

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

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

Note ID 638663 Cus Ident 14884100 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Murrieta CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 05733 WALTER S AUTO SALES AND S RIVERSIDE CA

Sell Dir 05758 CALSTAR MOTORS, INC. GLENDALE CA

Last Sell Dir 05758 CALSTAR MOTORS, INC. GLENDALE CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2100651A [REDACTED] World Vin: WDBJF65H0XA [REDACTED]
 Mileage 60000 Prod Date 10/14/1998 Warr Date 12/28/1998 Model E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	07/14/2003 18:18:10	Ed Duffy	6296
	Overall Dissatisfaction with Service	07/14/2003 18:18:10	Ed Duffy	6296

Summary Notes

07/14/2003 18:15:57 Ed Duffy 6296

Primary Phone: [REDACTED]

Current Mileage:

Dealer(s) involved: N/A

Situation: Customer called requesting technical assistance stating there are ongoing concerns with this vehicle (did not have correct vin) that remain unresolved but brought to the attention of authorized MB dealers in CA and AZ.

The list is as follows ;

The 1 key he has is hop will not start the vehicle

The transmission shifting is rough

All dash warning lights keep coming on (have been addressed 4 times)

Windows and sunroof do not function properly

Customer stated he already had to have the harmonic balancer repaired.

Action Taken:

Customer Follow-up Y/N:

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

Summary Notes

07/15/2003 16:28:37 Honora Duffy 6307

Owner called back - same issues - he now claims that Riverside has "tried to fix car & botched things up"

He wants Riverside to pay for repairs they "botched" - I confirmed that's up to Augie to address any outstanding issues & allegations of this nature - dealer also has full authority to determine whether post-warranty assistance would be offered.

I guided customer to speak to Augie - telling him that whatever Augie decides is company position - he gave me vin#

07/15/2003 16:36:22 Honora Duffy 6307

He called again - he wants to "avoid dealer - went 15/20 times for same exact thing - it takes about an hour to get there - this is ridiculous"

Customer claims "I have a paper trail a mile long on problems that I feel happened while car was under warranty that Riverside didn't fix."

I confirmed that he needs to bring vehicle to dealer & "paperwork" he has - he would present this to Service Manager @dealer. Dealer has full authority to inspect vehicle to determine what currently needs to be repaired/why & costs - review the prior file & determine whether post-warranty would be offered.

I have call into Augie

07/15/2003 17:49:05 Honora Duffy 6307

Augie called me back - he said that he's told customer key is @his cost (customer has been provided post-warranty in past on several repairs by both this dealer & Arizona)

Customer has not been back for latest issues - I told Augie that no one is going to offer \$\$\$ over phone & if customer wishes to pursue - he's been told to make appointment.

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

Note ID 639677 **Cus Ident** 17996451 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Carrollton 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:** WDBJF65H0XA [REDACTED]
Mileage 38000 **Prod Date** 01/29/1999 **Warr Date** 03/09/1999 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/17/2003 13:00:59	Nicole Shababb	4619

Summary Notes

07/17/2003 13:00:52 Nicole Shababb 4619

Customer contacted CAC alleging that "harmonic balancer came loose causing the oil pan to be knocked out."

Customer alleging the estimate they received was for over \$3,000.

Writer advised customer that vehicle is out of warranty and that we would stand behind the dealerships diagnosis.

Customer demanding that MBUSA cover cost of repair. Writer again advised customer that vehicle is out of warranty and that he would have to review the repair diagnosis with dealership.

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

Note ID 641113 **Cus Ident** 18074930 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fairfax Station VA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 80201 **AMERICAN SERVICE CENTER** **ARLINGTON** **VA**
Sell Dir 80201 **AMERICAN SERVICE CENTER** **ARLINGTON** **VA**
Last Sell Dir 80215 **HBL, LLC** **VIENNA** **VA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100651A [REDACTED] **World Vin:** WDBJF65H7XA [REDACTED]
Mileage 58000 **Prod Date** 09/08/1996 **Warr Date** 10/09/1996 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/22/2003 15:21:43	Thomas Trivento	

Summary Notes

07/22/2003 15:21:34 Thomas Trivento

Primary Phone: [REDACTED]
Current Mileage: 58000
Dealer(s) Involved: 80201

Situation: Customer called to document that vehicle was purchased through auction and shortly thereafter, experienced crank pulley major repairs. Customer inquired who has authority to review.

Action Taken: Per above, customer advised once vehicle out of LNCW, dealer empowered to review post warrant concerns. Customer may speak with SM Gary Little at dealer.

Customer Follow-up Y/N:

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

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

Note ID 642284 **Cus Ident** 4620034 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Middleburg

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 15320

BRUMOS MOTOR CARS, INC.

JACKSONVILLE 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** 2100851A [REDACTED]**World Vin:** WDBJF65F3WA [REDACTED]**Mileage**

74000

Prod Date

02/10/1998

Warr Date

03/23/1998

Model E320W

1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Supplier or 3rd Party Issue	Independent Body Shop Complaint / Delays	07/25/2003 15:02:35	James Dowles	4628

Summary Notes

07/25/2003 15:02:12 James Dowles 4628

Primary Phone: [REDACTED]

Current Mileage: 74000

Dealer(s) Involved: 15320

Situation: Customer called CAC claiming harmonic dampener has come off.

Customer claims at dealer she was informed that if harmonic dampener has come off many internal parts could be affected.

Customer claimed she spoke with customer service of 15320. Customer claims customer service rep of dealer informed customer there are four other MB at dealer for the same issue.

Action Taken: Writer contacted 15320. Writer requested customer service representative (Joey Tabasko). Writer asked Joey if he remembered customer regarding alleged issue.

Joey informed writer he did remember customer. Joey informed writer vehicle is currently at independent (RPM) and independent mechanic's can not remove harmonic dampener. Joey informed writer vehicle will be towed into dealer shortly.

Joey claimed he did not inform customer many MB vehicles are at dealer to address similar issue.

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 643119 Cus Ident 6440112 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Old Bethpage

NY [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 51121

PRESTIGE MOTORS, INC.

PARAMUS

NJ

Sell Dir 56106

HELMS BROS., INC.

BAYSIDE

NY

Last Sell Dir 56106

HELMS BROS., INC.

BAYSIDE

NY

Note to Market Ind:

Amount

Vehicle Information

DBAG VIN 2100651A [REDACTED]

World Vin: WDBJF65HXX [REDACTED]

Mileage 40988 Prod Date 09/25/199E Warr Date 10/31/199E Model E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Goodwill ELW	07/29/2003 15:06:23	Frank Parente	4675

Summary Notes

07/29/2003 15:06:55 Frank Parente 4675

Primary Phone: [REDACTED]

Current Mileage: 40988

Dealer(s) Involved: N/A

Situation:

Customer arrived a writer's home and stated that vehicle did not sound right - seal found lying on bottom of engine compartment. Roadside tech called and confirmed that issue was harmonic balancer. Vehicle flat bedded to Prestige. Writer spoke with SM (Steve V.) who granted post warranty consideration. (Writer provided loaner vehicle to customer and delivered vehicle to him when completed.)

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 647215 **Cus Ident** 16881832 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Arlington

VA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 80201 AMERICAN SERVICE CENTER ARLINGTON VA**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 2100651A [REDACTED] **World Vin:** WDBJF65H0XA [REDACTED]
Mileage 33437 **Prod Date** 11/18/1998 **Warr Date** 01/26/1999 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	05/11/2003 17:24:22	Joseph Burka	8249

Summary Notes

08/11/2003 17:24:09 Joseph Burka 6249

Primary Phone: [REDACTED]**Current Mileage:** 33437**Dealer(s) Involved:** N/A

Situation: Owner called CAC to discuss recent RAP experience. Owner claims she called RAP at 1:00AM Sunday Morning when battery light illuminated. Owner claims spoke to "Chris", who advised her "turn off vehicle, restart, then drive it". Owner claims she did this, when after moments of driving, her crankshaft pulley broke and her car ran off into a ditch.

Owner claims vehicle was then towed to 80201. According to customer dealer has offered to pay portion of repair on a goodwill basis (car is out of warranty), but no consequential damages. Owner is quite upset as she feels the verbal recommendation of "Chris" was irresponsible and caused further damage.

Writer advised owner that vehicle is out of warranty, and if what she says is true then, we apparently have made a post-warranty offer. Owner understands but feels MBUSA should bear further responsibility. Writer advised owner that he would share with RAP superiors for further action.

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

Summary Notes

08/13/2003 10:19:28 Bernadette Cavanaugh 6378

██████████ called in reiterating the fact that because Roadside gave her incorrect information she had damage done to her vehicle when she went off the road. I asked ██████████ exactly what happened. She stated that she and her husband were driving and her vehicle started to overheat. She stated she turned on the heat and opened all of the windows until the temperature went down. She stated that after the temperature went down all the interior warning lights on the dash came on and that it when she contacted roadside. She alleges she spoke to someone named Chris and advised him that all the lights were on (she didn't mention that her car was overheating and did not specify that the "low battery light was on. From the information that was given to him, Chris advised her to turn off the vehicle for a few minutes and then turn it back on. She did this and all the lights went out. Chris advised her that if all the lights went out that it would be okay to drive the vehicle. She stated shortly after driving all the lights came back and she lost power and had to pull suddenly off the road and ended up in a ditch. Car was then towed to American Service Center where they advised her that the crankshaft pulley went on the vehicle and offered her some goodwill consideration because vehicle is no longer under warranty. They advised her at that time that there was a leak coming from the rear of the vehicle but she did not ask him where the leak was coming from and is assuming its because she went off the road. Customer feels that whatever the balance is that Roadside should pay because we told her to continue to drive the vehicle. Advised customer that I would speak to Chris about this situation but in the meantime she should speak to the dealer and ask them exactly what they will be good willing to her and where they feel the rear leak on her vehicle is coming from. Customer stated she would and get back to me. I will discuss with Chris Carter to determine exactly what her remembers about this call.

08/13/2003 11:16:19 Bernadette Cavanaugh 6378

██████████ called back stating that the dealer advised her that the rear differential is leaking and that it will cost her \$700 to repair. Customer wants Roadside to pay for this repair. Advised customer that if this resulted from her having to pull off the road then this is something that should be covered under her insurance. Customer not happy going to pursue legally.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 652575 Cus Ident 10455867 Legal Note Type Summary Note

Customer
Address

[REDACTED]

Bloomfield Hills

MI

Phone

[REDACTED]

Phone Location Business

Assign Dir 39421

WILLIAMS AUTO WORLD

OKEMOS

MI

Sell Dir 39417

MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

Last Sell Dir 39417

MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

Note to Market Inc:

Amount

Vehicle Information

DBAG Vin 2100851B

World Vin: WDBJF65J2YB

Mileage

28334 Prod Date 04/07/2000 Warr Date 09/28/2000 Model E320W 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	08/29/2003 11:38:54	Cynthia Feuss	6269

Summary Notes

08/29/2003 11:38:40 Cynthia Feuss 6269

Phone: [REDACTED] is home [REDACTED] is office
Current Mileage: 28334 Dealer Involved: 39421

Situation: Owner claims her vehicle was towed to 39421 on Monday, was advised she would have vehicle back b the weekend. Owner alleges that 39421 has now advised that they need to get a serpentine belt from Germany because MBUSA does not have one in stock in the USA. Owner states "I just can not believe that a common part like a belt is no where to be found in the US. I hate to say it but I am leery that the dealer is just trying to stall me because they did not complete the repairs by today like they said they would. I want MB to verify for me that this part is no where to be found in the US."

Action Taken: I called 39421, spoke with Matt in Parts, who advises that he has 2 belts in stock. Matt states he wi speak with Service Advisor and have some one call me back with update.

Customer Follow-up Y/N: Follow-up by: CAC, market team or dealer: Dealer to call this writer back with update c status of repair.

08/29/2003 11:43:31 Cynthia Feuss 6269

Per Matt, the vehicle also needs a crank shaft pulley/vibration absorber , part # 1120351300, order was placed 8-27 or 8-28, part is not in the US. Matt did a Parts Locator, no dealer has part; ETA is 9-8-03 102 units in transit to Chicago due 9-8-03. Copy of this SUM note to Mike Reger

08/29/2003 11:48:43 Cynthia Feuss 6269

I called owner this time/date, explained that belt is in stock, it is the pulley that is on B/O, etc. Owner politely accepts this, asks about trip interruption, vehicle/dealer is 1k miles from her home, she would like to rent a car, I advise she review with dealer SM Tim & submit rental invoice to him for processing/reimbursement.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 653463 **Cus Ident** 20156294 **Legal** - **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Annville PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 67267 SUN MOTOR CARS, INC. CAMP HILL PA**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** 2100651A [REDACTED] **World Vin:** WDBJF65H0XA [REDACTED]**Mileage** 72000 **Prod Date** 05/17/1996 **Warr Date** 07/02/1996 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/03/2003 11:12:08	James Dowles	4628

Summary Notes

09/03/2003 11:11:56 James Dowles 4628

Primary Phone: [REDACTED]**Current Mileage:** 72000**Dealer(s) Involved:** N/A**Situation:** Customer called CAC regarding "crank shaft balancer failure."

Customer claimed he wanted to express concerns regarding this. Customer claimed vehicle is back in his possession and everything is fine.

Customer claimed he is seeking assistance for \$450 bill.

Customer asked if MBUSA has a recall regarding this alleged issue.

Action Taken: Writer referred customer to S/M regarding alleged issue. Writer informed customer his concerns would be documented. Writer informed customer there is no open recall regarding this.**Customer Follow-up Y/N:****Follow-up by:** CAC, market team or dealer:

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

Note ID 653952 **Cus Ident** ~ 8866692 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Rockledge

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 14113 CONTINENTAL MOTORCARS, IT MELBOURNE FL**Sell Dir** 14358 CENTRAL FLORIDA EUROCARE LAKELAND FL**Last Sell Dir** 14358 CENTRAL FLORIDA EUROCARE LAKELAND FL**Note to Market Ind:** **Amount****Vehicle information**

DBAG Vin 2100651A [REDACTED] **World Vin:** WDBJF65HXXA [REDACTED]
Mileage 54000 **Prod Date** 02/19/1996 **Warr Date** 05/05/1996 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/04/2003 15:50:29	Robyn Letz	6209

Summary Notes

09/04/2003 15:50:19 Robyn Letz 6209

Primary Phone: [REDACTED]
Current Mileage: 43791
Dealer(s) involved: 14113

Situation: Mr. Webb contacted Executive Hotline. Customer alleges that harmonic balancer went on vehicle at 52,000 miles and his ELW won't cover his insurance won't cover and dealer has declined financial assistance. Customer alleges there is another '99 in the dealer for same condition, says it is a defect.

Customer is not sure if he has been dealing with SM.

Writer advised that the circumstance is most likely an unfortunate coincidence and that no one here will over ride SM decision.

Writer called SM to confirm that he was involved, v/m.

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

09/05/2003 09:37:54 Robyn Letz 6209

Writer received v/m from SM who confirmed customer is second owner of vehicle and was not offered assistance for repair.

Please support SM decision if customer calls again.

