod Date** 03/03/1998 **Warr Date** 04/08/1998 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	08/27/2002 14:16:35	Linda Tognetti	6288

**Summary Notes**

08/27/2002	14:18:47	Linda Tognetti	6288
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Jeffery Bracey called CAC alleging he had vehicle serviced approximately 500 miles ago. While his wife was driving vehicle yesterday, the harmonic balancer flew off. Customer feels this should not happen since vehicle is religiously serviced at authorized MB dealers.

Writer referred customer back to the SM.

08/27/2002	15:03:34	Linda Tognetti	6288
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SPOM has referred SN to dealership SM.....per e-mail.

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

**Note ID** 533301    **Cus Ident** 4876865    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Anniston** AL [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Business  
**Assign Dir** 01303    JACK INGRAM MOTORS, INC.    MONTGOMERY AL  
**Sell Dir** 01303    JACK INGRAM MOTORS, INC.    MONTGOMERY AL  
**Last Sell Dir** 01303    JACK INGRAM MOTORS, INC.    MONTGOMERY AL  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED]    **World Vin:** WDBJF85F3WA [REDACTED]  
**Mileage** 18986    **Prod Date** 03/09/1998    **Warr Date** 04/17/1998    **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old I	Summary Note from Old System-NOT ACTIV	07/02/2002 13:08:44	Joseph Burka	8249

**Summary Notes**

07/02/2002    13:08:47    Joseph Burka    8249

Owner called this writer directly this AM, to discuss a problem with 1998 E320.

Owner alleges vehicle towed to independent shop for a crankshaft pulley failure. Owner has been advised by shop and alleged various "dealers", that this is a known problem with this vehicle. Owner sought some "help" from MBUSA. Writer explained that failure in question was not an MBUSA service or recall campaign. Additionally, writer said that should vehicle be inspected by authorized MB dealer, owner could request goodwill review. However, writer mentioned that time and mileage are two crucial factors, and considering the mileage on the vehicle (100,000 miles) assistance would not be likely. Owner however, also owns a 1999 SLK.

Owner called writer back at this time. Owner began reading off of an NHTSA website stating that this is a "known problem", and that MBUSA should be initiating a campaign. Furthermore, owner cited specifically that Jack Ingram Imports and Aristocrat Motors (KC Market) claimed this is a "common problem" with that engine. Writer explained that despite what these sources have informed him, MBUSA does not have a formal program for financial assistance on this type of repair. Writer reiterated that this would be reviewed (should this be taken to an authorized dealer for inspection) as a goodwill request. Writer emphasized that vehicle was well beyond terms of warranty, and this is not a manufacturing responsibility. Owner was not happy with this response, and may take u directly with dealer.

If owner is not satisfied, it is this writer's opinion that owner pursue other channels of company.

NTMT, J. Atkinson.

## Summary Notes

07/02/2002 15:03:39 Joseph Burke 6248

CONFIDENTIAL

Further e-mail from owner:

- Forwarded by Diane Lima/HO/MAIL/MBUSA on 07/02/02 02:54 PM ---

□ Ellen Ble

□ 07/02/02 02:34 PM

□ □

□ □ To: Sue Serebin/HO/MAIL/MBUSA@MBUSA

□ □ cc: Jacqueline Wing/HO/MAIL/MBUSA@MBUSA, Drew Dunleavy/HO/MAIL/MBUSA@MBUSA, Eileen

Finnegan/HO/MAIL/MBUSA@MBUSA, Diane Lima/HO/MAIL/MBUSA@MBUSA

□ □ Subject: NHTSB

please log to a REP for handling/response ... thanks,

Ellen P. Ble

Mercedes-Benz USA, LLC

Supervisor, Customer Relations

Customer Assistance Center

Phone: 201 476 6222

Fax: 201 476 6213

--- Forwarded by Ellen Ble/HO/MAIL/MBUSA on 07/02/02 02:34 PM ---

□ "David Lee Smith" <dsmith7@bellsouth.net>

□ 07/02/02 02:28 PM

□ Please respond to dsmith7

□ □

□ □ To: Peter Strong" STRONGP@usa.mercedes-benz.com , Drew Dunleavy"

DUNLEAVY@usa.mercedes-benz.com, Jacqueline Wing" WING@mbusa.com, CAC CAC Internet Account"

cac@usa.mercedes-benz.com

□ □ cc:

□ □ Subject: NHTSB

Dear MB USA:

Attached are PDF files concerning the pulley of my car that failed. I am trying to get MB to cover it as post-warranty. WDBJF85F3WA [REDACTED] is the VIN. Miles 100122.

Phone at work [REDACTED]

Thank you.

The following section of this message contains a file attachment prepared for transmission using the Internet MIME message format. If you are using Pegasus Mail, or any another MIME-compliant system, you should be able to save it or view it from within your mailer. If you cannot, please ask your system administrator for assistance.

--- File Information ---

File: mb e320 problem 2.pdf

Date: 2 Jul 2002, 11:40

Size: 15924 bytes.

Type: Unknown

The following section of this message contains a file attachment prepared for transmission using the Internet MIME message format. If you are using Pegasus Mail, or any another MIME-compliant system, you should be able to save it or view it from within your mailer. If you cannot, please ask your system administrator for assistance.

--- File Information ---

File: mb e320 problem 3.pdf

Date: 2 Jul 2002, 12:04

Size: 37098 bytes.

Type: Unknown

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~~Summary Note~~  
If you are using Pegasus Mail, or another MIME-compliant system, you should be able to save it or view it from within your mailer. If you cannot, please ask your system administrator for assistance.

CONFIDENTIAL

— File Information —

File: mb e320 problem 4.pdf  
Date: 2 Jul 2002, 12:04  
Size: 30404 bytes.  
Type: Unknown

The following section of this message contains a file attachment prepared for transmission using the Internet MIME message format. If you are using Pegasus Mail, or any other MIME-compliant system, you should be able to save it or view it from within your mailer. If you cannot, please ask your system administrator for assistance.

— File information —

File: mb e320 problem.pdf  
Date: 2 Jul 2002, 11:38  
Size: 11702 bytes.  
Type: Unknown

07/17/2002 16:37:15 Joseph Burka 8249

Dear MB USA:

WDBJF65F3WA [REDACTED] is the VIN of my wife's E320 with the pulley problem. Jack Ingram Motors repaired it to my satisfaction. The car is running fine now. Thank you!

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

**Note ID** 545311    **Cus Ident** 766845    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Plano** TX [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Business  
**Assign Dir** 75534    EWING AUTOHAUS    PLANO    TX  
**Sell Dir** 22105    MERCEDES-BENZ OF NAPERVI    NAPERVILLE    IL  
**Last Sell Dir** 22105    MERCEDES-BENZ OF NAPERVI    NAPERVILLE    IL  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2100651 [REDACTED]    **World Vin:** WDBJF65HXXA [REDACTED]  
**Mileage** 57000    **Prod Date** 09/26/1996    **Warr Date** 10/31/1996    **Model** E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	08/21/2002 12:38:18	Thomas Nardi	8297

**Summary Notes**

08/21/2002    12:38:28    Thomas Nardi    8297

Customer called seeking goodwill on a "new style crank pulley." Customer alleges that 75534 has told him that th crank pulley was problematic on all 99 E-Classes. Customer states that his aftermarket warranty company has advised him that they would not cover the part.