Summary Notes

09/05/2003

12:13:05

Paul Ranick

6200

Service manager, Frank Caporicci, contacted spom to review this customer's issue. Vehicle has been at dealership since 7/31/2003 for crank pulley failure. Customer's aftermarket service contract company, Lyndon Property Insurance, St. Louis, has refused to cover repairs. Customer is now demanding that his vehicle insurance carrier cover repairs so Mr. Fowler from Allstate has contacted service manager to review. Mr. Fowler has told service manager that if he covers this for this customer he will have to cover this for all Allstate customers and will then have to subrogate MBUSA for costs involved. Mr., Fowler would allegedly cover this as a projectile that damaged other parts of the car and would afford coverage under the comprehensive portion of the policy according to Mr. Caporicci. SPOM advised Mr. Caporicci to return Mr. Fowler's call and advise him of aftermarket company refusal to cover and suggest that he contact Lyndon Property before he makes his decision. SPOM will support service manager's decision to decline goodwill financial assistance with repairs. pwr

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

Note ID 655326 **Cus Ident** 10763108 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Long Beach** **CA** [REDACTED] **Phone Location** **Residence**
Assign Dir 05119 **MERCEDES-BENZ OF LONG BE** **SIGNAL HILL** **CA**
Sell Dir 03710 **SCHUMACHER EUROPEAN, LTI** **SCOTTSDALE** **AZ**
Last Sell Dir 05749 **HOEHN MOTORS INC.** **CARLSBAD** **CA**

Note to Market Ind: **Amount****Vehicle Information**

DBAG Vin 2100651A [REDACTED] **World Vin:** WDBJF65H2XA [REDACTED]
Mileage 34301 **Prod Date** 09/18/1996 **Warr Date** 10/26/1996 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/09/2003 14:40:37	Miriam Clark	4699

Summary Notes

09/09/2003 14:40:26 Miriam Clark 4699
Primary Phone: [REDACTED]
Current Mileage: 34301
Dealer(s) involved: N/A

Situation: Customer called the CAC seeking assistance with the PWR of the crankshaft pulley. I advised to speak with the SM at dealer....Customer not happy and feels this should not happen at 39,000 miles..

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

Summary Notes

09/11/2003 16:20:10 Honora Duffy 6307

Primary Phone: [REDACTED]
Current Mileage: 92250
Dealer(s) Involved: 05745

E mail received from customer:

E-mail: [REDACTED]

Comments: To Whom It May Concern, On Thursday, August 28th my family and I were returning to our home from Fresno, CA following a family funeral and were driving the car noted above. Outside Bakersfield, CA the "Battery Low" warning light came on. I was forced to have the vehicle towed to your local dealership for repair. I had called into your Roadside Assistance center and also spoke with Bryan Brown a service advisor at Mercedes-Benz of Bakersfield to try to expedite the service job, as our return trip to Chandler was a very long distance. Following inspection by the service technician at the dealership (R.O. No. 122147), it was determined that a belt tensioner had broken and that they would need to order the part. Bryan proceeded to tell me that due to the long weekend, my car would not be available until the following Tuesday or Wednesday. Due to a very important meeting my wife needed to attend the following day in the Phoenix area, I asked for a loaner car. At that time I was informed that there were no loaners available and that Mercedes-Benz would not reimburse the dealership for the cost of a rental car, as I was not a local customer. I writing to request you reimburse me the expense (\$123.49) of the rental car I required. The notion that I was not provided a car because I was not a local client is insane. Had this problem occur while in the Phoenix area there would have been absolutely no problem with my receiving a loaner or, if necessary, a rental car while my car was waiting for parts and the repair. Please advise where you would like a copy of my rental car contract for your prompt payment. Regards, Don Talley
□□ □□ □□

Action Taken: I replied:

Dear Mr. Talley:

Thank you for your recent internet.

While we regret the difficulties you experienced, Mercedes-Benz dealers are privately owned and, as such, solely responsible for their individual loaner car policies. Therefore, MBUSA cannot force a dealer to provide a customer with a loaner/rental car at no charge. (Even if your vehicle was still under warranty, the Limited New Car Warranty does not provide loaner car service under its terms.)

Mr. Talley, we recognize your disappointment, but considering the above are not in a position to reimburse you for the rental car expense. If you wish to pursue this matter further, we respectfully recommend that you contact David Ragdale, Service Manager at Mercedes-Benz of Bakersfield (661-838-3737).

We realize this is not the response you desire, but solicit your understanding of our Company position.

Sincerely,

Honora Duffy
Customer Relations
1-800-367-8372 (ext. 6307)
E mail: duffyh@mbusa.com

Customer Follow-up Y/N: none

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

Summary Note Information**Mercedes Benz of U.S.A****Note ID 656977 Cus Ident 20198303 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]

Wayne

NJ [REDACTED]

Phone [REDACTED]**Phone Location Business****Assign Dir****Sell Dir 51142**

BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Last Sell Dir 51142

BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin 2100651A** [REDACTED]**World Vin: WDBJF65HXXA** [REDACTED]**Mileage 72000 Prod Date 09/11/1996 Warr Date 10/09/1996 Model E320W 1999****General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Warranty History Request	09/15/2003 11:35:16	Miriam Clark	4699

Summary Notes

09/15/2003 11:35:08 Miriam Clark 4699

Primary Phone: [REDACTED]

Current Mileage: 72000

Dealer(s) involved: N/A

Situation: Customer called regarding PWR for harmonic balancer.....He stated he purchased the vehicle from previous owner.
Customer stated he took vehicle to Globe MB and now it is at Morristown...He will have his atty send us a letter...

Action Taken: I advised the customer that he would have to speak with the SM at Globe for PW consideration. H then stated he would bring the vehicle to MB of Morristown.....Customer was further advised that the only person that would assist is the SM....

Customer stated the vehicle was a lemon and that he would have his atty take care of it.

Customer Follow-up Y/N:

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

Summary Notes

09/26/2003 14:30:49 Surya Boonphadung 4881

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Warren

State: OH

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I understand there was a TSB written for the harmonic balancer part# 112 035 00 00 due to premature failure. This is to be replaced with part# 112 035 08 00. Also there was a TSB for the driver seat frame. My dealer seems to be unaware of these TSBs. My car has 46,000 miles and is a Starmark car. Shouldn't this be covered under the warranty? If the dealer does not replace the balancer and it fails causing damage will the repairs be covered under the STARMARK warranty? I would like to think that Mercedes would replace the balancer as a preventative maintenance service to avoid costly repairs in the future since they are obviously aware of the problem. The seat frame should be repaired/replaced under warranty to eliminate the annoying creaking noise heard when accelerating from a stop. I would like to think MBUSA would cover these issues due to the fact that they are design issues that have been corrected with new and improved parts. This would greatly enhance Mercedes' reputation in quality and customer satisfaction. I respectfully await your response. Regards, Don Woodard 330.898.0380 dwood2028@aol.com

Survey Information:

Day Phone Number: (330) 373-4160 ext:

Evening Phone Number: (330) 898-0380 ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: WDBJF65F8W [REDACTED]

Vehicle Year: 1998

Model You Own : E320

09/26/2003 14:55:17 Surya Boonphadung 4881

Dear Mr. Woodard,

Thank you for your recent internet correspondence.

The Starmark Limited Warranty provides coverage for the Vibration Damper (Harmonic Balancer), however it does not cover the seat frames. The Technical Service Bulletin merely tells the dealer the procedure that MBUSA recommends if such an issue presents itself, but it does not provide coverage if said part is not covered by any of our Limited Warranty or if the part itself is not malfunctioning.

Your authorized Mercedes-Benz dealership is in the best position to evaluate your vehicle and perform any repair under the terms of the Starmark Limited Warranty, if required and applicable. We suggest you bring your vehicle to the authorized dealer and review your concerns with the Service Manager.

The opportunity to correspond is appreciated.

Surya Boonphadung
Customer Relations

Summary Note Information

Mercedes Benz of U.S.A

Note ID 682294 **Cus Ident** 6594264 **Legal** **Note Type** Summary Note

Customer [REDACTED]

Address [REDACTED]
Arvin Sales Company Inc.

Indianapolis IN [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN

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 2100851A [REDACTED] **World Vin:** WDBJF65HXXA [REDACTED]

Mileage 24908 **Prod Date** 11/12/1998 **Warr Date** 12/23/1998 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC of Post-Warr. Offer	10/01/2003 09:42:16	Robyn Letz	8209

Summary Notes

10/01/2003 09:42:08 Robyn Letz 8209

SM Jerry from dealer called to report:
Customer is 3rd owner and harmonic balancer came apart, damage to oil pan.
Dealer paid for parts , customer paid labor.
Customer will write letter asking for additional assistance.

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

Note ID	662353	Cus Ident	14698659	Legal	Note Type	Summary Note
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Customer [REDACTED]**Address** [REDACTED]**East Longmeadow MA** [REDACTED]**Phone** [REDACTED]**Phone Location** **Business****Assign Dir** 36128 LEWBAR IMPORTS, INC. WEST SPRINGF MA**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:** WDBJF65H7XA [REDACTED]**Mileage** 47000 **Prod Date** 02/09/1999 **Warr Date** 03/25/1999 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	10/01/2003 12:27:31	Cleveland Best	6344

Summary Notes

10/01/2003 12:27:14 Cleveland Best 6344

Mr. Sullivan called CAC. Customer claims the dir advised the harmonic balancer needs replacing and the work may take 22 hours and will cost appx \$2500 to repair. Customer is questioning these charges, claiming the dir is known to overcharge for services. Customer further claims he does not feel that at this point in the life of the vehicle this part should fail. Customer requested assistance with the repair.

Writer advised customer his request for assistance needs to be reviewed by the service manager of dir. Writer advised customer the SM is empowered to review such matters on our behalf, and we support the decision. Writer further advised customer if he did not feel comfortable working with Lewbar, that there are other authorized MB dl in his area he can call upon and writer provided their names.

NTMT

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

Note ID 663009 **Cus Ident** 20245603 **Legal** **Note Type** Summary Note
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 05734 **HOUSE OF IMPORTS, INC.** **BUENA PARK CA**

Last Sell Dir 05734 **HOUSE OF IMPORTS, INC.** **BUENA PARK CA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100651A [REDACTED] **World Vin:** WDBJF65HXX [REDACTED]
Mileage 54000 **Prod Date** 10/07/1998 **Warr Date** 11/20/1998 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/02/2003 15:01:17	Thomas Trivento	

Summary Notes

10/02/2003 15:01:00 Thomas Trivento

Customer called CAC requesting post warranty assistance at 54k for replacement of crankshaft; approx. cost \$2500.

T. Trivento advised customer that the authorized MB dealer is empowered by MBUSA to make decisions regarding assistance once the warranty has expired.

Customer stated dealer advised him to contact MBUSA regarding any assistance.

T. Trivento called dealer and asked to speak with SM Ernie Sumen and was advised not in dealer today.

T. Trivento will call SM on 10/3/03 to discuss.

10/03/2003 11:19:43 Thomas Trivento

T. Trivento has left voicemail with SM Sumen requesting review and contact of customer to discuss.

10/07/2003 12:17:27 Thomas Trivento

T. Trivento has left another message with SM Sumen requesting contact of CAC to discuss above.

10/07/2003 12:34:43 Thomas Trivento

SM Sumen called CAC and advised customer given 50 percent parts & labor for repairs to crank pulley which was necessary. Customer satisfied.

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

Note ID	664580	Cus Ident	900616	Legal		Note Type	Summary Note
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Customer [REDACTED]**Address** [REDACTED]

Buena Park CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**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 2100651A [REDACTED]	World Vin: WDBJF65F9WA [REDACTED]
Mileage 85605	Prod Date 08/25/1997
Warr Date 10/07/1997	Model E320W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/08/2003 11:20:10	Thomas Trivento	

Summary Notes

10/08/2003 11:20:03 Thomas Trivento

Title: MR**First Name:** [REDACTED]**Last Name:** [REDACTED]**Street:** [REDACTED]**Address 2:****City:** Buena Park**State:** CA**Zip:** [REDACTED]**E-mail:** [REDACTED]

Comments: (Can you help) Follow up-- msg I Mis quoted--I said we bought my car for 17,000....thats whats I owe now--- and I was wondering why the site here says to add WDB to a vin on a car older than 1980??? My VIN starts with WDB and is a 1998---do I have an incorrect #? John ☐☐☐

Survey Information:**Day Phone Number:** (714) 813-2289 ext:**Evening Phone Number:** (714) 828-9319 ext:**Preferred number:** Work**Preferred time to call:** Morning**Fax:** (714)781-9557**VIN Number:** WDBJF65F9WA [REDACTED]**Vehicle Year:** 1998**Model You Own :** E-Class

Summary Notes

10/08/2003 11:22:13 Thomas Trivento

Hi John, you are entering it correctly with WDB... However, the vin noted in your message has one digit incorrect, the seventh digit is a (5) , not an S.

Tom Trivento
MBUSA/CAC
800 387-8372

10/08/2003 11:26:32 Thomas Trivento

2nd Internet below.

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Buena Park

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Can you help us? Six months ago I purchased a used E320 from an independent dealer in Costa Mesa, Ca. (Harbor Motors) 45 days ago a terrible burning smell came from my engine and it was smoking. I took it to House of Imports in Buena Park and they did the repairs to the timing cover, balancer, new oil pan, new head gaskets and more for \$2800.00 worth of work. (Thanks Dad for the loan) Yesterday, Sunday, 45 days later my engine blew apart and Im told a piston is broken and the engine is totaled. They want 18,000 dollars for a new engine...it only had 82,000 miles on it!!!! My wife and I saved for three years to buy another Mercedes (my first was a used 190E —I put 277,000 miles on —I even got the certificate from MB for 250 kilometers. We are not wealthy....I bought my Mercedes for \$17,000 dollars. We saved working 2 jobs, her babysitting and me cleaning and polishing floors at the Daily Breeze Newspaper where my friends work.....(I sell janitorial supplies) but offered to work nights to buy this car. We saved up \$6000 dollars and got a loan for the other 18,000. I have called Fred the Service Manager at House of Imports and he will bring my car there to look at it..... My boss is taking the piston down to a metalurgy shop to have the part X-Rayed to see if it was cast poorly or has other internal problems. He too owns a Mercedes—an S600—but its a V-12! (someday) Every saturday my wife and I bring the baby -Olivia -outside and we polish and clean our Mercedes.....I just bought \$125.00 worth of chrome headlight rings for it....I sold an old refrigator we had and got it detailed by a professional just last week. My Dad can maybe help me with \$1500.00 but \$18,000????????????? Please—Please—I love your cars—I convinced my dad to buy a 1997 S-320 as well just four months ago...!!!! Actually riding in my E class convinced him but he knew I had one before too....and I loved my baby benz. We are a young family-- I wanted a car that would last us 200—300 thousand miles.....and this one hasnt even made it to 85. The techs at Long Beach Mercedes Benz where it was towed after the breakdown said one by one how sorry they were and two said they would tell the dealership they would install a new engine for free on their time off if need be to help me.... I just stood by my car,,with tears in my eyes rubbing the side of the fender in disbelief..... One said he would go search junkyards tonight for me on the Internet and another said not to worry, but to write you directly and explain my situation because he believes that Mercedes Benz stands behind their products.... I'm the kind of owner that prints out the cartoons for the kids to color on the MB website with "Cedes". We had a coloring contest and I gave my neices or nephews a little Mercedes S class car for coloring well... I sit here with tears in my eyes and ask you.....to please..... help me get my car back..... John and Jelona Aden 2-x Mercedes Benz owners ☐☐ ☐☐ ☐☐

Survey Information:

Day Phone Number: (714) 813-2269 ext:

Evening Phone Number: (714) 826-8319 ext:

Preferred number: Work

Preferred time to call: Morning

Fax: (714)761-9667

VIN Number: WDBJF6SF9WA [REDACTED]

Vehicle Year: 1998

Model You Own : E-Class

10/08/2003 11:27:44 Thomas Trivento

Hi,John, please contact me at 800 387-8372 ext. 6917 to discuss further.

Tom Trivento
MBUSA/CAC

Summary Notes

10/08/2003 13:59:00 Thomas Trivento

Below email from customer.

Thanks Thomas, but we already have resolved it with the great folks at House of Imports. They are going to take care of my new engine for me.

Thanks for following up on this.

John

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

Note ID 665246 **Cus Ident** 20252497 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Camel IN [REDACTED]

Phone [REDACTED] **Phone Location**

Assign Dir 25412 **WORLD WIDE MOTORS, INC.** INDIANAPOLIS IN

Sell Dir 25412 **WORLD WIDE MOTORS, INC.** INDIANAPOLIS IN

Last Sell Dir 25412 **WORLD WIDE MOTORS, INC.** INDIANAPOLIS IN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100651A [REDACTED] **World Vin:** WDBJF65F6WA [REDACTED]
Mileage 103000 **Prod Date** 09/24/1997 **Warr Date** 11/07/1997 **Model** E320W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Dealer Faults MB / Product	10/09/2003 16:51:58	James Dowles	4628

Summary Notes

10/09/2003 16:44:27 James Dowles 4628

Primary Phone: [REDACTED]
Current Mileage: 103000
Dealer(s) involved: 25412

Situation: Customer called regarding an alleged crank pulley issue.

Customer claimed dealer informed customer this is a "known problem." Customer unable to provide dealer employee who claimed this was a "known problem."

Writer informed customer vehicle has 103,000 miles. Writer informed customer no manufacturer can predict when a part may need replacement.

Action Taken: Writer referred customer to S/M.

Customer Follow-up Y/N: n

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

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

Note ID 670364 **Cus Ident** 7654198 **Legal** **Note Type** Summary Note

Customer**Address**

Atlanta

GA

Phone**Phone Location** Residence**Assign Dir** 17107 MERCEDES-BENZ OF BUCKHE/ ATLANTA GA**Sell Dir** 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA**Last Sell Dir** 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2100651A7 **World Vin:** WDBJF65H8XA7
Mileage 42000 **Prod Date** 10/21/1998 **Warr Date** 11/25/1998 **Model** E320W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	10/24/2003 18:08:59	James Dowles	4828

Summary Notes

10/24/2003 18:08:42 James Dowles 4828

Primary Phone: [REDACTED]
Current Mileage: 42000
Dealer(s) involved: 17107

Situation: Customer called CAC asking about any known issue's with harmonic dampener's.

Customer claims vehicle was brought to 17107 for inspection.

Customer claims his S/A, Scott Spagnoli, informed him that this is a "known problem of Mercedes Benz."
 Customer claimed he was informed that since this is a known issue MB will pay for parts and customer must pay for labor.

Customer claims labor cost around \$1000.

Action Taken: Writer informed customer this is not a known issue with this vehicle. Writer informed customer there are no outstanding recalls on this vehicle.

Writer referred customer to S/M for inspection and results.

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

Note ID 672373 **Cus Ident** 10233078 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cupertino

CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 05786

BEVERLY HILLS, LTD.

BEVERLY HILLS CA

Last Sell Dir 05786

BEVERLY HILLS, LTD.

BEVERLY HILLS CA

Notes to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2100651 [REDACTED]**World Vin:** WDBJF65H8XA [REDACTED]**Mileage** 26535 **Prod Date** 05/25/1998 **Warr Date** 08/28/1998 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/30/2003 14:27:15	Ed Duffy	6296

Summary Notes

Date	Time	By	Phone
10/30/2003	14:27:07	Ed Duffy	6296

Received the following Internet message # 228481

E-mail: mercedes@calculator.com

Comments: I have recently read about the high failure rate of Harmonic Balancers on the Model Year 1999 3.2 liter V6 engines. I have also learned that in Model Year 2000, a redesigned Harmonic Balancer was equipped onto all the 3.2 liter V6 engines which do not have the high failure rate of the Model Year 1998-1999 Balancers. I would appreciate any assistance from Mercedes Benz USA in replacing the current harmonic balancer on my vehicle. My car currently sits unused in my garage because of my safety concerns over the current harmonic balancer. I understand that my car is currently past the 4 year limited warranty period, but I feel that this issue is serious enough that it needs to be addressed directly by your company. Thank you for your time. ☐☐☐☐ Reply

Dear Mr. Ong,

We request you contact us directly at 1-800-367-6372, or myself at x 6296 and we will be happy to discuss your concerns.

Sincerely,

Ed Duffy

Customer Relations

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

Note ID	673886	Cus Ident	900616	Legal		Note Type	Summary Note
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Customer [REDACTED]**Address** [REDACTED]

Buena Park CA [REDACTED]

Phone	[REDACTED]	Phone Location	Residence
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Assign Dir

Sell Dir	05759	CALIBER MOTORS, INC.	ANAHEIM	CA
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Last Sell Dir	05759	CALIBER MOTORS, INC.	ANAHEIM	CA
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Note to Market Ind:	Amount
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Vehicle Information

DBAG Vin	2100651A [REDACTED]	World Vin:	WDBJF65F9WA [REDACTED]				
Mileage	85605	Prod Date	08/25/1997	Warr Date	10/07/1997	Model	E320W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/05/2003 12:04:21	Thomas Trivento	

Summary Notes

11/05/2003 12:04:15 Thomas Trivento

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Buena Park

State: CA

Zip: 90620

E-mail: [REDACTED]

Comments: At a dinner with friends who also own an E Class, I mentioned my recent repair to my belt pulleys and tensioner and the damage the defective units had caused to the front end parts of my engine. I told my friend we paid over \$2400 to get all this fixed. (House of Imports Invoice # mbcs315832-8-20-03) --Imagine my shock when he told me Mercedes fixed his free of charge as there is a recall for a goodwill repair to these pulleys and tensioner. I asked the dealer about it and he says he knows nothing about it. Can you confirm this problem or the 98 E class, and can you help me get reimbursed for the charges? Thanks John Aden ☐☐☐☐

Survey Information:

Day Phone Number: (714) 813-2289 ext:

Evening Phone Number: (714) 826-8319 ext:

Preferred number: Work

Preferred time to call: Morning

Fax: (714)781-9557

VIN Number: WDBJF65F9WA507225

Vehicle Year: 1998

Model You Own : E-Class

Summary Notes

11/05/2003 12:07:27 Thomas Trivento

H [REDACTED] MB does not have a recall regarding this matter. Our authorized dealers are empowered to review a matters once the vehicle warranty has expired, and make a decision at that point.

Any questions you have on repairs should be addressed to the Service Manager at the dealer who performed you repairs, who is in the best position to comment based on inspection/evaluation of concern.

Tom Trivento
MBUSA/CAC
800 367-6372 EXT. 6317

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

Note ID 674804 **Cus Ident** 21205708 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Placentia

CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 05101 FLETCHER JONES MOTOR CAF NEWPORT BEA CA**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 2100651A [REDACTED] **World Vin:** WDBJF65F0WA [REDACTED]
Mileage 76238 **Prod Date** 07/04/1997 **Warr Date** 09/01/1997 **Model** E320W 1998

General Issues:

Code	Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet		Internet Inquiry	11/08/2003 14:31:33	Miriam Clark	4699

Summary Notes

11/08/2003 14:31:23 Miriam Clark 4699

E-mail: [REDACTED]

Comments: I would like to ask this question out. Every time I bring my E320 in for service, there is something else that goes wrong with it. I brought my car in for Crankshaft pulley replacement in August, 2003. I picked-up the car from the dealer and drove it home. The air conditioner is working but not blowing hard. It was working fine before I brought it to the dealer. I called Robert Collier, Service writer, right away and left him a message about the air conditioner. After getting home, I checked under the hood of my car to see what has been done. The engine bay was so filthy and the fan shroud was hanging on only one tab. The left tab has broken off and they didn't even repair or replace it. I went back to Fletcher Jones and spoke with Robert the next morning. He called the mechanic and the mechanic denied that they broke the tab off. They replaced the shroud but they did not do anything to the air conditioner. I asked them to check what is wrong with the air conditioner. This is what Robert said "It needs a new blower." "It is going to cost you \$996 to replace it." I am quoting from what he told me. I told them that the air conditioner was working fine until I received it back from the dealer. Robert did not have any response. Here is another situation: I brought my car in October 25th, for storage. I picked the car up on October 28th at night. October 30th, driving to work early morning, I get this "Check Engine Electronic" message on my dash. I called for an appointment to get checked. The check engine light goes on and off on a daily basis. My appointment was this morning. I brought the car in and left it there for diagnostic. I am waiting for the outcome of the diagnostics. My car is not that old but it is out of warranty. I would appreciate it if someone would look into this and please contact me. I love the car but I don't want to be taken advantage of. Thank you, Eric Javier

Thank You

Called customer and advised that his issue is with the dealer, however, I would share his comments with dealer...and left callback number.

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

Note ID 674651 **Cus Ident** 6561122 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cantonment FL [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 14342 **CENTENNIAL IMPORTS INC.** **PENSACOLA** **FL**
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:** WDBJF65F2WA [REDACTED]
Mileage 38812 **Prod Date** 05/05/1998 **Warr Date** 06/30/1998 **Model** E320W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/06/2003 15:41:58	James Blaise	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolr	Engine and Engine Cooling	11/06/2003 15:42:01	James Blaise	4620

Summary Notes

11/06/2003 15:41:48 James Blaise 4620

Primary Phone: [REDACTED]
Current Mileage: 38812
Dealer(s) involved: 14342

Situation: customer sent letter alleging poor repair history of vehicle, also that she recently had crankshaft pulley repaired at cost of \$1868.72 and was requesting consideration of the bill.

Writer contacted svc mgr. J. Sullivan who will review matter and contact customer - writer left VM @ 850-478-797 advising customer of svc mgr.'s actions.

Action Taken:

Customer Follow-up Y/N: yes

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

11/11/2003 11:37:37 James Blaise 4620

J. Sullivan called and advised that SPOM approved reimbursement of cost of parts to customer; he will contact he

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

Note ID 676010 **Cus Ident** 4847942 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Corona Del Mar CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05101 FLETCHER JONES MOTOR CAF NEWPORT BEA CA

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 2100651A [REDACTED] **World Vin:** WDBJF65F2WA [REDACTED]
Mileage 48883 **Prod Date** 05/28/1997 **Warr Date** 10/03/1997 **Model** E320W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/11/2003 17:39:31	Michael Reger	6383

Summary Notes

11/11/2003 17:39:19 Michael Reger 6383

correa no 229450 dated 11/07/2003, received 11/11/2003.

the customer requested addition post warranty concern for towing, after a harmonic balancer was done.

The writer called the customer to explain that post warranty consideration has been offered, but the towing is not covered.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 876577 **Cus Ident** 21247136 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Missouri City TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 75128 MERCEDES-BENZ OF SUGAR L SUGAR LAND 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 2100651A [REDACTED] **World Vin:** WDBJF65F1WA [REDACTED]
Mileage 30000 **Prod Date** 05/11/1998 **Warr Date** 06/30/1998 **Model** E320W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/13/2003 11:44:11	Cleveland Best	6344

Summary Notes

11/13/2003 11:44:05 Cleveland Best 6344

Thanks,

Joan

□ [REDACTED]

□ 11/09/2003 11:56 PM

□□

□□ To: mailmaster@mbusa.com

□□ cc:

□□ Subject: Other Comments & Questions (OCAQ)

Subject: Other Comments & Questions (OCAQ)

From: [REDACTED]

To: mailmaster@mbusa.com

*** Other Requests & Comments ***

The following person has filled out the Other Requests & Comments Form on www.MBUSA.com.

Contact Information

Title: MS

First Name: [REDACTED]

Initial: [REDACTED]

Last Name: [REDACTED]

Suffix:

Street: [REDACTED]

Address 2:

City: Missouri

State: TX

Zip: [REDACTED]

E-mail: [REDACTED]

Comments

I just had a very bad experience about my E320 98 model. It is only 33471 miles, but during your drive, it suddenly had a big noises. I don't know if I can still drive. I called your roadservise, but I was told that I can only send the car to the dealer. I found the closed Autorepair Shop to check for me, I was told it is problem of Harmonic Balancer and it was so strange to have this problem, as my car is only 30000 more miles. The problem should happen at least 100000 miles and more. The original parts had defect. Even my car's time warranty expired, but if it was manufactory's defect, manufactory has the responsibility to cover it. Finally I send my car to Mercedes-Benz dealer to repair, I was charged \$833.91 to replace Crankpulley, Belt tensioner, Front crankshaft seal and Fanbelt. It is a terrible to have a brand new car to have a problem like that. I choose Mercedes-Benz as I believe its quality, but this time I doubt. I need you to give me a answer about this kind of problem. When it happened, I was told later it is too dangerous to drive. But all it happened unexpected. Is this car having potential problem? Is it safe to drive further? Please let me know ASAP. And if it is manufactory defect, I need compensation for that loss.

Survey Information

MB Vehicle you are most interested in: SL-Class

When do you plan to purchase or lease your next car? 0-3 months

I would like a test drive: Yes

I would like to be contacted by a salesperson: No

Day Phone Number: (713) 670-0218 ext:

Evening Phone Number: (281) 835-1949 ext:

Preferred number: Work

Preferred time to call: Morning

Mercedes-Benz Ownership

Have you ever leased or owned a Mercedes-Benz? Yes

Vehicle Year: 1998

Model last leased or owned: E-Class

Do you currently own a Mercedes-Benz? Yes

Vehicle Year: 1998

Model You Own: E320

11/13/2003 11:47:14 Cleveland Best 6344

Writer called back customer regarding her above inquiry. Writer apologized for any inconvenience she may have experience. However, based on the age and mileage on the vehicle we could not determine that the part replacement would not be attributed to an original manufacturing defect. Writer declined her request for post warranty consideration. Customer requested our position in writing. Writer advised customer we would send her letter.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 679799 **Cus Ident** 4714775 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Holiday FL [REDACTED]
Phone [REDACTED] **Phone Location**
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 2100651A [REDACTED] **World Vin:** WDBJF65F1WA [REDACTED]
Mileage 31989 **Prod Date** 02/27/1996 **Warr Date** 04/07/1996 **Model** E320W 1996

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet inquiry	11/21/2003 11:50:40	Honora Duffy	6307

Summary Notes

11/21/2003 11:50:35 Honora Duffy 6307

Internet received:

E-mail: jbc0109@aol.com

Comments: i would like to discuss the many problems I am having with this car. It has 31,000 miles and now it has broken crankshaft balancer. I dont feel with this kind of mileage that this should be one of the things to happen. as i said it has had other problems that I dont feel should have happened at this time. please have someone contact m so i can discuss this with them. thank you in advance signed nicholas blanton at 727-934-0625 ☐☐ ☐☐ ☐☐ ☐☐

Summary Notes

12/02/2003

08:23:14

Honora Duffy

6307

Dear [REDACTED]

Thank you for your internet.

While we regret to learn of the difficulties you are experiencing with your 1998 E class, we seek your understanding that it's virtually impossible for us to discuss this matter at this distance - via E mail.