Writer explained that there are many reasons why a manufacturer might redesign a component, to make it lighter, more efficient, cost effective etc. Writer explained that it is not an indication that the original component was defective.

Writer explained that we would not provide any assistance. Customer stated "The dealer told me they see this all the time. Why should I pay for the repairs?" Writer explained that once the vehicle is out of warranty he would be responsible for the cost of all repairs.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

Note ID 546931 Cus Ident 10847767 Legal -Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Corpus Christi TX [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 75513 MERCEDES-BENZ OF AUSTIN AUSTIN TX

Sell Dir 75540 ED HICKS IMPORTS CORPUS CHRIS TX

Last Sell Dir 75540 ED HICKS IMPORTS CORPUS CHRIS TX

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65FXWA [REDACTED]  
 Mileage 70000 Prod Date 10/27/1997 Warr Date 01/23/1998 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	08/27/2002 21:05:50	Honora Duffy	6307

**Summary Notes**

08/27/2002 21:05:46 Honora Duffy 6307

Marlene Menessian called - car has 70,000 miles & she was allegedly told by someone @dealer in Austin that "ME knew there was problem with crank pulley , something about a bulletin? If MB knows there's a problem why am I paying for repairs?"

I confirmed no recalls/service campaigns on this car & I can't comment on alleged comments made by someone @dealer - since car is out of warranty, any post-warranty goodwill consideration must be reviewed with dealer's Service Manager who would make declalon on behalf of company.

**Summary Note Information****CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID 550813 Cus Ident 398653 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Cherry Hill NJ** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ****Sell Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILL NJ****Last Sell Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILL NJ****Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin 2100651** [REDACTED] **World Vin: WDBJF65H8X** [REDACTED]  
**Mileage 31435 Prod Date 11/02/1998 Warr Date 11/30/1998 Model E320W 1999**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old I	Summary Note from Old System-NOT ACTIV	09/13/2002 11:37:12	James Blasie	4620

**Summary Notes**

09/13/2002 11:37:07 James Blasie 4620

Customer's wife called in and alleged:

1. vehicle has 51,500 miles - independent mechanic has diagnosed that crankshaft pulley has seperated from pulley
2. she is requesting financial assistance from MB

Writer advised her that vehicle would have to be examined and diagnosed by MB dealer; she could speak w/Svc Mgr. re: her request for assistance as he/she is fully authorized by MB to review such requests and make a determination on her request.

She noted they would be bringing vehicle (not derivable) to 51209.

**Summary Note Information****CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID 552711 Cus Ident 4882971 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Hilton Head Island SC** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC****Sell Dir 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC****Last Sell Dir 72319 MODERN CLASSIC MOTORS, IN HILTON HEAD IS SC****Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin 2100651** [REDACTED] **World Vin: WDBJF65F5WA** [REDACTED]  
**Mileage 29938 Prod Date 09/11/1997 Warr Date 10/17/1997 Model E320W 1998**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	09/18/2002 16:07:15	Joseph Burka	6249

**Summary Notes**

09/19/2002 16:07:11 Joseph Burka 6249

Owner sent letter (accompanied with pictures) requesting full financial reimbursement for post-warranty repairs to belt tensioner on 1998 E320. Vehicle is out on time, but has only 30K. Owner was initially provided goodwill on parts only. Owner's vehicle had also sustained damage to oil pan as a result of failure. Owner initially paid \$929.55.

After review with both SPOM Reber and dealer SvM Z. Holak, it was agreed that dealer would reimburse owner directly. SvM Holak called owner to advise.

Letter will be sent to file (CORRES ID207541).

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

**Note ID** 558240 **Cus Ident** 9233844 **Legal** **Note Type** Flexible Service  
**Customer** [REDACTED]  
**Address** [REDACTED]

Springfield

VA [REDACTED]

**Phone** [REDACTED]**Phone Location** **Residence****Assign Dir****Sell Dir** 14310

MERCEDES-BENZ OF MIAMI

MIAMI

FL

**Last Sell Dir** 80215

HBL, LLC

VIENNA

VA

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65H9XA [REDACTED]**Mileage** 66000 **Prod Date** 06/29/1996 **Warr Date** 09/09/1996 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Class Action Lawsuit / Le	Flexible Service System Class Act Inquir	10/08/2002 08:42:38	Honora Duffy	6307

**Summary Notes**

Date	Time	By	Phone
10/08/2002	08:42:43	Honora Duffy	6307

[REDACTED] called & while I was trying to transfer her to Bernard - phone went blank & I lost her & Bernard @same time.

[REDACTED] was very unhappy ... trying to accuse her local dealer (wouldn't give me her name) of not performing service back in June because now at around 6,000 miles later her oil light came on & she had to add a quart of oil. She also alleged that "the tip of the dipstick is dirty & at minimum, which tells me they never did the service!"

I confirmed that dealer is privately owned & if they told her they did perform service, we have no way to prove otherwise. She brought up FSS Class Action - and asked about this - I confirmed this is pending & if she feels she's having concerns with her engine, then she needs to make appointment @MB dealer to have them check it out.

Customer was defensive & a challenge to deal with during conversation, questioning my knowledge of our products; I confirmed I've been here 26 years & am fully versed.

At one point, she wanted to know function of crankshaft pulley & how it will affect engine - I asked her to please hold & then when I got on phone with Bernard to speak to him - the phone blanked out.

I told Bernard & other reps that I lost customer & she may be calling back - she was not happy.

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

**Note ID** 560781    **Cus Ident** 9331998    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Hopkinsville

KY [REDACTED]

**Phone** (270)887-8356**Phone Location** Residence**Assign Dir** 74323    MERCEDES-BENZ OF NASHVILLE FRANKLIN    TN**Sell Dir** 22444    FOLEY - SWEITZER MOTOR SA MARION    IL**Last Sell Dir** 22444    FOLEY - SWEITZER MOTOR SA MARION    IL**Note to Market Ind:**    **Amount****Vehicle Information**

**DBAG Vin** 2100851A [REDACTED]    **World Vin:** WDBJF65F4WA [REDACTED]  
**Mileage** 49987    **Prod Date** 09/17/1997    **Warr Date** 10/24/1997    **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	10/17/2002 12:04:13	James Blasia	4620

**Summary Notes**

10/15/2002    13:05:22    James Blasia    4620

Customer called in and n alleged that vehicle needs new harmonic balancer; "It came apart and did damage to oil pan, and engine parts"; she believes it was "defective"; she spoke to tech Joe Neely who told her it was defective and MB will not cover it; she has filed repair with DOT as she feels part is defective and was to find out how many have "failed."

Writer advised her to speak with Svc Mgr. who would address issue and contact MB rep as needed to inspect par (She did not have vin# writer contacted dealership for number) -writer left VM for Svc Mgr. Mark Merryman to call me back.

10/15/2002    13:41:29    James Blasia    4620

M. Merryman called back and stated that he has already spoken to customer and she requested name of producer of part and who she should contact in DOT about part issue/defective; he advised her to contact MB; he will review consideration for possible assistance.

10/16/2002    13:16:24    James Blasia    4620

Customer called back left VM - writer called number 931-431-7711 and no one by customer's name is there; left VM for her at the 8365 number.

10/17/2002    12:04:11    James Blasia    4620

Writer spoke to customer who alleged that dealer had sent her a list of parts that needed to be replaced/repared in vehicle; she is questioning the validity of the need to do so, she referred to do they "need to pay for their new" building; she was offered partial coverage of repairs (\$2000 out of \$4000); she has also contacted DOT to file a report on the balnacer (as a defective part);

Writer advised her to contact svc mgr. to discuss list of repairs/parts and work to be done.

Writer spoke to svc mgr. M. Merryman and relayed information from customer and her allegations; he confirmed offer made to her; vehicle is there now, she has a loaner; he will be contacting her re:offer/issues.

**Summary Notes**

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**CONFIDENTIAL**

10/18/2002 14:47:17 James Blais 4620

Customer left VM requesting CB -writer left VM for her @ 931-431-7711 to call back.  
(she also sent 2 internet msg re: issue over harmonic balancer.)



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

**Note ID** 561119 **Cus Ident** 1870438 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Palm Harbor

FL [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dir** 14318

LOKEY MOTOR COMPANY

CLEARWATER FL

**Sell Dir** 15317

AUTOHAUS POMPANO

POMPANO BEA FL

**Last Sell Dir** 15317

AUTOHAUS POMPANO

POMPANO BEA FL

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100851A [REDACTED]**World Vin:** WDBJF65F8WA [REDACTED]**Mileage** 60000 **Prod Date** 10/06/1997 **Warr Date** 10/31/1997 **Model** E320W 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	10/16/2002 10:37:57	Thomas Trivento	

**Summary Notes**

10/16/2002 10:37:55 Thomas Trivento

Customer called to document that vehicle currently at dealer in need of harmonic balancer replacement and although dealer allegedly advising there has been problem with this item, they are only offering parts only in repair necessary to vehicle.

Customer states will send letter to MBUSA regarding this matter.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 561873 Cus Ident 2744082 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Longboat Key FL [REDACTED]

Phone Phone Location

Assign Dir 15309	GLAUSER, INC.	SARASOTA	FL
Sell Dir 15309	GLAUSER, INC.	SARASOTA	FL
Last Sell Dir 15309	GLAUSER, INC.	SARASOTA	FL

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65F0WA [REDACTED]  
 Mileage 93514 Prod Date 01/28/1998 Warr Date 02/28/1998 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old E	Summary Note from Old System-NOT ACTIV	10/18/2002 10:44:58	John Hoey	4805

**Summary Notes**

10/18/2002 10:49:06 John Hoey 4805

Customer called the CAC. He claims the vehicle was at 15308 because, "The crank pulley fell apart. It daintegrated." Customer stated the pulley, right rear subframe, springs, oil pan, belt tensioner, and oil level sensor were replaced for \$1800. Customer expressed dissatisfaction that such repairs were needed on a '98 ME

Customer claims the vehicle only had 21,877 miles going in, and 21,881 out. Writer left a vm message for SM, Cecil at 15309 to see how many miles were stated on the RO. Warranty history shows vehicle had over 93,000 miles at last warranty repair.

Writer informed customer that if the vehicle is out of warranty he can speak to the SM at 15309 to discuss the possibility of post warranty consideration.

10/18/2002 11:13:47 John Hoey 4805

Writer received voice mail message from SM, Cecil, at 15309. He stated that the mileage on the car is actually 21,881, not 93,514. He claims the mileage logged at the last roadside call, 02/16, should have been 13,500.

Writer sent email to Mark Lehmpful to change the mileage in fastracc to 21,881.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 562537 Cus Ident 9331998 Legal  
 Customer [REDACTED]  
 Address [REDACTED]

Note Type INTERNET MES

Hopkinsville KY [REDACTED]  
 Phone [REDACTED] Phone Location Residence  
 Assign Dir [REDACTED]

Sell Dir 22444 FOLEY - SWEITZER MOTOR SA MARION IL  
 Last Sell Dir 22444 FOLEY - SWEITZER MOTOR SA MARION IL

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65F4WA [REDACTED]  
 Mileage 49987 Prod Date 08/17/1997 Warr Date 10/24/1997 Model E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	internet inquiry	10/21/2002 18:13:41	James Blaise	4620

## Summary Notes

10/21/2002 18:13:48 James Blaise 4620

CONFIDENTIAL

see sum note 560761

Writer left VM msg for her on 10/18 @ 831-431-7711 ext 2089.

Copy of her two msg:

E-mail: [REDACTED]

Comments: I called yesterday and spoke with James regarding the harmonic balancer on my car (1998 E-320 I bought new). Since that time I have discovered some quite disturbing information concerning the parts list that my service provider said I would have to have in order to repair my car-over \$2000 worth of parts and \$1800+ in labor. The deception that has been uncovered is disheartening. I have always viewed Mercedes as at least a notch above other car dealers. Over view: Friday evening the harmonic balancer on my car flew apart. I had a mechanic look at it Saturday morning. He said it did not look like much damage was done but the harmonic balancer would have to be replaced. He also had a concern about the water pump-seemed a bit loose. Although he said he could take care of the repairs he and I decided it would be best to take the car to the dealer. So I had the car hauled to Mercedes of Nashville (\$170.) I made a list of concerns that the mechanic had mentioned placed this list in the car, spoke with the manager, and left a few messages on Joe Neely's voice mail. Joe called me Monday morning with horrible news. He said that the harmonic balancer had done some major damage to the oil pan and some type of case on the motor. Bottom line it was going to cost over \$4000.00 to repair. I asked him if this was something that happened frequently . . . what caused it . . . was it a faulty part. He said it was not due to anything I had done but was caused from a "faulty" part. I then asked if there was a recall. He said no. I was also under the impression that they have had several of these incidents with the harmonic balancers. Bottom line: he said I would need to have everything replaced and that Mercedes . . . would not cover the costs. He did say he would speak to his service manager about it though. Results: were the same. I then spoke to some mail friends familiar with foreign cars . . . One took pictures of the car. I have them on my computer if you would like them e-mailed. Another friend asked me to get the parts list faxed. I called Joe N and asked for this. He faxed a list that did not have the parts named - only listed by part number. I then made another call and asked him to list the parts. I forwarded this list to my friend. He informed me that the majority of the parts were for maintenance and not for the repair. Not only had I been told by Joe that these repairs were necessary but so was my friend that took the pictures. I am devastated by what has occurred. 1st) A part (harmonic balancer) was faulty-should not have flown apart. Although, it was a blessing that no one was injured who is to say that injuries might not occur in the future or perhaps have due to this faulty part. 2) fee! not only was I treated unfairly regarding the replacement of the faulty part but to add so much more to the list and bill is unbelievable. In addition, some of my mechanical friends now really question what actual repairs are needed. I know the Nashville dealership is moving and I am sure there are considerable expenses involved but this does not justify taking advantage of customers! Note: after speaking with James yesterday and per his recommendation speaking with the service manager at Nashville. The service manager then said that Mercedes would take care of the parts excluding the maintenance parts like oil . . . b I would have to take care of the labor. He said he didn't have an exact figure but that would be around \$2000. My frustration has pushed me to the point that I am considering contacting The Better Business Bureau. I would appreciate your assistance in this matter. Thank you, Terri Whitaker ☐☐☐☐☐