If you feel your vehicle is having outstanding performance concerns, we recommend that you contact your authorized Mercedes-Benz dealer and arrange an appointment. Once your vehicle arrives at their facility, the dealer's Service Manager has the means to get in touch with their regional market team for technical help - if needed.

Additionally, since your vehicle is out of warranty, the dealer's Service Manager also has complete authority to review the file and any requests for post-warranty consideration, as well as provide our company decision.

We realize this may not be the response you anticipate/desire, but solicit your understanding and acceptance of our position.

Sincerely,

Honora Duffy
Customer Relations
1-800-367-6372 (ext. 6307)
E mail: duffyh@mbusa.com

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

Note ID 687234 **Cus Ident** 20620929 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Palm Beach

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**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**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65H3XA [REDACTED]**Mileage**4762 **Prod Date** 01/13/1999 **Warr Date** 02/26/1999 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/16/2003 12:28:07	James Blaise	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	12/16/2003 12:28:10	James Blaise	4620

Summary Notes

12/16/2003 12:27:59 James Blaise 4620

Customer sent letter alleging that vehicle needed repair to crankshaft pulley , belts and that part were covered by dealer/MB - he was requesting additional \$ to cover labor charge of \$1684.42.

Writer contacted SPOM B. Norman on 12.11 and he advised he would discuss issue with Mike Destephano at the dealership on 12/16 and contact writer.

12/16/2003 19:40:02 James Blaise 4620

SPOM left VM stating that issue was reviewed with svc mgr Gus Weesel and decision was made - customer will be offered: refund of labor charges, or portion of that put towards covering maintenance work to done on vehicle. Customer to be contacted by G. Weesel or he could contact Gus directly.

Summary Notes

12/23/2003 18:43:41 Honora Duffy 6307

Internet received from Ms. Brooks:

Comments

Vin # WDBJF65F6WA [REDACTED] I would like someone from Quality Control to contact me. This is my second time writing about the quality of my 1998 E320 that I purchased New and it has given me so many problems. I only have 62,597 miles on it and I took it to Ewing Autohaus in Plano, TX 12/4/03 to check for a noise and they had to replace the Belt Tensioner and Belt. The Service Tech (Kyle Phillips) stated I had an Old Style Crankshaft Pulley and needed to install the new Pulley for \$400.00. The L/Control arm bushings split will need to be replaced for \$955.00. The front brake pads and rotors need to be replaced for \$800.00 with Minimum Thickness 25.0mm and Current reading 23.5mm which was a lie because I took it to another Dealer the next day and the brakes had only worn 50% and Ewing Autohaus also stated it needed the brake fluid flushed for \$130.00. I would like for you to review my service record to see I have all of my Maintenance Services performed on schedule as required. I know you are not in the business to let Mercedes Dealerships Service Dept. Scam Mercedes Customers out of money for unnecessary Maintenance work or if all of this work needs to be done on a car with only 62,000 miles and 5 years old it is not a good quality car. I thought if I paid \$60,000 for a Mercedes Car it would last at least 5 years without all the problems I have encountered. My American cars have performed better than my Mercedes. I really would appreciate a call from someone asap to discuss these problems. Cellular number [REDACTED]

I replied:

Dear Ms. Brooks:

Thank you for your Internet; we apologize for the delay in response.

Lacking direct involvement in the operation/servicing of your vehicle, we seek your understanding that it's virtually impossible for us to discuss the repair history or offer technical advice at this distance, via E mail.

Since Mercedes-Benz dealers are privately owned and, as such, solely responsible for repairs/service they perform, if you have outstanding performance concerns with your vehicle, or wish to discuss any past/current repairs, we recommend that you contact the Service Manager at your authorized Mercedes-Benz dealership.

Additionally, since the Limited New Car Warranty has expired, the dealer's Service Manager has complete authority to review the file and any requests for post-warranty consideration, as well as provide our company decision.

We realize this may not be the response you desire, but appreciate the opportunity to review this matter.

Sincerely,

Honora Duffy
Customer Relations
1-800-367-6372 (ext. 6307)
E mail: duffyh@mbusa.com

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

Note ID 690975 **Cus Ident** 9207882 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

North Little Rock **AR** [REDACTED]

Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 04507 RIVERSIDE MOTORS, INC. LITTLE ROCK AR
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 2100651A [REDACTED] **World Vin:** WDBJF65H0XA [REDACTED]
Mileage 83000 **Prod Date** 06/02/1998 **Warr Date** 07/15/1998 **Model** E320W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Class Action Lawsuit / Le	Flexible Service System Notice	12/30/2003 15:45:41	Maria Cruz	4604

Summary Notes

12/30/2003 15:54:51 Maria Cruz 4604

Customer's son, [REDACTED], contacted the GAC.

(please refer to Referral # 168608)

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

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

Info forwarded to carol Tobias to update referral.

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

Note ID 891603 **Cus Ident** 21767081 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Battle Creek

MI [REDACTED]

Phone [REDACTED]**Phone Location** Mobile**Assign Dir****Sell Dir** 55143

MERCEDES-BENZ OF WHITE PI WHITE PLAINS NY

Last Sell Dir 55143

MERCEDES-BENZ OF WHITE PI WHITE PLAINS NY

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2100651A [REDACTED]**World Vin:** WDBJF65H3XA [REDACTED]**Mileage** 100000 **Prod Date** 10/22/1998 **Warr Date** 12/19/1998 **Model** E320W 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/02/2004 13:07:38	Cynthia Feuss	6289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	01/02/2004 13:07:42	Cynthia Feuss	6289

Summary Notes

01/02/2004 13:07:30 Cynthia Feuss 6289

Owners boyfriend claims trans has malfunctioned, seeks post warranty assist; states vehicle was purchased from and is serviced by an independent; claims they were never offered a warranty; claims harmonic balancer malfunctioned shortly after their purchase when vehicle had about 60k miles, etc. I apologize for experience, advised vehicle is out of warranty, bought from and serviced by ind., etc., we are not in position to assist, etc. Customer expresses disappointment.

01/02/2004 14:14:04 Thomas Trivento

Customer phoned CAC again to advise purchased vehicle from independent and feels independent misrepresented vehicle. Customer will discuss with independent possibility of them assisting with current repairs needed to transmission.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 510078 **Cus Ident** 5058387 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Lagrangeville

NY [REDACTED]

Phone [REDACTED]

1605

Phone Location Business**Assign Dir****Sell Dir** 55212

FRIENDLY MOTORCARS

WAPPINGERS F NY

Last Sell Dir**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 2100821X [REDACTED]**World Vin:** WDBJF82FXWX [REDACTED]**Mileage** 49943 **Prod Date** 05/05/1998 **Warr Date** 05/28/1998 **Model** E320W4 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	04/12/2002 12:24:11	James Blaise	4620

Summary Notes

04/12/2002 12:25:22 James Blaise 4620

Customer sent letter to Manager CAC dated 4/5 and alleged:

1. he is second owner - was told at time of purchase that he was not eligible for warranty coverage (purchased "privately" - and financed through MBCC)
2. at 49,714 miles went to independent service tech for repair to belt tensioner (believed vehicle out of warranty)
3. went MB dealer later for service and found vehicle was still under warranty - asked service mgr. for reimbursement of belt repair; was told not for part (unless he had old part -which he did not have) but perhaps for some consideration of labor cost -he has not receive call back
4. requesting MB reimbursement for repair to belt \$383.13

Writer spoke to customer at [REDACTED] ext [REDACTED] and he repeated allegation about repair:

1. when he purchased vehicle, he was told (does not remember who told him - "perhaps" it was person -sales rep; with whom he spoke to at dealership and "who tried to sell him a private company extended warranty") that with 2nd owner does not have warranty/or vehicle is out of warranty
2. he spoke to service mgr. and tech -Cynthia about reimbursement - nothing on part because he does not have old part; perhaps on labor; but no one has called him
3. part should not have failed in this vehicle

Writer requested time to

Summary Notes

04/18/2002 15:20:01 James Blasié 4620

(In reviewing record - prior sum notes not saved)

Writer spoke to SPOM T. Zawacki on 4/12 and confirmed position that he would need replaced part and bill to consider any reimbursement (as he had relayed to service mgr.).

Writer spoke to customer same date and explained MB position that part was needed.

Customer alleged :

1. did not have part, independent had ordered part from dealer
2. had bill

Writer reiterated that part was needed to confirm repair was completed and needed to be done. Customer demanded to speak w/SPOM.

VM left for SPOM (wrong ext?) - customer called in 4/18 and left VM that he had no contact as of today. Writer spoke to SPOM and he will contact customer today @ 845-226-8300 ext 1605 . (Need bill and part)

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

Note ID 653305 **Cus Ident** 6038610 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Pawleys Island **SC** [REDACTED]

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

Assign Dir 72314 **FOWLER MOTORS, INC.** **CONWAY** **SC**

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 2100821X [REDACTED] **World Vin:** WDBJF82G5YX [REDACTED]
Mileage 43468 **Prod Date** 07/03/1996 **Warr Date** 09/24/1996 **Model** E320W42000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/02/2003 17:00:54	John Hart	4669
Service / Repairs	Lack of Parts	09/02/2003 17:01:08	John Hart	4669

Summary Notes

09/02/2003 17:00:38 John Hart 4669

Primary Phone: [REDACTED]
Current Mileage: 43468
Dealer(s) Involved: N/A

Mr. Kwas phoned the CAC alleging to be waiting a long period for an oil pan.
 Writer verified with dealership (843-347-4271), spoke with Jason in service who states dealership is providing pos warranty assistance, as harmonic balancer damaged oil pan.

Part is ordered and awaiting arrival.

Writer reiterated information provided by Jason to customer

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

09/15/2003 15:34:07 Miriam Clark 4669

Customer called seeking the proper information to write a letter to CAC and Germany....confirmed both addresses:

09/19/2003 14:37:07 John Hart 4669

Writer phoned customer speaking with Mrs. Kwas responding to written correspondence. Writer apologized for inconvenience experienced and advised customer the best person to address concerns is the service manager.

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

Note ID 659124 **Cua Ident** 5823428 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Zionsville IN [REDACTED] **Residence**
Assign Dir 25412 **WORLD WIDE MOTORS, INC.** **INDIANAPOLIS** IN
Sell Dir 42100 **MAPLEWOOD IMPORTS** **MAPLEWOOD** MN
Last Sell Dir 42100 **MAPLEWOOD IMPORTS** **MAPLEWOOD** MN
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100821X [REDACTED] **World Vin:** WDBJF82F7WX [REDACTED]
Mileage 94000 **Prod Date** 12/19/1997 **Warr Date** 02/04/1998 **Model** E320W4 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	09/22/2003 12:05:03	Michael Reger	6383

Summary Notes

09/22/2003 12:04:05 Michael Reger 6383
Primary Phone: [REDACTED]
Current Mileage: 94000
Dealer(s) involved: 25412 .

Situation: Jeremy Griffin, SVC Manager called the CAC to make MBUSA aware that he declined a post warranty consideration to the customer for a harmonic balancer repair.

09/22/2003 12:11:12 Joseph Burka 6249

Writer spoke with customer in regards to above. Writer explained vehicle is 44,000 miles beyond warranty and MBUSA agreed to with SvM's decision.

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

Note ID 678212 **Cus Ident** 21470273 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Traverse City **MI** [REDACTED]

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

Assign Dir 39432 **BLACK FOREST MOTORS** **ACME** **MI**

Sell Dir 22402 **MARK MOTORS, INC.** **ARLINGTON HE IL**

Last Sell Dir 22402 **MARK MOTORS, INC.** **ARLINGTON HE IL**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100821X [REDACTED] **World Vin:** WDBJF82H1XX [REDACTED]
Mileage 44203 **Prod Date** 03/25/1998 **Warr Date** 04/28/1998 **Model** E320W4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/18/2003 10:35:28	John Hart	4889
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	11/18/2003 10:40:29	John Hart	4889

Summary Notes

11/18/2003 10:35:16 John Hart 4889

Primary Phone: [REDACTED]
Current Mileage: 44203
Dealer(s) involved: 39432

Situation:

Customer [REDACTED] phoned the CAC requesting post warranty assistance for a harmonic balancer.

Customer states to have purchased vehicle from an auction and her son is in the automotive business and is aware of a harmonic balancer problem.

Writer phoned service manager Kevin, who advised vehicle is out of warranty and purchased from an auction and consulted with SPOM, no assistance will be provided.

Action Taken:

Writer advised customer we empower service manager to review requests for post warranty assistance and S/M Kevin advised your request was declined.

We fully support the service manager and this is our company position.

11/18/2003 17:09:25 Michael Reger 6383

The customer called back, and the writer explained to the customer that the manufacturer supports the decisions made through the service managers.

Summary Note Information**Mercedes Benz of U.S.A****Note ID 588073 Cus Ident 14783219 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Annandale NJ** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILLI NJ****Sell Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILLI NJ****Last Sell Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILLI NJ****Note to Market Ind: Amount****Vehicle Information**

DBAG Vin 2100821X [REDACTED] **World Vin: WDBJF82H4X** [REDACTED]
Mileage 54742 Prod Date 12/02/1998 Warr Date 12/31/1998 Model E320W4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	12/17/2003 20:57:27	Kathleen Durning	4633

Summary Notes

12/17/2003 20:57:05 Kathleen Durning 4633

Primary Phone: (908) 903 - 5472

Current Mileage: 54742

Dealer(s) Involved: 51147

Situation:

[REDACTED] claims that the crankshaft pulley went on this vehicle and he is still waiting for the oil pan parts which he claims he is being told from his SA- Victor Ravera are on parts delay.

Customer stated that the vehicle is currently leaking oil and in Jan. It will be out of warranty and he wants this issue resolved before this warranty expiration becomes an issue.

cc: T. Trivento

Action Taken:

Customer Follow-up Y/N:

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

Summary Notes

12/18/2003 09:31:28 Thomas Trivento

Customer: [REDACTED]
Model: E320W4 'MY 1999 - 210082 1X 018537
Dealer: DC51147 MB of Princeton , Lawrenceville, NJ
NTMT 688073
SPOM E. Erdenberger

Customer asking for MBUSA intervention to assist dealer in obtaining b/o oil pan parts, dealer unable to provide e on items.

SPOM - This process eliminates referrals and action on your part , unless you feel action needed.

Tom

12/18/2003 14:13:52 Thomas Trivento

As per GLC report.

P/N□□ETA
104-014-1602□KW-01

12/19/2003 09:31:58 Ed Duffy 6298

Customer called stating he should be contacted at his home number [REDACTED] he will not be in his office ove the holidays.

12/22/2003 13:24:03 James Blasia 4820

Customer called to inquire about status of part - writer reviewed above notes and advised part was expected after 1/1/04.

Customer requested dealer return his call (he stated no return call as yet) about repair/part status, he is concerne about driving vehicle with oil leak, also is concerned about warranty covering repair/part and warranty expires in 1/04.

Writer advised his request for contact [REDACTED] would be passed on to dealer, also that customer could contact dealership directly..