Survey information:

Day Phone Number: (931) 431-7711 ext: 2088

2nd msg:

Comments: I made a contact yesterday regarding an incident where the harmonic balancer in my car flew apart causing damage to my oil pan and front motor case. Since that time I have done considerable research and discovered that this is something that MERCEDES has been AWARE of. I would like to forward information regarding a forum that documents cases where this has happened to other Mercedes owners. The site is [MBWorld.org/forums](http://MBWorld.org/forums) or [MBWorld.org/forums>mercedes-benzsedans>e-class\(w210\)>harmonicbalancer](http://MBWorld.org/forums>mercedes-benzsedans>e-class(w210)>harmonicbalancer) Please explain to me why Mercedes and/or the manufacture of the balancer has not addressed this issue before now? Thank you, Terri Whitaker ☐☐☐☐☐

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

**Note ID** 562817 **Cus Ident** 7580206 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Macon

GA [REDACTED]

**Phone** (478)477-4646**Phone Location** Residence**Assign Dir** 17319 JACKSON AUTOMOTIVE GROU MACON GA**Sell Dir** 17319 JACKSON AUTOMOTIVE GROU MACON GA**Last Sell Dir** 17319 JACKSON AUTOMOTIVE GROU MACON GA**Note to Market Ind:** Amount**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F6W [REDACTED]  
**Mileage** 27517 **Prod Date** 09/10/1997 **Warr Date** 10/17/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	10/22/2002 12:27:05	Surya Boonphadung	4861

**Summary Notes**

10/22/2002 12:27:08 Surya Boonphadung 4861

customer called stating that the harmonic balancer on his car has to be replaced again. He claims that it was replaced already last year (Fastrac records indicated it was replaced in 09/00) He wants MBUSA to cover this one, especially since his associate with an ML320 had the repair covered by same dir, post warranty.

Writer advised that post warranty consideration has to be requested through to SM of dir, as SM is in best position to discuss any possibility of coverage with customer.

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

**Note ID** 569210 **Cus Ident** 14667160 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Wayne** **PA** [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 67105 **MERCEDES-BENZ OF WEST CH** **WEST CHESTER PA**  
**Sell Dir** 56118 **MERCEDES-BENZ OF SOUTHAI** **SOUTHAMPTON NY**  
**Last Sell Dir** 56118 **MERCEDES-BENZ OF SOUTHAI** **SOUTHAMPTON NY**  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65F3WA [REDACTED]  
**Mileage** 42000 **Prod Date** 09/11/1997 **Warr Date** 11/01/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	11/13/2002 08:25:51	Honora Duffy	6307

**Summary Notes**

11/13/2002 08:25:55 Honora Duffy 6307

[REDACTED] called alleging he spoke to someone yesterday at this office (no notes?)

Customer needs work on Harmonic Balancer & said that dealer has offered post-warranty assistance, but he would like review for "more money extended from you". I confirmed whatever offers are made by dealer is a company response which we will uphold. He may go back to dealer to discuss more \$\$

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 572109    **Cus Ident** 4714937    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Richmond**    **VA** [REDACTED]  
**Phone** [REDACTED]    **Phone Location** Residence  
**Assign Dir** 34105    **POHANKA TM, INC.**    **SALISBURY**    **MD**  
**Sell Dir** 80201    **AMERICAN SERVICE CENTER**    **ARLINGTON**    **VA**  
**Last Sell Dir** 80201    **AMERICAN SERVICE CENTER**    **ARLINGTON**    **VA**  
**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED]    **World Vin:** WDBJF85F0WA [REDACTED]  
**Mileage** 54138    **Prod Date** 06/10/1997    **Warr Date** 08/20/1997    **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	11/21/2002 11:40:58	John Hoey	4805

**Summary Notes**

11/21/2002 11:41:43 John Hoey 4805

Customer [REDACTED] called the CAC.

He claims the crank pulley broke. He stated, "I called a few days ago, and the dealer and regional manager negotiated a 50/50 split on the repair. The bill is about \$2800, so I would pay about \$1400."

Customer claims 34105 has since found a hole in the oil pan, and allegedly told him they have to remove the engine to get the oil pan off. Customer wanted to know if the additional work would also be 50/50.

Writer informed the customer the SM is fully empowered to make any post warranty determinations. Writer suggested speaking to the SM to discuss the new development.

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

**Note ID** 575980 **Cus Ident** 4586546 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Chicago

IL [REDACTED]

**Phone** (312)804-5837**Phone Location** Residence**Assign Dir** 22420

AUTOHAUS ON EDENS, INC.

NORTHBROOK IL

**Sell Dir** 22420

AUTOHAUS ON EDENS, INC.

NORTHBROOK IL

**Last Sell Dir** 22420

AUTOHAUS ON EDENS, INC.

NORTHBROOK IL

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65F8WA [REDACTED]**Mileage** 60000 **Prod Date** 07/29/1997 **Warr Date** 09/10/1997 **Model** E320W 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	12/08/2002 11:48:02	John Hoey	4805

**Summary Notes**

12/08/2002 11:48:07 John Hoey 4805

Customer called the CAC.

She stated she is dissatisfied with the alleged frequency of replacement of various light bulbs. She claims 22420 told her it is from poor quality light bulbs. She claims an independent told her it sounded like a short.

She also claims after the 60,000 mile service the fan belt fell off. She claims 22420 originally informed her the repair would cost \$5000. She claims she then spoke to the head service guy there, and he told her he could do it for \$1200. Customer claims she spoke to an independent who allegedly told her it sounds like, "service advisor fraud."

Writer spoke to SM, Chuck, who will look into the customer's history, and call writer back.

12/09/2002 09:18:27 John Hoey 4805

Writer spoke to SM Chuck, and will contact customer later in the day. He stated the customer received a quote for the proper repair, and one for the repair the insurance company would cover.

He stated the customer came in with the belt off. He stated because the balancer separates the pulley starts to grind a hole in the front cover of the upper oil pan which can cause a leak. He stated the proper repair is to replace the front cover, the balancer belt, and the oil pan because some of the metal is worn away.

He stated the customer's after market warranty provide GE Capital would not cover the proper repair, and would only cover what would fix the car - just the balancer, and crankshaft pulley.

He stated the oil pan also needed to be resealed because heat broke down the seal. The aftermarket warranty didn't cover the resealing so the customer paid for it.



**Summary Notes**

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CONFIDENTIAL

12/10/2002

11:22:41

John Hoey

4805

Attempted to call customer [REDACTED] customer out of cell phone area. Left voice mail message to call the writer at ext [REDACTED] to discuss the above.

**Summary Note Information****CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID 582803 Cus Ident 7653838 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]

Arlington TX [REDACTED]

**Phone** [REDACTED] **Phone Location Residence****Assign Dir 75118** PARK PLACE MOTORCARS MIC BEDFORD TX**Sell Dir 75109** BECK IMPORTS OF TEXAS BEDFORD TX**Last Sell Dir 75109** BECK IMPORTS OF TEXAS BEDFORD TX**Note to Market Ind: Amount****Vehicle Information**

**DBAG Vin 2100651A** [REDACTED] **World Vin: WDBJF65HXXA** [REDACTED]  
**Mileage 53000 Prod Date 09/17/1998 Warr Date 11/21/1998 Model E320W 1999**

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/07/2003 16:38:11	Cleveland Best	8344

**Summary Notes**

01/07/2003 16:38:02 Cleveland Best 8344

Mr. Sabounchi called CAC. Customer claims he heard a strange noise, called dir and claims dir advised not to drive and get vehicle towed into them because maybe the Harmonic Balancer failed. Customer claims he did jus that.

Customer claims dir advised after inspection that the Harmonic Balancer indeed failed; however, the failure allegedly caused damage to the timing chain and the oil pan. Customer claims dir advised \$3000 worth of repairs needed, they would cover the parts (\$1000) and he would be responsible for the labor (\$2000).

Customer claims the vehicle just out of warranty, and would like the entire repair bill covered. Writer advised customer he would need to review his inquiry with the service manager of the dir—post warranty assistance is reviewed by SM on our behalf.

Writer called SM and left voice mail advising about this inquiry and that customer may call him.

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

<b>Note ID</b>	589537	<b>Cus Ident</b>	8189220	<b>Legal</b>		<b>Note Type</b>	Summary Note
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**Customer** [REDACTED]**Address** [REDACTED]

Grapevine TX [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence**Assign Dir** 75118 PARK PLACE MOTORCARS MIC BEDFORD TX**Sell Dir** 75109 BECK IMPORTS OF TEXAS BEDFORD TX**Last Sell Dir** 75109 BECK IMPORTS OF TEXAS BEDFORD TX**Note to Market Ind:** Amount**-Vehicle Information**

<b>DBAG Vin</b>	2100651A [REDACTED]	<b>World Vin:</b>	WDBJF65H9XA [REDACTED]
<b>Mileage</b>	56979	<b>Prod Date</b>	10/17/1998
<b>Warr Date</b>	12/15/1998	<b>Model</b>	E320W 1999

**Summary Notes**

01/28/2003 12:34:20 Craig Dearing 6200

Client had been afforded goodwill on a vibration dampener. The dealer and MBUSA paid for the parts and the client absorbed the labor. The client accepted the offer but then sent a letter requesting the remaining amount. The letter was reviewed with SD Mr. Charles Cox. Mr. Cox is aware his decision was supported and a copy of the letter was provided.

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

**Note ID** 600324 **Cus Ident** 14253087 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Oakton

VA [REDACTED]

**Phone****Phone Location****Assign Dir****Sell Dir** 51113

MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

**Last Sell Dir** 51113

MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65H9XA [REDACTED]**Mileage**64000 **Prod Date** 12/08/1996 **Warr Date** 03/18/1996 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	03/04/2003 16:24:12	Frank Parente	4875

**Summary Notes**

03/04/2003 16:24:05 Frank Parente 4875

**E-mail:** linda.desart@valueoptions

**Comments:** Recently had to replace Crank Shaft and oil pan. MB mechanic found crank shaft vibration absorber broken and oil pan damaged. He had never seen this sort of malfunction and wondered if it was a defect in this model. Upon calling MB, he was told that they had experienced this same damage in other cars and felt it was a defective part. The mechanic noted that the new part had been improved over the old one. You may verify this information by calling MB Motors (John) at 703-878-4664. The car is a 1999 E320 4-dr sedan, the mileage when this work was done was 64536. I am hopeful that you may consider refunding the money spent for this repair. The mechanic stated he had never seen this type of defect in a car before and I have never heard of this happening to any car. The invoice number is 105532, the work was done 10/8/02 and the amount was \$1698.67. Thank you for your consideration. □ □ □ □

**Survey Information:**

## Summary Notes

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CONFIDENTIAL

03/04/2003 16:32:18 Frank Parente 4675

Thank you for your Internet message. We regret to learn of the circumstances which prompted your correspondence and apologize for any inconvenience this issue may have caused.

The service manager at your local authorized Mercedes-Benz dealership is empowered to grant post warranty consideration on a case by case basis. Since this repair was performed at an independent shop, we are unable to offer any participation in the repair.

While we regret that this may not be the response you anticipated, we solicit your understanding of our company position.

Thank you for the opportunity to comment on this issue.

Frank Parente  
Customer Relations  
Phone: 800 387-8372 ext. 4675  
Fax: 201 476-6213  
Parentef@mbusa.com

03/04/2003 16:38:43 Frank Parente 4675

E-Mail returned due to bad address-unable to find better address within E mail.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 601547 **Cus Ident** 1802361 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]  
 Lakewood NJ [REDACTED]  
**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 14323 **MERCEDES-BENZ OF PALM BE** WEST PALM BE FL  
**Sell Dir** 67227 **MOTORWORLD** WILKES BARRE PA  
**Last Sell Dir** 67227 **MOTORWORLD** WILKES BARRE PA  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100851 [REDACTED] **World Vin:** WDBJF65F1WA [REDACTED]  
**Mileage** 42547 **Prod Date** 10/20/1997 **Warr Date** 11/20/1997 **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	05/07/2003 11:59:45	Maria Cruz	4604
	High Cost of Maintenance	04/22/2003 10:35:19	Maria Cruz	4604
	Overall Dissatisfaction with Service	04/22/2003 10:35:19	Maria Cruz	4604
Vehicle Quality	Overall Dissatisfaction with Quality	03/07/2003 15:13:51	James Blaise	4620
Warranty	Post Warranty Consideration Request	03/07/2003 15:13:48	James Blaise	4620

**Summary Notes**

03/07/2003 15:13:38 James Blaise 4620

Customer's son, Larry, alleged that vehicle is in FL and needed repairs - \$3000 - front pulley, upper engine oil pan front crank pulley, vehicle has 55,000 miles.

Writer apologize for any inconvenience and advised that customer, who has vehicle in FL, could speak to svc mgr with request for post warranty consideration (according to son, she has brought vehicle there for service before), that svc mgr. decision is final.

04/22/2003 10:34:49 Maria Cruz 4604

Customer contacted the CAC

Advised of the above. Customer was in FL, vehicle was towed in to dealer (on 2/3/03) for repairs. Customer advise that she was charged \$3000- Customer is back home in NJ and advised that she recently went into her regular servicing dealer, David Michael Motor Car Corp dir 52108, to have a window repaired. Customer alleges "two technicians at David Michael saw her \$3000 bill" and "they seems to think she was "taken".

I advised customer that her son contacted another CAC agent here in March. I advised that the agent suggested they speak with the service mgr at Palm Beach. Customer advised that her son recently sent a letter to the service mgr. at the MB of Palm Beach. I advised customer that the dealerships are independently owned and operated and that ultimately this would be something that she needed to work out with MB of Palm Beach. Customer will awr service mgr.'s response.