Summary Note Information

Mercedes Benz of U.S.A

Note ID 888444 **Cus Ident** 2898980 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **New Hope** PA [REDACTED] **112** **Phone Location** Residence
Assign Dir 67294 KEENAN MOTORS DOYLESTOWN PA
Sell Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILLE NJ
Last Sell Dir 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILLE NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2100821X [REDACTED] **World Vin:** WDBJF82H3XX [REDACTED]
Mileage 129840 **Prod Date** 01/19/1998 **Warr Date** 03/01/1998 **Model** E320W4 1998

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	12/18/2003 15:58:16	George Menichol	8200

Summary Notes

12/18/2003 15:56:33 George Menichol 8200

Tom Haig phoned requesting assistance for customer in needed vibration dampener repair. I declined assistance due to age and mileage (129,840).

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

Note ID 203474 **Cus Ident** 1920312 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lake Geneva WI [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Sell Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Last Sell Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL
Note to Market Ind: **Amount**

-Vehicle information

DBAG Vin 2102651A [REDACTED] **World Vin:** WDBJH65F1WA [REDACTED]
Mileage 6000 **Prod Date** 09/24/1997 **Warr Date** 10/27/1997 **Model** E320S 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	04/23/1998 14:49:58	Bernadette Cavanaugh	8378

Summary Notes

04/23/1998 14:50:01 Bernadette Cavanaugh; 8378

Comes. No. 122496 - Received Motor Vehicle Notification on customer's 1998 E320S claiming that the belt tensioner needed to be replaced 4 times. Case 95055 was closed today by Larry Stains and customer's car has been repaired. Will fax copy of MVN to L. Stains for his information.

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

Note ID 451264 **Cus Ident** 8871379 **Legal** **Note Type** Summary Note
Customer **Address**

Greenville

NC

Phone**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** 2102651A**World Vin:** WDBJH65F9WA**Mileage** 26800 **Prod Date** 09/12/1997 **Warr Date** 10/30/1997 **Model** E320S 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTV	10/24/2001 15:05:01	Ed Duffy	6296

Summary Notes

Date	Time	By	Phone
09/26/2001	09:21:28	Ed Duffy	6296

owner of the leasing company called very concerned about the repair history of this vehicle. Owner stated the a/c has had to be repaired and the vehicle has just been towed in to Leith for major engine repairs. Owner believes the timing belt may have come apart and did significant damage to the engine. Owner wishes to request goodwill assistance in obtaining an extended warranty.

phoned this a.m. and claims after speaking with CAC yesterday he called Joe the service manager regarding SPOM involvement. says his service advisor, Bill Brennan, phoned this morning to advise him the car is done and ready for pick up (it was a harmonic balancer) and when asked Bill about this request for review of service history Bill allegedly replied, "I won't waste Alan Baker's time." states his problem is that he made a request to the dealership and the dealership refused his request and he is calling back here for assistance/direction. Writer will give update to CA rep.

Notes are from canceled referral # 148495 e-mailed to SPOM Alan Baker

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

Note ID 515971 **Cus Ident** 13078575 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Atlanta **GA** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir

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 2102651A [REDACTED] **World Vin:** WDBJH65F5WA [REDACTED]
Mileage 40001 **Prod Date** 10/13/1997 **Warr Date** 01/07/1998 **Model** E320S **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	05/02/2002 16:58:37	Cleveland Best	8344

Summary Notes

05/02/2002 16:59:07 Cleveland Best 8344

[REDACTED] called CAC. Customer claims his family has owned many MB's, going back to the gullwing. Customer claims vehicle previously serviced at Atlanta Classic Cars, but claims he had problems with manager and began having vehicle serviced at an indep shop (Alex Automotive).

Customer claims he was just advised repairs need to sunroof, and tensioner belt. Customer claims the repairs ar just over \$1000, claims never contacted MBUSA for assistance before. Customer claims vehicle just out of warranty and he is allegedly getting ready to buy another MB from RBM of Atlanta.

Writer apologized for any inconvenience, but explained his concerns must be reviewed by the service manager at an authorized MB dir. Writer advised customer if he is establishing a relationship with RBM of Atlanta, to contact the SM there (Debbie Peak) to review his alleged concern and request for goodwill.

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

Note ID 535634 **Cus Ident** 8856189 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Palm Beach Gard FL [REDACTED]

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

Sell Dir 36122 FOREIGN MOTORS WEST, INC. NATICK MA**Last Sell Dir** 36122 FOREIGN MOTORS WEST, INC. NATICK MA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2102651A [REDACTED] **World Vin:** WDBJH65F1XA [REDACTED]
Mileage 33579 **Prod Date** 11/27/1998 **Warr Date** 04/30/1998 **Model** E320S 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	07/12/2002 12:48:38	Jim McIntosh	6200

Summary Notes

07/12/2002 12:48:41 Jim McIntosh 6200

On Monday 7/08/02 vehicle was towed into 36122- Natick, Ma. the harmonic balancer had come off the front of the engine. Dealer provided loaner and vehicle repairs were completed 7/11/02 all under the new car warranty. Apparently customer called CAC and spoke with Ed Duffy. Customer was requesting that his warranty be extended. Ed turned down this request. Writer agrees with Ed's decision.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 589145 **Cus Ident** 12985308 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Conyers GA [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 17100 MERCEDES-BENZ OF ATHENS ATHENS GA
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 2102851E [REDACTED] **World Vin:** WDBJH65J4YB [REDACTED]
Mileage 71000 **Prod Date** 12/08/1998 **Warr Date** 03/13/2000 **Model** E320S 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	01/27/2003 11:21:57	Miriam Clark	4899

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/27/2003 11:22:09	Miriam Clark	4899

Summary Notes

01/27/2003 11:21:25 Miriam Clark 4600

Customer called she and her husband were on the phone very agitated , regarding a gearshift know repair to their vehicle.

They alleged the vehicle was disabled when they spilled liquid in the gearshift...Customer stated she was told by Roadside Assistance Tech that MB is aware of the defect and that it has happened to others.

Customer went on for 15 minutes about how she serviced the vehicle at Carriage House in GA and in Mt. Pleasant.....She stated that if we did not do anything for her she would go to the television stations and let them know that MB does not stand behind their product.

I apologized to the customer and advised that MB did not consider the repair a warranty repair and as such any post warranty repair would have to be reviewed by the respective SM and he would make a decision about offerin any financial assistance.

Customer then stated " you don't understand that I am stranded out here in Athens and I could have been hurt as well as my children".

Customer repeated back and forth how she was told by SM at 17100, that he would assist her with repair if she had purchased the vehicle from 17100.....She also stated that further inspection revealed the vehicle needed another repair related to the crank dampner, which was not done by Carriage House. She stated that he refused to do the repair and "did not want to take the hit".

The conversation ended with the customer understanding that MB would not assist with the repair.....I did offer to contact the dealership on her behalf and advise that she had called CAC and her concerns.

Spoke with SM Brian Miller at 17100 , who advised he did speak with customer at the request of his SA, and did offer to pay \$150 on the part and MB would pay for the labor. He stated this was before he realized the customer bought vehicle from independent and that he only had vehicle for 1 year.

He stated customers had approved the repair and he tore down the vehicle, but they later called and said to stop the repair.

Brian stated that he would call the customer back and review the repair with them once again.....He denied any comments made by the RA Tech and stated the customers twisted his words.

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

Note ID 610991 **Cus Ident** 501494 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Jupiter **FL** [REDACTED]
Phone [REDACTED] **Phone Location** Mobile
Assign Dir 50107 **DREHER - HOLLOWAY, INC.** **GREENLAND** **NH**
Sell Dir 14345 **COGGIN MOTOR MALL** **FORT PIERCE** **FL**
Last Sell Dir 14345 **COGGIN MOTOR MALL** **FORT PIERCE** **FL**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102651A [REDACTED] **World Vin:** WDBJH65F3WA [REDACTED]
Mileage 92000 **Prod Date** 05/07/1998 **Warr Date** 05/30/1998 **Model** E320S 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/09/2003 16:32:03	Surya Boonphadung	4681

Summary Notes

04/09/2003 16:31:56 Surya Boonphadung 4681

customer called cac having complaints regarding his 1998 E320. He stated that the harmonic balancer failed on 09/10/02 and was replaced by dealer 60107. He stated that he is now in Florida and brought the car to an independent repair facility and was allegedly advised that the front seal is leaking oil. Customer states he feels the leak related to harmonic balancer replacement back in September 2002.

Writer contacted service department of Dreher-Holloway and inquire about repair. Writer was advised that dealer did replace the harmonic balancer but did not do any repair to the front seal. Service dept. advised mileage at the time was 81,000 miles.

04/10/2003 16:12:52 Surya Boonphadung 4681

Writer contacted customer and advised that dealer assured writer that they did not do any further repair other than the harmonic balancer. Writer contacted Fred at dealer and conferenced customer in with Fred. Fred and customer discussed the harmonic balancer repair at length, and at the end Fred suggested that customer bring the car to a local authorized MB (since customer is in Florida at the moment) and have the service manager and/or regional representative inspect the leak.

Customer states he will contact the local dealer and do so.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 663257 **Cus Ident** 49623 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Mount Pleasant SC** [REDACTED] **Phone Location** Residence
Assign Dir

Sell Dir 76504 **GARLYN SHELTON IMPORTS** **TEMPLE TX**
Last Sell Dir 72320 **BAKER MOTOR COMPANY OF C** **CHARLESTON SC**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102651A [REDACTED] **World Vin:** WDBJH65FXWA [REDACTED]
Mileage 32248 **Prod Date** 04/04/1998 **Warr Date** 05/05/1998 **Model** E320S 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	10/03/2003 12:19:36	Joseph Burka	6248

Summary Notes

10/03/2003 12:19:30 Joseph Burka 6248
Primary Phone: [REDACTED]
Current Mileage: 32248
Dealer(s) involved: N/A

Situation: Owner called CAC wishing to discuss concerns with his 1998 E325 and wife 1998E320. Ownr has had same failures on both of his vehicle (i.e. window regulator and crankshaft pulley).

Action Taken: Owner and writer had pleasant discussion about automotive business in general and repairs mentioned. Writer apologized for his inconveniences and discussed MBUSA goodwill participation (which he admits he has been a recipient of). Writer agreed to document his concerns with regards to his repair.

Customer Follow-up Y/N:

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

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

Note ID 889463 **Cus Ident** 10611980 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Oceanside** **CA** [REDACTED] **Phone Location** **Residence**
Assign Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Sell Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Last Sell Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102651A [REDACTED] **World Vin:** WDBJH65F4XA [REDACTED]
Mileage 15500 **Prod Date** 03/15/1999 **Warr Date** 05/08/1999 **Model** E320S 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/23/2003 12:20:48	Thomas Trivento	

Summary Notes

12/23/2003 12:20:29 Thomas Trivento

Customer phoned CAC requesting post warranty assistance for engine pulley. Customer advised authorized MB dealers are empowered by MBUSA to review all matters once warranty has expired and customer may discuss further with SM at dealer.

12/23/2003 13:39:05 James Bisale 4520

Silvia Peters called, stated she was spouse of Edwin and she repeated allegation as noted above - she requested address to write a letter to as she wanted to note her view that she felt vehicle "was a lemon."

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

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Note ID 691436 **Cus Ident** 21766821 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Cincinnati** **OH** [REDACTED] **Phone Location** Mobile
Assign Dir 62410 **MERCEDES-BENZ OF CINCINNATI** **CINCINNATI** **OH**
Sell Dir 62410 **MERCEDES-BENZ OF CINCINNATI** **CINCINNATI** **OH**
Last Sell Dir 62410 **MERCEDES-BENZ OF CINCINNATI** **CINCINNATI** **OH**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102651A [REDACTED] **World Vin:** WDBJH65FXWA [REDACTED]
Mileage 30000 **Prod Date** 01/27/1998 **Warr Date** 03/11/1998 **Model** E320S 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/02/2004 09:43:09	Frank Parents	4675

Summary Notes

01/02/2004 09:42:45 Frank Parents 4675

Customer called claiming that his vehicle has been at dealer for 5 weeks for a Harmonic Balancer failure. Customer requesting MB assistance in getting vehicle repaired. Writer will contact dealer to determine issue.

01/02/2004 12:29:45 Frank Parents 4675

SPOM response:

Frank,
the problem is world wide shortage of oil pan. Special procurement is involved. Any help from your end is much appreciated.
All the best,

Steve Neukam
Service and Parts Operations Manager

Summary Notes

01/02/2004 15:38:38 Frank Parente 4678

Note from SPOM re Oil Pan for Harmonic Balancer repair:

Frank,

Thanks for the info. I will be glad to review the payment situation with the SM; however the crunch is, regardless of who pays how much, that we need the oil pan which is on inter-galactic back order. That is what the customer is complaining about; lack of parts. Any help to get the customer a new oil pan is much appreciated.

All the best,

Steve Neukam
Service and Parts Operations Manager

01/02/2004 15:47:47 Thomas Trivento

Below to RPS for asst.

Customer: [REDACTED]
Model: E320S 'MY 1998 - 210065 1A 610826
Dealer: DC82410 MB of Cincinnati, OH
NTMT 891438
SPOM S. Neukam

Customer asking for MBUSA intervention to obtain oil pan for vehicle, dealer unable to provide eta on item.

SPOM - This process eliminates referrals and action on your part, unless you feel action needed.

Tom

01/05/2004 09:47:13 Thomas Trivento

They received this item already. Car is in to be repaired.

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

Note ID 185803 **Cus Ident** 4292562 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Erie **PA** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**

Assign Dir

Sell Dir 62214 LEIKIN MOTOR COMPANIES WILLOUGHBY OH

Last Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82F3W [REDACTED]
Mileage 548 **Prod Date** 09/17/1997 **Warr Date** 10/23/1997 **Model** E320S4 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	02/19/1998 13:32:21	Gregg Mauk	6350

Summary Notes

02/19/1998 13:32:23 Gregg Mauk 6350

Writer received call from above owner. Owner states that he has only had the car 1 month and since he is traveling to Florida, has had wiper washer system, engine light, power steering pump and belt tensioner replaced at various dealers. Owner was very upset that this was happening. Writer stated that he will document owners concerns and advised owner to speak with our SOM once he gets back to his normal servicing dealer. Owner asked if something happens on the way back home what should he do. Writer advised to contact RAP for assistance.

Summary Note Information**Mercedes Benz of U.S.A****Note ID 633205 Cus Ident 17181072 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Reading PA** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 67234 TOM MASANO, INC. READING PA****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 2102821X** [REDACTED] **World Vin: WDBJH82F2X** [REDACTED]
Mileage 44600 Prod Date 11/26/1996 Warr Date 01/09/1998 Model E320S4 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	06/25/2003 19:41:15	Kathleen Durning	4633
	Overall Dissatisfaction with Service	06/25/2003 19:41:15	Kathleen Durning	4633
Vehicle Quality	High Cost of Repairs	06/25/2003 19:41:28	Kathleen Durning	4633
	Poor Design of Component(s)	06/25/2003 19:41:28	Kathleen Durning	4633

Summary Notes

06/25/2003 19:40:47 Kathleen Durning 4633

[REDACTED] phoned the CAC to inquire about a recent repair performed at the Masano dealership. Customer states that while driving home the check battery light went on briefly and then suddenly there was a total loss of steering- she fortunately was within a close distance to home. Customer had vehicle towed into the service center the next morning, (6/13). Customer was informed that the drive belt, harmonic balancer, and pulley all needed repair and the vehicle is out of warranty. Customer was charged \$4300 and is concerned that since this was caused by a belt which is a wearable item that she could be looking at this degree of repair in another 44K miles.

Customer was seeking some type of reassurance since she had her vehicle's routine maintenance done in Janua and they did not mention any signs of wear in the belt at that time.