## Summary Notes

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CONFIDENTIAL

06/07/2003 11:59:28 Maria Cruz 4804

Customer left message on my voice mail. Writer returned call.

Customer advised that her n sent a letter, disputing charges, to SM at MB of Palm Beach. Customer advised that they have not hear back. Customer requested that a regional mgr. get involved. I advised customer she should follow up with a phone call to service mgr. Customer advised that she was not going to call him because no one responded to her letter.

I advised customer I would contacted SM on her behalf and request that he call her.

Writer left message for Gus Weasel. Advised of the above and requested he contact customer.

06/13/2003 17:09:32 Maria Cruz 4804

Customer left a message on my voice mail requesting call back.

Customer advised that someone from MB of Palm Beach called her last week and advised that " he would research and get back to her" (regarding the above).

Customer advised no one has contacted her again and wanted to know who called her. I advised customer that I left message for SM. Customer will follow up with dealer tomorrow.

# Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

**Note ID** 607760 **Cus Ident** 656838 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Wilmington NC [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence

**Assign Dir** 59229 **BOB KING AUTOHAUS** WILMINGTON NC  
**Sell Dir** 59229 **BOB KING AUTOHAUS** WILMINGTON NC  
**Last Sell Dir** 59229 **BOB KING AUTOHAUS** WILMINGTON NC

**Note to Market Ind:** Amount

**Vehicle Information**

**DBAG Vin** 2100651 [REDACTED] **World Vin:** WDBJF65H8X [REDACTED]  
**Mileage** 75609 **Prod Date** 10/21/1998 **Warr Date** 12/11/1998 **Model** E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	03/27/2003 15:04:26	Cynthia Feuss	6289

**Summary Notes**

03/27/2003 15:04:15 Cynthia Feuss 6289

Owner claims he had a "knock in engine" and took vehicle to 59229, who diagnosed harmonic balancer issue that damaged oil pan, front crank seal, belts and tensioner roll, seal rings, etc. Owner states MB picked up parts and he paid \$500 in labor. Owner states he is "concerned that this happened, it could have been dangerous on the highway, I do not feel this should happen with any car, let alone a Mercedes. It never happened with any other car heve owned. I feel that Mercedes should pay for the labor too."

I apologize to owner for his experience, advise that dealer SM is has full authority to review request for post warranty assistance and we support his decision. Owner is disappointed, states he has already discussed with dealer SM and indicates he may call SM again about this matter.



**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 811002    **Cus Ident** 6698708    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Aguadilla

PR [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 70301

GARAGE ISLA VERDE, INC.

CAROLINA

PR

**Last Sell Dir** 70301

GARAGE ISLA VERDE, INC.

CAROLINA

PR

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65H4XA [REDACTED]**Mileage**9650 **Prod Date** 07/11/1998 **Warr Date** 08/29/1998 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Linked New Car Warranty Inquiry	04/09/2003 15:58:50	William Maher	6250

**Summary Notes**

04/09/2003 15:58:30 William Maher 6250

Write received email : the car has abut 10800 miles ,and it broke the crankshaft pulley assembly, and my dealer li mayaguez puerto rico says that hte waranty doesent cover thid part in the waranty ,not even whit the extended waranty given by mercedez benz, and charge 1500 dollars for these repairs.

Writer spoke with customer and addressed issues.

**Summary Note Information**

00-111111

**Mercedes Benz of U.S.A**

**Note ID** 820124    **Cus Ident** 4714939    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Memphis**    **TN** 381164026

**Phone** [REDACTED]    **Phone Location** Residence

**Assign Dir** 74320    **MERCEDES-BENZ OF MEMPHIS**    **MEMPHIS**    **TN**

**Sell Dir** 74320    **MERCEDES-BENZ OF MEMPHIS**    **MEMPHIS**    **TN**

**Last Sell Dir** 74320    **MERCEDES-BENZ OF MEMPHIS**    **MEMPHIS**    **TN**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED]    **World Vin:** WDBJF65F0WA [REDACTED]  
**Mileage** 41000    **Prod Date** 06/13/1997    **Warr Date** 08/20/1997    **Model** E320W 1998

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/13/2003 10:57:07	Frank Parents	4675

**Summary Notes**

05/13/2003    10:56:54    Frank Parents    4675

Customer called to claim that his harmonic balancer has failed. Customer admitted that SM has offered post warranty consideration. Customer is of the opinion that he should pay nothing since he considers this a poor design. Writer told customer that his comments would be documented. Writer also advised customer that should he reject the offer of post warranty consideration, it may be withdrawn.

**Summary Note Information**

Mercedes Benz of U.S.A

01/01/04

Note ID 625948 Cus Ident 8794327 Legal - Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Arlington

TX [REDACTED]

Phone [REDACTED]

Phone Location

Assign Dir 75118 PARK PLACE MOTORCARS MIC BEDFORD TX

Sell Dir 75517 PATTERSON AUTO CENTER WICHITA FALLS TX

Last Sell Dir 75517 PATTERSON AUTO CENTER WICHITA FALLS TX

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65H0XA [REDACTED]  
 Mileage 20183 Prod Date 11/28/1998 Warr Date 02/27/1999 Model E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/02/2003 10:53:58	James Blasia	4620

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/02/2003 10:54:10	James Blasia	4620

**Summary Notes**

08/02/2003 10:53:49 James Blasia 4620

Customer alleged vehicle needs harmonic balancer, and CD player was repaired "while back" and now is not operating properly; he is requesting MB assistance with balancer repair.

Writer advised that he contact svc mgr. who is empowered to review such requests on behalf of MB and his decision is final; also advised he discuss issue with svc mgr re: CD repair.

**Summary Note Information**

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 630118 Cus Ident 13157231 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Lagrange GA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 17333 COLUMBUS MOTOR COMPANY COLUMBUS GA

Sell Dir 80215 HBL, LLC VIENNA VA

Last Sell Dir 17333 COLUMBUS MOTOR COMPANY COLUMBUS GA

Note to Market Ind: Amount

**Vehicle Information**

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65H2XA [REDACTED]  
 Mileage 58906 Prod Date 09/17/1998 Warr Date 10/23/1998 Model E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	08/16/2003 17:50:17	Nicole Shababb	4619
Warranty	StarMark Inquiry	08/16/2003 17:50:34	Nicole Shababb	4619

**Summary Notes**

08/16/2003 17:50:09 Nicole Shababb 4619

Customer contacted CAC alleging that she "paid for a harmonic balancer" but she believes it should be covered under StarMark Warranty.

Writer reviewed StarMark warranty booklet and found on page 16 that Harmonic Balancer is listed as a covered item.

Customer then stated that from looks of bill that dealership "put parts under warranty but charged (customer) for labor."

Writer advised customer to speak with Service Manager at dealer 17333 in order to have bill clearly explained.