Customer also was questioning the amount of time charged for this repair. She claims to have discussed this with independent mechanics who informed her that to replace an entire engine belt would take approx. 10-12 hours and she claims she was charged 41 hours for this repair at a cost of \$75/hr. Customer is very concerned with this and is seeking info from MB regarding reasonable time for repairs before she speaks with the dealership again. Write will leave a message with the Tech Spec, Neil Shore and request he call her to discuss this issue- Neil will not be back in until Monday 6/30.

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

Note ID 648188 **Cus Ident** 19046190 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Akron **OH** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 62105 **MERCEDES-BENZ OF NORTH C** **NORTH OLMSTI OH**
Sell Dir 62101 **MOTORCARS WEST, INC.** **NORTH OLMSTI OH**
Last Sell Dir 62101 **MOTORCARS WEST, INC.** **NORTH OLMSTI OH**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82FXXX [REDACTED]
Mileage 35000 **Prod Date** 02/25/1999 **Warr Date** 03/31/1999 **Model** E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/13/2003 17:13:55	James Blasie	4820

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/13/2003 17:14:13	James Blasie	4820

Summary Notes

08/13/2003 17:13:49 James Blasie 4820

Primary Phone: [REDACTED]
Current Mileage: 28840
Dealer(s) involved: 62105.

Situation: customer's son [REDACTED] called and stated his parents (Richard is father) purchased vehicle for Stan leasing company - that vehicle harmonic balancer "went" and did damage to other engine parts, that svc mgr C. Tombo offered \$1500 towards repair, he was resulting full coverage as vehicle was juts out of warranty and had only 35,000 miles.

Action Taken: writer advised that svc mgr. is empowered to review such requests and his decision for assistance would be supported by MB.

Customer Follow-up Y/N:

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

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

Note ID 666832 Cus Ident 8813207 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Phone [REDACTED] Brentwood TN [REDACTED]
 Phone Location Business
 Assign Dir 74323 MERCEDES-BENZ OF NASHVILLE FRANKLIN TN
 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 2102821X [REDACTED] World Vin: WDBJH82F8X [REDACTED]
 Mileage 54000 Prod Date 02/08/1999 Warr Date 03/16/1999 Model E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/15/2003 13:11:13	Lois Grillo	4827

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coollr	Engine and Engine Cooling	10/15/2003 13:11:01	Lois Grillo	4827

Summary Notes

10/15/2003 13:10:46 Lois Grillo 4827

Primary Phone: [REDACTED]
 Current Mileage: 54000
 Dealer(s) Involved: 74323

Situation:

Customer phoned the CAC alleging that his S/A, Jeff, told him that they see "Harmonic Balancer malfunctions all the time" and that his vehicle is in need of repairs in addition to the FS6 service that the vehicle is having. Customer alleges that S/A told him and "in 60,000 miles we will need to replace it again".

Action Taken:

As customer's vehicle is out of warranty; writer referred customer to S/M, Mark Merryman, for possible review for post warranty consideration. Writer states that the S/M decision will be upheld by MBUSA.

Customer Follow-up Y/N:
 yes with S/M.

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

Note ID 685169 **Cus Ident** 12983128 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Winchester** **VA** [REDACTED] **Phone Location** **Residence**
Assign Dir

Sell Dir 55109 **RALLYE MOTORS LLC** **ROSLYN** **NY**
Last Sell Dir 34205 **MERCEDES-BENZ OF HAGERS' HAGERSTOWN** **MD**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82F4WX [REDACTED]
Mileage 89204 **Prod Date** 12/02/1997 **Warr Date** 12/31/1997 **Model** E320S4 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/09/2003 16:48:36	Gregg Mault	6350

Summary Notes

12/09/2003 16:48:27 Gregg Mault 6350

Customer called writer stating there was previous work performed on his car by dealer back in 9/02 in ref to a belt tensioner break. Customer alleges that the first repair was just epoxy and that is why customer presently has an oil leak. Writer spoke with Marty (svc mgr) who stated he will call customer to arrange further inspection.

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

Note ID 185603 **Cus Ident** 4292562 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone Erie [REDACTED] **PA** [REDACTED] **Phone Location** **Residence**
Assign Dir
Sell Dir 62214 LEIKIN MOTOR COMPANIES WILLOUGHBY OH
Last Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82F3W [REDACTED]
Mileage 546 **Prod Date** 09/17/1997 **Warr Date** 10/23/1997 **Model** E320S4 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	02/19/1998 13:32:21	Gregg Mault	6350

Summary Notes

02/19/1998 13:32:23 Gregg Mault 6350

Writer received call from above owner. Owner states that he has only had the car 1 month and since he is travelin to Florida, has had wiper washer system , engine light,power steering pump and belt tensioner replaced.at various dealers. Owner was very upset that this was happening. Writer stated that he will document owners concerns and advised owner to speak with our SOM once he gets back to his normal servicing dealer. Owner asked if somethin happens on the way back home what should he do. Writer advised to contact RAP for assistance.

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

Note ID 633205 **Cus Ident** 17181072 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Reading PA [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 67234 **TOM MASANO, INC.** **READING** **PA**
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 2102821X [REDACTED] **World Vin:** WDBJH82F2X [REDACTED]
Mileage 44600 **Prod Date** 11/28/1998 **Warr Date** 01/09/1999 **Model** E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	08/25/2003 18:41:15	Kathleen Durning	4533
	Overall Dissatisfaction with Service	08/25/2003 18:41:15	Kathleen Durning	4533
Vehicle Quality	High Cost of Repairs	08/25/2003 18:41:28	Kathleen Durning	4533
	Poor Design of Component(s)	08/25/2003 18:41:28	Kathleen Durning	4533

Summary Notes

08/25/2003 19:40:47 Kathleen Durning 4533

[REDACTED] phoned the CAC to inquire about a recent repair performed at the Masano dealership. Customer states that while driving home the check battery light went on briefly and then suddenly there was a total loss of steering- she fortunately was within a close distance to home. Customer had vehicle towed into the service center the next morning. (8/13). Customer was informed that the drive belt, harmonic balancer, and pulley all needed repair and the vehicle is out of warranty. Customer was charged \$4300 and is concerned that since this was caused by a belt which is a wearable item that she could be looking at this degree of repair in another 44K miles.

Customer was seeking some type of reassurance since she had her vehicle's routine maintenance done in January and they did not mention any signs of wear in the belt at that time.

Customer also was questioning the amount of time charged for this repair. She claims to have discussed this with independent mechanics who informed her that to replace an entire engine would take approx. 10-12 hours and she claims she was charged 41 hours for this repair at a cost of \$75/hr. Customer is very concerned with this and is seeking info from MB regarding reasonable time for repairs before she speaks with the dealership again. Write will leave a message with the Tech Spec. Neil Shore and request he call her to discuss this issue- Neil will not be back in until Monday 8/30.

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

Note ID 648188 **Cus Ident** 19046190 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Akron **OH** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 62105 **MERCEDES-BENZ OF NORTH C** **NORTH OLMSTI OH**
Sell Dir 62101 **MOTORCARS WEST, INC.** **NORTH OLMSTI OH**
Last Sell Dir 62101 **MOTORCARS WEST, INC.** **NORTH OLMSTI OH**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82FXXX [REDACTED]
Mileage 35000 **Prod Date** 02/25/1998 **Warr Date** 03/31/1998 **Model** E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/13/2003 17:13:55	James Blasie	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/13/2003 17:14:13	James Blasie	4620

Summary Notes

08/13/2003 17:13:49 James Blasie 4620

Primary Phone: [REDACTED]
Current Mileage: 29840
Dealer(s) involved: 62105.

Situation: customer's son [REDACTED] called and stated his parents [REDACTED] purchased vehicle for Stan leasing company - that vehicle harmonic balancer "went" and did damage to other engine parts, that svc mgr C. Tombo offered \$1500 towards repair, he was resulting full coverage as vehicle was juts out of warranty and had only 35,000 miles.

Action Taken: writer advised that svc mgr. is empowered to review such requests and his decision for assistance would be supported by MB.

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 666832 Cus Ident 8813207 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Brentwood TN [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir 74323 MERCEDES-BENZ OF NASHVIL FRANKLIN TN

Sell Dir 22427 MOTOR WERKS OF BARRINGT BARRINGTON IL

Last Sell Dir 22427 MOTOR WERKS OF BARRINGT BARRINGTON IL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2102821 [REDACTED] World Vin: WDBJH82F8X [REDACTED]
 Mileage 54000 Prod Date 02/08/1999 Warr Date 03/18/1999 Model E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/15/2003 13:11:13	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cooltr	Engine and Engine Cooling	10/15/2003 13:11:01	Lois Grillo	4627

Summary Notes

10/15/2003 13:10:48 Lois Grillo 4627

Primary Phone: [REDACTED]
 Current Mileage: 54000
 Dealer(s) involved: 74323

Situation:

Customer phoned the CAC alleging that his S/A, Jeff, told him that they see "Harmonic Balancer malfunctions all the time" and that his vehicle is in need of repairs in addition to the FSS service that the vehicle is having. Customer alleges that S/A told him and "in 50,000 miles we will need to replace it again".

Action Taken:

As customer's vehicle is out of warranty; writer referred customer to S/M, Mark Merryman, for possible review for post warranty consideration. Writer states that the S/M decision will be upheld by MBUSA.

Customer Follow-up Y/N:

yes with S/M.

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

Note ID 685169 **Cus Ident** 12963126 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Winchester

VA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 55109

RALLYE MOTORS LLC

ROSLYN

NY

Last Sell Dir 34205

MERCEDES-BENZ OF HAGERS' HAGERSTOWN MD

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2102821X [REDACTED]**World Vin:** WDBJH82F4W [REDACTED]**Mileage** 89204 **Prod Date** 12/02/1997 **Warr Date** 12/31/1997 **Model** E320S4 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/08/2003 15:45:35	Gregg Mault	5350

Summary Notes

12/09/2003 15:48:27 Gregg Mault 5350

Customer called writer stating there was previous work performed on his car by dealer back in 9/02 in ref to a belt tensioner break. Customer alleges that the first repair was just epoxy and that is why customer presently has an oil leak. Writer spoke with Marty (svc mgr) who stated he will call customer to arrange further inspection.

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

Note ID 441126 **Cus Ident** 4284591 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Kaufman

TX [REDACTED]

Phone [REDACTED]**Phone Location** Mobile**Assign Dir****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** 2100701A [REDACTED]**World Vin:** WDBJF70H2XA [REDACTED]**Mileage** 65000 **Prod Date** 09/14/1998 **Warr Date** 10/29/1998 **Model** E430W 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	08/07/2001 18:51:58	Miriam Clark	4699

Summary Notes

08/07/2001 16:52:33 Miriam Clark 4699

Customer called seeking goodwill assistance with \$200 towing bill. Customer stated he took vehicle into 01330 for regular scheduled maintenance and on the way back from dealer, the vehicle broke down. The vehicle then had to be towed back to dealer 01330. The customer stated he was told by SM at 01330 that he would be charged for the repair as it did not come up during the diagnostic testing.

Customer feels he would not have had to pay \$200 if dealer 15318 was still doing business.

Advised customer that I would refer to the Regional Manager for review and someone would get back to him.

08/07/2001 16:55:21 Miriam Clark 4699

Called SPOM and left message.

08/08/2001 11:53:11 John Atkinson 6200

Contacted Cliff Allsup, SM 01330, this morning, 08/08, to obtain information. Cliff informed me the vehicle is being delivered back at this time. The problem was with the harmonic balancer coming apart. I review the service history, which is at many dealers, and informed Cliff to goodwill the repair. The tow bill would remain the responsibility of the customer as the vehicle did have 68,058 miles on it. Dealer is contacting Mr. Gainer to inform him of this decision. I will update this sum note if necessary. The repair bill for the harmonic balancer was approximately \$230.00 customer pay, according to Cliff.

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

Note ID 495980 **Cus Ident** 6599965 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Covington

LA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 32100 AUDUBON IMPORTS BATON ROUGE LA**Sell Dir** 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA**Last Sell Dir** 32507 BENSON MOTOR COMPANY METAIRIE LA**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70F7WA [REDACTED]
Mileage 56000 **Prod Date** 03/10/1998 **Warr Date** 04/08/1998 **Model** E430W 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	03/18/2002 09:28:47	Lois Grillo	4827

Summary Notes

03/18/2002 09:28:59 Lois Grillo 4827

Customer, [REDACTED] phoned the CAC to request goodwill assistance with repair to her 1998 E430 with 56,000 miles. Customer claims that vehicle was towed to dealer 32100 while they were traveling to a funeral. Customer states that the crank pulley, R&R upper oil pan, V-belt repair cost \$1,569.23. Customer state that the vehicle was at dealer 3/13 to 3/15. Customer claims that her vehicle has been serviced at Benson (dealer #32507).

Writer referred her to service manager at dealer and indicated that her comments would be noted.

03/27/2002 18:08:26 Lois Grillo 4827

Tyle Talber at dealer phoned me to let me know that he is still waiting to hear from the SOM regarding the above issue.

03/27/2002 18:10:18 Lois Grillo 4827

Writer advised customer that Tyle Talber will be in touch with her regarding this issue.

03/28/2002 11:45:48 Lois Grillo 4827

Kyle Talber phoned and stated that he has submitted request to Regional Manager for review.

04/18/2002 10:56:26 Lois Grillo 4827

Customer phoned CAC to inquire about decision. Writer phoned Kyle Talber who is still awaiting a decision; he w contact customer when a decision is made. Writer advised customer of above.

Summary Notes

04/18/2002

15:12:58

Lois Grillo

4827

ois,

I will ask [REDACTED] about this. I have not spoken to him, nor do I have a "Request" from him. I usually hear from the Service Manager on this anyway. We will reimburse the lady and I will see that she gets the check cut and sent to her today. Thanks! If she calls, advise that I have just heard about this via your voicemail yesterday. Thanks!

Chuck

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 540188 **Cus Ident** 5161677 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Randalltown **MD** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Sell Dir 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Last Sell Dir 34208 R & H MOTOR CARS, LTD. OWINGS MILLS MD

Notes to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70H9XA [REDACTED]
Mileage 66000 **Prod Date** 11/06/1996 **Warr Date** 12/18/1996 **Model** E430W 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 ACTV	06/02/2002 13:39:19	Cleveland Best	6344

Summary Notes

07/30/2002 17:10:47 James Blaale 4620

Lisa Forbes SM. @ R & H called in with following - requested information be documented in case customer calls i
 She spoke with customer today -

1. his vehicle had been towed to them at night 7/29 - he claims he was told he would get loaner
2. she checked and no commitment was made - they are a week behind in requests
3. customer has had no major service dealership since 1999
4. belt tensioner "fell apart" and damaged engine parts
5. she offered goodwill coverage for parts - he was to pay for labor
6. customer became belligerent , yelling - she retracted offer
7. customer stated he wanted MB to pay for all - he would be contacting MB

08/02/2002 13:39:36 Cleveland Best 6344

Mr. Benyard called CAC requesting assistance towards repair of belt tensioner. Customer claims dir offered to pay for parts, and he pay for labor (\$2000). Customer wants MBUSA to cover the full repair.

Writer advised customer at some point in the life of vehicle, customer must become responsible for repairs and th
 is after the warranty expires. Writer advised customer we feel the dir's offer is fair and declined any further
 assistance. However, advised customer the offer was withdrawn because of his interaction with the service
 manager.