**Summary Note Information**

CONFIDENTIAL

**Mercedes Benz of U.S.A**

**Note ID** 630898 **Cus Ident** 8801465 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Atlanta** **GA 303112645**

<b>Phone</b>	<b>Phone Location</b>	<b>Residence</b>
<b>Assign Dir 17315</b>	ATLANTA CLASSIC CARS, INC.	DULUTH GA
<b>Sell Dir 17315</b>	ATLANTA CLASSIC CARS, INC.	DULUTH GA
<b>Last Sell Dir 17315</b>	ATLANTA CLASSIC CARS, INC.	DULUTH GA

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65H5XA [REDACTED]  
**Mileage** 30755 **Prod Date** 11/30/1996 **Warr Date** 01/15/1996 **Model** E320W 1999

**General Issues:**

<b>Code Description</b>	<b>Sub Code Description</b>	<b>Updated Date &amp; Time</b>	<b>Updated BY</b>	<b>Phone</b>
Warranty	Post Warranty Consideration Request	08/18/2003 18:48:18	Kathleen Durning	4633

**Summary Notes**

08/18/2003 18:48:02 Kathleen Durning 4633

Ms. Robinson called the CAC seeking further assistance from MBUSA toward the repair on this E-Class for the engine pulley. Customer stated that this vehicle is being returned now since she is at the end of the lease and she was anticipating getting another MB since she is a happy owner and her family has been MB owners for years. Customer stated that the repairs will cost \$2400 and the SM is willing to assist by providing \$1000 off, customer would have to pay \$1400. Ms. Robinson stated she never anticipated that such a costly repair would occur so soon after the warranty expiration and if she was planning on keeping this vehicle she would be more willing to accept this offer but since the vehicle will be repaired and immediately returned to MBCC she believes that Atlanta Classic and MBUSA can do better toward goodwill and keep a happy customer happy.

Writer informed customer that what is being provided is goodwill and we give our SM full authority on these matters and we uphold their decisions.

Customer requested that we just state her case again with the dealership in hopes that they will reconsider and provide more assistance.

Writer informed customer that we would document her conversation and request and share with the dealership SM for review.

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

01-11-2004

**Note ID** 831876 **Cus Ident** 7724197 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Philadelphia

PA [REDACTED]

**Phone** [REDACTED]**Phone Location** Residence**Assign Dir** 51209

MERCEDES-BENZ OF CHERRY CHERRY HILL NJ

**Sell Dir** 67101

R &amp; S IMPORTS, LTD. FORT WASHING PA

**Last Sell Dir** 67101

R &amp; S IMPORTS, LTD. FORT WASHING PA

**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65H8XA [REDACTED]**Mileage** 62800 **Prod Date** 11/02/1998 **Warr Date** 11/28/1998 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/23/2003 11:30:20	Lois Grillo	4627

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/23/2003 11:30:07	Lois Grillo	4627

**Summary Notes**

08/23/2003 11:28:48 Lois Grillo 4627

Customer called the CAC requesting post warranty consideration for repairs to his 1999 E320. Customer claims that crank pulley broke and damaged the oil pan and he was been charged \$2,322 for repairs.

Writer stated that MBUSA has empowered the S/M a authorized MB dealer to review call requests for post warranty consideration and that MB will uphold his decision.

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

01/20/2004

**Note ID** 635324 **Cus Ident** 103898 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Melbourne Beach FL [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence**Assign Dir****Sell Dir** 14113 CONTINENTAL MOTORCARS, II MELBOURNE FL**Last Sell Dir** 14113 CONTINENTAL MOTORCARS, II MELBOURNE FL**Note to Market Ind:** Amount**Vehicle Information****DBAG Vin** 2100851A [REDACTED] **World Vin:** WDBJF65H2XA [REDACTED]**Mileage** 40189 **Prod Date** 04/23/1998 **Warr Date** 06/21/1998 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/02/2003 12:32:45	Miriam Clark	4699

**Summary Notes**

07/02/2003 12:32:22 Miriam Clark 4699

Customer wrote letter Com# 221264 dated 6/11/03, rec'd 6/17/03. to CAC requesting reimbursement for repair to the front crank pulley and belt tensioner in the amount of \$508.80.

Customer had repair done at independent shop ( Dynamotive Kar Klink in Melbourne, FL.)

Called customer and left message for callback.

07/18/2003 10:53:54 Miriam Clark 4699

Customer called back and we discussed the issue about the front crank pulley and belt tensioner...Customer feels that it is strange that so many of them have gone bad....

He wanted to share the information with us...

Customer was sarcastic and haughty in his approach.

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

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**Note ID** 638221    **Cus Ident** 8777515    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Long Grove**                      **IL** [REDACTED]  
**Phone** [REDACTED]                      **Phone Location** Business  
**Assign Dir** 22415                      **KNAUZ CONTINENTAL AUTOS,** LAKE BLUFF    **IL**  
**Sell Dir** 22402                      **MARK MOTORS, INC.**                      ARLINGTON HE **IL**  
**Last Sell Dir** 22427                      **MOTOR WERKS OF BARRINGT,** BARRINGTON    **IL**  
**Note to Market Ind:**                      **Amount**

**Vehicle Information**

**DBAG Vin** 2100851A [REDACTED]                      **World Vin:** WDBJF65HXXA [REDACTED]  
**Mileage** 38235    **Prod Date** 12/09/1999    **Warr Date** 02/15/1999    **Model** E320W    1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/07/2003 12:48:18	Robyn Letz	6209
Internet	Internet Inquiry	07/08/2003 12:28:57	Cleveland Best	6344

**Summary Notes**

07/07/2003    12:48:10    Robyn Letz    6209

Customer called asking for response to e-mail received today.  
Customer alleges that his engine has failed and that he asked for assistance and SM said no.  
Writer advised the customer that we support the SM's decision.



## Summary Notes

07/08/2003 12:25:50 Cleveland Best 6344

--- Forwarded by Susan Serabln/171/DCAG/DCX on 07/07/2003 11:10 AM ---

□ ryeung@necmitsubishi.com

□ 07/02/2003 10:35 PM

□□

□□ To: mailmaster@mbusa.com

□□ cc:

□□ Subject: Warranty Questions (CWAR)

Subject: Warranty Questions (CWAR) From: ryeung@necmitsubishi.com

To: mailmaster@mbusa.com

\*\*\* Client Assistance \*\*\*

The following person has filled out the Client Assistance Form on www.MBUSA.com.