Customer stated he would like to accept SM's original offer. Writer advised we will contact SM to see if she will
 reconsider. Writer called SM--left message to call back writer.

Summary Notes

CONFIDENTIAL

06/02/2002 16:03:31 Cleveland Best 6344

Writer called SM (Lisa) and ask would she reconsider her position and pay for the parts, leaving customer responsible for the labor and she agreed. SM stated to have customer call back and speak with Kevin to make th arrangement (offer will remain as long as customer treats her employees with respect).

Writer called back customer, left message with wife advising of the position of the SM.

Summary Note Information

0.000000

Mercedes Benz of U.S.A

Note ID 541889 **Cus Ident** 9233917 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fort Lauderdale FL [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERI FL
Sell Dir 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERI FL
Last Sell Dir 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERI FL
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70H5XA [REDACTED]
Mileage 53528 **Prod Date** 02/18/1999 **Warr Date** 07/17/1999 **Model** E430W 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	08/08/2002 17:17:40	Michael Reger	8383

Summary Notes

08/08/2002 17:17:52 Michael Reger 8383

corres no 205929
dated 8/1/02. received 08/05/02.

letter sent to Paul Hahata.
the customer sent in a request for additional good will for a dampner repair 3,000 miles out of warranty.

The writer spoke to SPOM Zitzman who will cover the request, but wants it to go through the dealer.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 622652 **Cus Ident** 8846790 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lafayette **LA** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 44101 HIGGINBOTHAM AUTOMOBILES JACKSON MS
Sell Dir 32518 MOSS MOTORS LAFAYETTE LA
Last Sell Dir 32518 MOSS MOTORS LAFAYETTE LA
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70H6XA [REDACTED]
Mileage 43000 **Prod Date** 12/07/1998 **Warr Date** 04/23/1998 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/20/2003 18:14:48	Miriam Clark	4699

Summary Notes

05/20/2003 19:14:39 Miriam Clark 4699
 Customer called seeking post warranty assistance for harmonic balancer repair.
 He stated the Jackson MS dealer charged him \$1500 for repair.
 I advised the customer that he should speak with SM at his selling dealer for evaluation.

Summary Note Information**Mercedes Benz of U.S.A****Note ID 623760 Cus Ident 7494765 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Mc Kinney****TX****Phone** [REDACTED]**Phone Location Mobile****Assign Dir 75568 PARK PLACE MOTORCARS DALLAS 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 2100701A [REDACTED] **World Vin: WDBJF70H9XA** [REDACTED]
Mileage 76261 Prod Date 09/21/199E Warr Date 10/26/199E Model E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	05/23/2003 14:55:40	Cynthia Feuss	6289
	Overall Dissatisfaction with Service	05/23/2003 14:55:40	Cynthia Feuss	6289
Warranty	Extended Limited Warranty Inquiry	05/23/2003 10:51:23	Joseph Burka	6249

Summary Notes

05/23/2003 10:51:13 Joseph Burka 6249

Owner called up with questions pertaining to ELW. Owner claims dealer cannot process ELW claims for Rear pinion seal and MAF sensor. Writer advised owner that such repairs should be covered. Writer confirmed same through B. Christgau in warranty claims processing.

Writer spoke with dealer claims administrator and requested they discuss directly with warranty.

05/23/2003 14:56:24 Cynthia Feuss 6289

Owner claims he does not trust what the dealer is telling him in terms of what is and is not covered under the ELV. Owner claims now dealer is telling him that there is a seal that is not needed and it is not covered under warranty. Owner states based on what happened earlier today (see above notes) he does not trust that the dealer is correct advising him about what is covered. Owner claims dealer has told him that they are having trouble putting the part numbers in the system, the system is rejecting it, etc. Owner also claims that he has "saved himself over \$2k. claims "first off , they do not even seem to look to see that my car has the extended warranty. A couple of weeks ago I was told it was cost a small fortune to replace the harmonic balancer, I asked "Isn't that covered under my extended warranty. They did the same on another repair as well. How can you expect me to trust them?" Owner vents for several minutes. I contact dealer SD Tony Carlmi who states he will research and call owner directly.

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

Note ID	629551	Cus Ident	9872331	Legal		Note Type	Summary Note
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Customer	[REDACTED]
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Address	[REDACTED]
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Portland	OR	[REDACTED]
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Phone	[REDACTED]	Phone Location	Residence
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Assign Dir

Sell Dir	14310	MERCEDES-BENZ OF MIAMI	MIAMI	FL
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Last Sell Dir	14310	MERCEDES-BENZ OF MIAMI	MIAMI	FL
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Note to Market Ind:	Amount
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Vehicle Information

DBAG Vin	2100701A [REDACTED]	World Vin:	WDBJF70H8X [REDACTED]					
Mileage	32203	Prod Date	12/10/1998	Warr Date	03/12/1999	Model	E430W	1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/13/2003 11:18:42	Robyn Letz	6209

Summary Notes

06/13/2003	11:18:34	Robyn Letz	6209
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Customer's Internet:

Car at dealer with defective harmonic balancer, damage to oil pan and housing from the part. 34,000 miles. Factory will help with parts cost, but still over \$1600 out of my pocket. This appears to be a known defect, is there a recall for this? I'm looking for help with what appears to be a major factory problem. Any help will be appreciated. John Carveth ☐☐☐☐ ☐Response:

Dear Mr. Carveth:

Thank you for your Internet message.

We regret to learn of the need for repairs to your E430 and apologize for any inconvenience you may have experienced.

Our records show no open recalls for your vehicle.

We suggest that you contact the Service Manager of your dealership. (Mercedes-Benz USA empowers the Service Managers at our authorized dealerships to review post-warranty repairs on a case-by-case basis and determine if the repair qualifies for financial assistance.) The decision of the Service Manager is supported by Mercedes-Benz USA.

The opportunity to review this matter is appreciated. ☐☐☐☐

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

Note ID 633179 **Cus Ident** 17150301 **Legal** **Note Type** -Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Milpitas** **CA** [REDACTED] **Phone Location** **Business**
Assign Dir 05137 **BESHOFF MOTORCARS** **SAN JOSE** **CA**
Sell Dir 05705 **MERCEDES-BENZ OF SOUTH B** **TORRANCE** **CA**
Last Sell Dir 05705 **MERCEDES-BENZ OF SOUTH B** **TORRANCE** **CA**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70HXXA [REDACTED]
Mileage 63185 **Prod Date** 11/10/1998 **Warr Date** 01/19/1999 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/25/2003 17:48:36	Cynthia Feuss	6288
Internet	Internet Inquiry	06/25/2003 17:48:30	Cynthia Feuss	6288
Technical Assistance Req	Vehicle Technical Assistance Request	01/26/2004 14:51:25	Bernard Pires	6362

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coole	Engine and Engine Cooling	06/25/2003 17:48:46	Cynthia Feuss	6288

Summary Notes

08/25/2003 17:48:24 Cynthia Feuss 6289

Corr # 221739: Dated 6-24-03, I rec'd & replied 6-25-03

Dear [REDACTED] Thank you for your inquiry. The Mercedes-Benz Manufacturer's New Vehicle Limited Warranty (MNVLW) is 4 years from the original in-service date or 50,000 miles, whichever comes first. When you purchased this vehicle in March of 2003, the MNVLW had already expired (on Jan. 19, 2003). Once the MNVLW expires, all repairs are the responsibility of the owner. Heritage is an independent company, so we are not in the position to comment on the terms of the service contract you purchased from them. We realize that this is not the response you hoped for and solicit your understanding and acceptance of our company's position. Sincerely, Cynthia Feuss Customer Relations

Comments: TO WHOM IT MAY CONCERN: I BOUGHT MY 1999 E-430 SPORT BENZ FROM A DEALERSHIP IN MARCH OF THIS YEAR. MY CAR STARTED SHOWING THE CHECK ENGINE LIGHT ABOUT 2 WEEKS AGO AND BROUGHT IT TO SMYTHE MERCEDES IN SAN JOSE, CALIFORNIA FOR A DIAGNOSTIC 2 DAYS AGO. IT TURNS OUT THAT THE PROBLEM WITH THE CHECK ENGINE LIGHT COMING ON STEMS FROM THE EMISSION AND ENGINE. I HAVE WARRANTY INSURANCE THRU HERITAGE (1-800-753-5238) WHICH I RECEIVED WHEN I PURCHASED THE VEHICLE. WHEN THE SMYTHE REP CALLED THE INSURANCE, SHE FOUND OUT THAT HERITAGE DOES NOT COVER THE EMISSION PROBLEM ON THE CAR. I THEN CALLED THE DEALERSHIP THAT SOLD US THE CAR AND INFORMED US THAT MERCEDES BENZ HAS COVERAGE ON THEIR CARS UP TO 48 MOS OR 50,000 MILES. I DONT WANT TO PAY THE \$700 CHARGE THAT SMYTHE IS CHARGING ME TO FIX THIS IF THERE TRULY IS A MANUFACTURER WARRANTY ON EMISSION AND ENGINE. PLEASE CLARIFY WHAT THE ACTUALLY COVERAGE IS FOR THE CAR THRU MBUSA LIMITED WARRANTY. WE BOUGHT THE CAR ON MARCH 19, 2003, JUST A LITTLE OVER 3 MONTHS AGO AND HAVING THIS PROBLEM IN SUCH A SHORT AMOUNT OF TIME AND HASSLING WITH RENOWNED MERCEDES DEALERSHIP AND MY WARRANTY IS TOO MUCH FOR A FIRST TIME OWNER OF A MERCEDES BENZ. PLEASE LET ME KNOW IF YOU CAN HELP ME AND ANY INFORMATION IS GREATLY APPRECIATED. THANKS VERY MUCH. SINCERELY, [REDACTED] HOME [REDACTED] HUSBAND MICHAEL'S CELL PHONE [REDACTED]

Survey Information: Day Phone Number: (415) 369-6274 Evening Phone Number: (408) 958-0807 Preferred number: Work Preferred time to call: Morning

VIN Number: WDBJF70HXXA [REDACTED] Vehicle Year: 1999 Model You Own : E-Class

01/26/2004 14:48:10 Bernard Pires 6362

Customer called the CAC requesting financial assistance towards the repairs/replacement of the engine front cover and vibration dampener. Writer advised customer to speak to the service manager.

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

Note ID : 656521 **Cus Ident** : 2295115 **Legal** **Note Type** : Summary Note
Customer : [REDACTED]
Address : [REDACTED]

Viera

FL [REDACTED]

Phone [REDACTED]**Phone Location** : Residence**Assign Dir** 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT**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 2100701A [REDACTED] **World Vin:** WDBJF70HXXA [REDACTED]
Mileage : 45000 **Prod Date** 11/03/199E **Warr Date** 01/05/199E **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	High Overall Repair Frequency	09/12/2003 13:13:42	Lois Grillo	4827

Summary Notes

09/12/2003 13:13:20 Lois Grillo 4827

Primary Phone: [REDACTED]**Current Mileage:** 45000**Dealer(s) Involved:** 09115**Situation:**

Customer (loyal MB owner) phoned the CAC stating that he recently gave this vehicle to his son Connecticut and that the harmonic balancer broke on the vehicle and dealer 09115 repaired the vehicle for his son. Customer claims that his son was quoted a price of about \$3,085 (labor & parts) to repair the vehicle. Customer alleges this included \$2208 in labor charges. Customer is alleging that this is over 22 hrs. labor and appears to be out of line. Customer requested that MBUSA get involved in reviewing this matter.

Action Taken:

Writer declined MBUSA involvement and stated that customer comments would be noted. Writer stated that MBUSA dealers are independently owned and operated business and responsible for their day to day operations including pricing, labor charges, etc.. Writer also stated that the S/M at authorized MB dealers are empowered by MBUSA to review all requests for PAW/C.

Customer Follow-up Y/N:

yes with S/M.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 662318 **Cus Ident** 20244217 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Nashville GA [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 17343 HENTSCHEL MOTORCARS, INC ALBANY GA**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 2100701A [REDACTED] **World Vin:** WDBJF70H6XA [REDACTED]
Mileage 38567 **Prod Date** 04/21/1999 **Warr Date** 07/01/1999 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/01/2003 10:47:55	Robyn Letz	6209

Summary Notes

10/01/2003 10:47:27 Robyn Letz 6209

Primary Phone: [REDACTED]
Current Mileage: 38567
Dealer(s) Involved: N/A

Situation: Customer called the CAC. Customer alleges that vehicle harmonic balancer failed and caused damage to oil pan.

Customer's vehicle is out of warranty and at an outside shop.

Writer told customer that vehicle needs to be reviewed by SM of authorized dealer. Customer will contact Rolf Hentschel at dealer in Albany GA.

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 672602 **Cus Ident** 12443837 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Melville **NY** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 55107 **MERCEDES-BENZ OF HUNTING** HUNTINGTON NY

Sell Dir 55138 **COMPETITION IMPORTS, INC.** SMITHTOWN NY

Last Sell Dir 55138 **COMPETITION IMPORTS, INC.** SMITHTOWN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70F0WA [REDACTED]
Mileage 40000 **Prod Date** 04/21/1998 **Warr Date** 05/19/1998 **Model** E430W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Personnel Issues or Complaints	10/31/2003 10:46:39	James Dowles	4628
Vehicle Quality	Overall Dissatisfaction with Quality	10/31/2003 10:46:20	James Dowles	4628
Warranty	Post Warranty Consideration Request	10/31/2003 10:46:27	James Dowles	4628

Summary Notes

10/31/2003 10:46:04 James Dowles 4628

Primary Phone: [REDACTED]
Current Mileage: 40000
Dealer(s) involved: 55107

Situation: Customer called to lodge complaint about crankshaft pulley "falling."

Customer claims this is a manufacturer's issue.

Action taken: Writer informed customer vehicle is out of warranty, has no extended warranty and has no open recalls.

Writer made no promises. Writer referred customer to S/M at dealer.

Customer also claimed he was dissatisfied with Bob Miller in used car sales. Customer claimed he is an "sshole

Writer informed customer all MB dealer's are independently owned and operated and responsible for their daily business actions.

Writer informed customer his concerns would be documented.

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

Note ID 673570 **Cus Ident** 477944 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Orange Park FL 320732267

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL**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 2100701A [REDACTED] **World Vin:** WDBJF70HXXA [REDACTED]
Mileage 32529 **Prod Date** 12/07/1998 **Warr Date** 02/10/1999 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	11/04/2003 15:28:15	John Hoey	4605

Summary Notes

11/04/2003 15:27:51 John Hoey 4605

SM, Ronnie, from dir 15320 called the CAC to advise the customer may call seeking post warranty consideration. The vehicle is currently in their shop.

SM stated the vehicle is out of warranty, and needs a front timing cover. She stated the customer recently had the vehicle serviced at an independent.

SM is declining any financial assistance towards the repairs. She stated if the customer took the vehicle to the authorized MB dir rather than the independent they would have been able to tell that the harmonic balancer was coming loose.

No post warranty assistance per the SM.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 700722 Cus Ident 214737 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

White Stone 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 2100701A [REDACTED] World Vin: WDBJF70H7XA [REDACTED]
 Mileage 43452 Prod Date 01/22/1999 Warr Date 02/19/1999 Model E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/30/2004 16:33:29	Michael Reger	6383

Summary Notes

01/30/2004 16:33:09 Michael Reger 6383

corres no 233182 dated 01/16/2004, received 01/23/2004.