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Long Grove

State: IL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: We purchased this Mercedes without even test driving it because Mercedes is the brand that we trust and can be relied on quality and service and it should be built to last. However, during the past 2 years, the quality of this car has been very disappointing. Rear window motor broke, headrest fell off, electronic display odometer need to be replaced, transmission has problem and replaced a lot of parts and one week in repair shop, steering wheel problem etc. All those happen within the 4 year warranty period. The transmission problem just occurred in Jan 2003. Yesterday, the car disabled on the road need towing to the nearest dealer ship Knauz in Lake Bluff, IL. Today, the mechanic called to inform us the engine has serious problem due to some parts inside broke causing oil spill all over and will cost us US\$5600 to repair because it's just went out of warranty in FEB. My wife and I now wonder what kind of car Mercedes Benz is making. Just 4 years and 4 months old has that kind of problem, almost every area of the car needed repair. Where is the reliability and quality that Mercedes is promoting. This car is used by my wife to go to work and run errand and only has 42000 miles on it. It's unbelievable that such a name brand luxury car selling at that price has this type of issues. Especially when we followed all the maintenance schedule by Mercedes. All the job were done in Mark's motor in Arlington Heights, IL. It was also a surprise to me that Mercedes only warranty their engine for 48 months versus a long period. I hereby request Mercedes to repair my car's engine on Mercedes's expenses. This will help to retain my preference on Mercedes as a responsible manufacture for their quality and service and still have pride in driving a Mercedes on the road. Appreciate your prompt reply since the Dealership Knauz, Lake Bluff is waiting for my answer. Thank you in advance for your understanding and consideration. Roy Yeung Mercedes Car Owner

Survey Information:

Day Phone Number: (830) 467-3112 ext:

Evening Phone Number: (847) 566-0309 ext:

Preferred number: Work

Preferred time to call: Morning

Fax: -

VIN Number: wdbj165hcc [REDACTED]

Vehicle Year: 1999

Model You Own: E-Class

Writer called customer regarding the above inquiry—left voice mail to call back writer should he have any additional questions (inquiry answered on 7/7—see above note)

07/09/2003 09:38:29 Cleveland Best 6344

Mr. Yeung called writer to see if MBUSA has change position—writer advised our position remains the same; assistance declined. Customer claims he will write a letter to our President.

## Summary Notes

07/16/2003 15:59:48 Cleveland Best 6344

Fax letter dated 7/14/03 addressed to Prof. Jurgen Hubbert and Dr. Klaus Mangold received 7/16/03. Customer claims "on July 1, 2003 the car broke down and towed to Knauz. The next thing we learn from Knauz was my car could not be driven and it would cost \$5700 to repair."

Customer claims "we filed for a complaint about the quality and request Mercedes to absorb the repair cost. I got call back advising the vehicle was out of warranty and we should pay on our own."

Customer claims "in addition, the service consultant told us that Mercedes has sent someone to look at our car July 11, 2003 and investigated the problem. No one from Mercedes called us to explain what they did. For what reason we got that kind of goodwill assistance: We do not need financial assistance for this repair. We felt that this kind of one way action by Mercedes USA without prior notice and discussion is an insult or humiliation. We found out from the dealership that the assistance was \$662. We are ready to write Mercedes a check of \$662."

Writer contacted the SM, Mike Miranda, and reviewed this inquiry. SM advised that this is the first time the dir has seen this vehicle and the vehicle is out of warranty. SM stated the harmonic balancer became loose, grounded a hole into the engine cover which alleged caused engine damages (which is a big repair job).

SM stated the SPOM (Cleo Gainea) personally reviewed this matter while at dir 7/14, and authorized the goodwill: MB would pay for the parts needed to repair the engine damages and harmonic balancer—customer would be responsible for the labor charges.

SM also noted customer was responsible for the towing charges. A Service maintenance they advised the dir to perform , window regulator replacement, and the replacement of the right rear tail light assembly (charges to customer: \$4152).

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

01/08/2004

**Note ID** 636441 **Cus Ident** 14698686 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

**Phone** [REDACTED] **Riverside PA** [REDACTED] **Phone Location** Business  
**Assign Dir**

**Sell Dir** 01303 JACK INGRAM MOTORS, INC. MONTGOMERY AL  
**Last Sell Dir** 01303 JACK INGRAM MOTORS, INC. MONTGOMERY AL  
**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 2100651A [REDACTED] **World Vin:** WDBJF65H0XA [REDACTED]  
**Mileage** 33850 **Prod Date** 10/02/1998 **Warr Date** 11/11/1998 **Model** E320W 1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	07/08/2003 08:26:41	Gregg Mault	6350

**Summary Notes**

07/08/2003 08:26:33 Gregg Mault 6350

**Primary Phone:** [REDACTED]  
**Current Mileage:** 33850  
**Dealer(s) involved:** N/A

**Situation:** Customer called stating the above vehicle was brought into dealer in Wilkes Barre PA since 6/31 for a broken belt tensioner. Customer states he has left messages at dealer but no one has called him back.

**Action Taken:** Writer will call service mgr on customer behalf for status.

**Customer Follow-up Y/N:**

**Follow-up by:** CAC, market team or dealer:

07/08/2003 10:07:45 Gregg Mault 6350

Writer spoke with Joe svc mgr who stated he is aware of this situation and will do his best to get vehicle repaired asap. Svc dept will keep customer abreast of status.

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

07/11/2003 16:48:37

<b>Note ID</b>	638122	<b>Cus Ident</b>	8075051	<b>Legal</b>		<b>Note Type</b>	Summary Note
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**Customer** [REDACTED]**Address** [REDACTED]

San Juan Capistrano CA [REDACTED]

<b>Phone</b>	[REDACTED]	<b>Phone Location</b>	Residence
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<b>Assign Dir</b> 05759	CALIBER MOTORS, INC.	ANAHEIM	CA
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<b>Sell Dir</b> 05759	CALIBER MOTORS, INC.	ANAHEIM	CA
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<b>Last Sell Dir</b> 05759	CALIBER MOTORS, INC.	ANAHEIM	CA
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<b>Note to Market Ind:</b>	<b>Amount</b>
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**Vehicle Information**

<b>DBAG Vin</b> 2100651A [REDACTED]	<b>World Vin:</b> WDBJF65H3XA [REDACTED]			
<b>Mileage</b> 32130	<b>Prod Date</b> 11/23/1998	<b>Warr Date</b> 02/15/1998	<b>Model</b> E320W	1999

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/11/2003 16:48:37	Frank Parente	4675

**Summary Notes**

07/11/2003	16:48:43	Frank Parente	4675
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Primary Phone: [REDACTED]  
 Current Mileage: 32130  
 Dealer(s) Involved: 05789

**Situation:**

Customer called claiming that he had a harmonic balancer fall on his vehicle which then had to be towed in to dealer. Customer states that dealer good willed the repair but he was billed for \$167 for towing. Customer requesting that MB reimburse him for this. Writer will e mail SPOM>

**Action Taken:****Customer Follow-up Y/N:**

Follow-up by: CAC, market team or dealer:

07/11/2003	16:54:29	Frank Parente	4675
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Carl - Would we be willing to reimburse him for towing ?

Frank Parente  
 Customer Relations

## Summary Notes

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08/06/2003

14:10:10

Honora Duffy

8307

Mr. Koffler called again saying that Frank never got back to him. I called Robert Rogers @dealer - he confirmed that while post-warranty was offered on repairs, towing declined.

I got back on phone - I confirmed with customer that as a gesture of good faith, dealer/MB has offered to cover repairs, but towing will not be reimbursed.

Customer VERY angry that he didn't get call back from Frank & also that his request has been declined. He kept insisting that MB covered repairs under warranty - I confirmed warranty is over & technically repairs cannot be "warranty" covered. I confirmed that offer is a gesture of good faith to him, and we truly regret that he's upset towing won't be covered - customer hung up on me