The customer sent a letter to Paul Halata request further financial assistance with a crank shaft pulley, that exploded.

The customer mentioned in the letter that he received \$179.06 for the independent shops labor time, but is requesting assistance with the parts \$206.10 for a total of \$385.16

The writer spoke to Gary B. , who suggested that we cover the 206.10.

The writer called the SVC Manager a left a message for him to return the call so that it can be arrange to refund th customer another 206.10 for a crank shaft pulley concern.

The writer will fax the SVC Manager the letter.

02/02/2004 10:20:04 Thomas Isler 7129

Writer discuss with SM today. SM will call customer and inform him that we will reimburse customer for previous crankshaft pulley repairs performed by a non-authorized dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 273915 Cus Ident 5287345 Legal N Note Type Summary Note

Customer

Address

Hollywood

FL

Phone

Phone Location Residence

Assign Dir

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 1831541/

World Vin: 4JGAB54E0W

Mileage

0 Prod Date 10/24/1997 Warr Date 10/30/1997 Model ML320 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	05/05/1999 14:23:11	Joyce Dever	8205

Summary Notes

05/05/1999 14:23:14 Joyce Dever 8205

Client's husband phoned CAC and wanted to lodge a "formal" complaint because front pads needed changing at 28,000 miles. Advised client that was "in the norm." Client states vehicle currently at dealer for crankshaft pulley failure, which he says the dealer is resolving. Client more concerned with rate of pad wear. Advised client that it is routine. Client disappointed.

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

Note ID 274660 **Cus Ident** 6154784 **Legal N** Note Type SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Defiance

OH [REDACTED]

Phone [REDACTED]**Phone Location** Business**Assign Dir****Sell Dir** 62405

VIN DEVERS, INC.

SYLVANIA

OH

Last Sell Dir 62405

VIN DEVERS, INC.

SYLVANIA

OH

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E2WA [REDACTED]**Mileage**7000 **Prod Date** 03/19/1996 **Warr Date** 04/06/1996 **Model** ML320 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	05/10/1999 11:16:53	Robert Little	4631

Summary Notes

05/10/1999 11:16:56 Robert Little 4631

Client returns a satisfactory SES but has two "poor" ratings as follows; -Ability of parts for service -Ability to fix problem on the first visit. He continues with the following remarks in item #17: "I realize that I purchased a new model vehicle. However, every time I take it in for repairs , parts have to be ordered. It takes several trips to get the repairs done. In fact, I still have one outstanding problem with my ML-320. It has been in at least times now and it still is not fixed (sic)." Contact of client: The missing word was two or three. This was for a bad rattle on a sunroof. Today, the car is in for service. Currently, mileage is 26000 There is no rattle, but a very loud whistle in the sunroof area. When first got car, needed a horn repair and a new belt tensioner, tire balance repair solved eventually. Client listed for me numerous very little anomalies. Wind noise on RF door. "The one word I can use to describe this car is 'cheap' " The heating system is the pits" -no heat on the feet. Client to contact u . Survey closed and filed in order.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 316008 **Cus Ident** 5581622 **Legal N** **Note Type** Trip Interrupt Cla
Customer [REDACTED]
Address [REDACTED]

Fort Lauderdale FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
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 1631541A [REDACTED] **World Vin:** 4JGAB54E4W [REDACTED]
Mileage 7000 **Prod Date** 12/13/1997 **Warr Date** 12/31/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Trip Interruption Claim	11/09/1999 09:55:33	Ed Plehlar	8330

Summary Notes

11/09/1999 09:55:41 Ed Plehlar 8330

As per SPOM John Atkinson', Client was traveling in Asheville, KY and heard an unusual engine noise (center in Skyland replaced crankshaft pulley) Vehicle was repaired within 3 days. Client is requesting 3 days of rental vehicle for a total of \$225.83. Please send reimbursement to client: David Perry 5555 North Ocean Blvd Ft. Lauderdale, FL 33308 Forwarded to Yolanda for processing

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

Note ID	316258	Cus Ident	10026748	Legal N		Note Type	Summary Note
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Customer [REDACTED]**Address** [REDACTED]

Mountain View

CA [REDACTED]

Phone [REDACTED]**Phone Location Residence****Assign Dir****Sell Dir** 05619

SMYTHE EUROPEAN, INC.

SAN JOSE

CA

Last Sell Dir 05619

SMYTHE EUROPEAN, INC.

SAN JOSE

CA

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E4Y [REDACTED]**Mileage**393 **Prod Date** 09/30/1999 **Warr Date** 10/25/1999 **Model** ML320 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	11/09/1999 18:19:04	Robert O'Donnell	6200

Summary Notes

11/09/1999 18:19:10 Steve Kremer 6230

Client requested to speak to SPOM regarding his dissatisfaction with vehicle requiring repairs so early in its ownership. SPOM reviewed retailer findings of client complaints. Complete new engine assembly had been ordered to address "growing" noise from engine that had been localized to harmonic balancer after one week of diagnosis. Additionally, vehicle will need to go to body shop for approx 3 or four days to address chips on paint of deck lid for which a transportation claim has been filed with new vehicle transport company. SPOM explained retailers findings, and assured that vehicle would be thoroughly inspected by retailer prior to its return to him to insure its proper repair. In response to client concerns of having "no car for two plus weeks", SPOM offered to provide a payment of \$1,000 as a goodwill gesture due to this inconvenience. Client stated he will be satisfied only if "vehicle is returned right".

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

Note ID 364602 **Cus Ident** 5824152 **Legal N** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Tierra Verde FL [REDACTED]

Phone [REDACTED] **Phone Location** **Residence****Assign Dir****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 1631541A [REDACTED] **World Vin:** 4JGAB54E5WA [REDACTED]
Mileage 48856 **Prod Date** 01/26/1998 **Warr Date** 01/31/1998 **Model** ML320 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	07/26/2000 12:11:15	Alan Baker	6200

Summary Notes

07/26/2000 12:11:28 Andrew Kambich 6200

spom spoke to client this date. the vehicle is now out of warr. by miles. approx. miles 50,500mi. The front crank pulley came apart also the trans. will not shift at times. spom agreed to cover the repairs as goodwill based on mileage. client contacted retailer asking that Mb replace the vehicle. client feels that MB should contribute \$ 10,00 toward trading him out of vehicle. spom contacted client to review. spom advised client that MB would not contribute \$ 10k for trade. client then requested that MB extend warr. spom advised client that MB cannot extend warr. but that would review future repairs for possible goodwill consideration. client indicates that he may pursue. client also name of spom's direct supervisor. spom provided client with supervisors name and phone number as requested.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 397133 Cus Ident 5194138 Legal N Note Type Trip Interrupt Cla

Customer [REDACTED]

Address [REDACTED]

Clearwater Beach FL [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dir

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 1631541A [REDACTED] World Vin: 4JGAB54EXWA [REDACTED]

Mileage 28445 Prod Date 09/10/1997 Warr Date 09/30/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Trip Interruption Claim	01/04/2001 18:07:21	Robert Rock	6335

Summary Notes

01/04/2001 15:07:39 Robert Rock 6335

TRIP INTERRUPTION REIMBURSEMENT Please reimburse [REDACTED] the sum of \$558.88 for food, rental car and lodging expenses incurred as a result of the breakdown of his 1998 ML320 (harmonic balancer).

SPOM Andrew Kambich has reviewed and approved this reimbursement request. VIN 4JGAB54EXWA [REDACTED]

[REDACTED] Gulf Blvd. #101 Clearwater, FL [REDACTED]

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 407407 **Cus Ident** 11194013 **Legal** N **Note Type** Goodwill Pilot**Customer** [REDACTED]**Address** [REDACTED]

Dallas

TX [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 75534 EWING AUTOHAUS PLANO 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 1631541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 70000 **Prod Date** 09/02/1997 **Warr Date** 09/25/1997 **Model** ML320 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	02/28/2001 15:39:57	Patrick Hunter	

Summary Notes

02/28/2001 15:37:08 Patrick Hunter

Client called in and requested goodwill on a harmonic balancer, client is dealing with Ewing Autohaus which is in the pilot so writer advised client to call S/M of dealer. Writer advised that S/M of dealer has full authority to review and make a decision and writer advised MBUSA will support any decision made by S/M. Writer notified SPOM as an FYI.

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

Note ID 417606 **Cus Ident** 11191692 **Legal N** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Houston TX [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 75116 **MERCEDES-BENZ OF HOUSTON** HOUSTON TX
Sell Dir 75111 **PARK PLACE MOTORCARS** HOUSTON TX
Last Sell Dir 75513 **MERCEDES-BENZ OF AUSTIN** AUSTIN TX
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E1XA [REDACTED]
Mileage 42359 **Prod Date** 04/06/1999 **Warr Date** 05/10/1999 **Model** ML320 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	04/19/2001 09:40:18	Ronald Smith	6315

Summary Notes

04/19/2001 09:40:42 Ronald Smith 6315

NTMT 1631541A111576 Dir #75116 Owner [REDACTED] see corres no 184157 Letter addressed to DCAG with a copy to Ron Shangle. Letter is regarding the owner's dissatisfaction with his sales experience and not being able to purchase additional Starmark warranty. Also had several dead batteries that ultimately led to the battery being replaced. Letter is being faxed to MM for handling along with an e/mail message.

04/19/2001 14:05:29 Ronald Smith 6315

NTMT

(call) [REDACTED]

[REDACTED] called back again today and as spoken to the sales manager "David Wendall" who agreed to repaint the bumper according to factory specifications. The owner attempted to resolve the discrepancy with the warranty dated that is noted on the sales document (sales agreement says 10/4/2000 but actual date is 5/10/99). Owner had a meeting with the dir Monday 4/23 and wants to speak to MM prior to the meeting. Owner has sent another letter and it will be faxed to MM as well once received.

04/19/2001 14:12:18 Ronald Smith 6315

Harmonic balancer has not been replaced as per campaign and VIN. Owner wants to know why the vehicle was sold without the service being performed.

Summary Notes

04/23/2001 20:14:09 Maryellen Parente 4609

Customer, [REDACTED] calls back today. Customer states that the dr. cancelled the meeting for today, 04/23/01, but never called him. Customer states that he called dr. before leaving for meeting and found out that the meeting was cancelled. Customer advises that he is upset because he has Starmark Warranty Paperwork stating the warranty started 10/4/00. Customer advises the sale of this vehicle is fraud. Customer advises that he is also concerned about the 130 point inspection since the vehicle has been back to dr. 6 times for repairs. Customer states that currently, the bumper needs to be repainted again. Customer advises that the dr. had the bumper repainted in the parking lot twice and it still is not right. Customer advises that a recall was not performed, he was not given all the keys to the vehicle, and customer states that he was not given the radio code card. Customer states that he is contacting his attorney for review on his concerns regarding fraud. Email to rep. Ron Smith and MM Ron Shangle advising the above.

04/24/2001 19:15:15 Ronald Smith 6315

NTMT see cores no 184583....letter addressed to the dr (attn: Steve Williams) Vehicle was found to have a drain on the auxiliary fan that continued to drain the battery. Owner still question why that harmonic balancer was not replaced as noted above and arrangements are being made to paint the bumper. Letter copied to R. Shangle and letter will faxed to his attention as was

04/28/2001 16:34:01 Ronald Smith 6315

NTMT SES survey rec'd with letter attached that is a copy of letter that has been rec'd as noted above. HO will send a post card to acknowledge survey.

05/13/2001 15:58:24 Ron Shangle 7802

Steve Williams, GM, informed writer that he made customer happy by returning 100% of customer's money and then selling him a new MY01 ML320 at "net net" cost.

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

Note ID 426637 Cus Ident 6154877 Legal N Note Type INTERNET MES

Customer [REDACTED]

Address [REDACTED]

Spring

TX [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 75567

CHARLIE THOMAS INTERCON HOUSTON TX

Last Sell Dir 75567

CHARLIE THOMAS INTERCON HOUSTON TX

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED]

World Vin: 4JGAB54E5WA [REDACTED]

Mileage 44009 Prod Date 03/31/1996 Warr Date 04/10/1996 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/31/2001 10:25:07	Ronald Smith	6315

Summary Notes

05/31/2001 10:25:09 Ronald Smith 6315

186491.....message to SPOM ***** Steve, Please review and let me know how you want to handle this one. I did not want to put a referral on it until you reviewed it. My ext. is 6315 — Forwarded by Ronald Smith/HO/MAIL/MBUSA on 05/31/01 10:23 AM — Michele Hackett 05/27/01 03:48 PM To: Ronald Smith/HO/MAIL/MBUSA@MBUSA cc: Subject: Warranty Questions (CWAR) 186491 Michele Hackett MBUSA Consumer Promotions 201-476-6277 — Forwarded by Michele Hackett/HO/MAIL/MBUSA on 05/27/2001 03:51 PM — <tbetoad@aol.com> 05/25/2001 03:39 PM To: <mailmaster@mbusa.com> cc: Subject: Warranty Questions (CWAR) Date: Fri, 25 May 2001 15:10:55 -0400 Comment: Unauthenticated sender X-Mailer: JNet Qamp Subject: Warranty Questions (CWAR) From: tbetoad@aol.com To: mailmaster@mbusa.com *** Client Assistance *** The following person has filled out the Client Assistance Form on www.MUBSA.com. Contact Information: Title: First Name: Last Name: Street: Place Address 2: City: The Woodlands State: TX Zip: E-mail: tbetoad@aol.com Comments: I have purchased my last Mercedes. The M-Class I purchased has been riddled with minor and now major problems, some of which have been fixed and others that I have given up on. The most recent one occurred today as I was preparing to go on a trip of 1000 miles. I got in the truck, normally, driven by my wife, and heard a whining sound under the hood. The vehicle was taken to Mercedes of Houston where they discovered a major problem with the timing chain. The vehicle is still in warranty. I asked about a replacement car, so I could go ahead with my trip as was offered a Carry or I could pay to upgrade. I own 3 other cars driven by family members and have driven many different sizes and models of cars, but this one has by far had more problems during the first 60,000 miles or any. The Mercedes Quality I had expected is certainly not evident. I will be trading this car for a Toyota SUV in the near future and will never buy or recommend one to anyone again. Survey information: Day Phone Number: ext: Evening Phone Number: ext: Preferred number: Preferred time to call: Afternoon Fax: - VIN Number: 4JGAB54E5WA Vehicle Year: 1998 Model You Own : M-Class

Summary Notes

06/04/2001

06/04/2001

14:24:13

Ronald Smith

8315

NTMT message from SPOM dated 5/31/01 Ron, I talked to the dealer this morning. The vehicle is done. They found the frt. crank pulley coming apart and a few other minor problems... All have been repaired and are notifyin the customer this morning the vehicle is ready to pick up! Let me know if you have any other questions. Thanks, Steve ***** I called and spoke with the owner today and was informed that they picked the c up as noted above but now the check engine light is on and they have complained to the dir about this in the past. The owner states it comes on when the vehicle has been driven in the heat and the condition is intermittent. Owner will call the dir to set up another appointment but is getting increasingly frustrated with the quality of this vehicle. E/mail message to spom

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

Note ID 435318 Cus Ident 5582100 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Baltimore MD [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir

Sell Dir 34209 VALLEY MOTORS, INC. COCKEYSVILLE MD

Last Sell Dir 34209 VALLEY MOTORS, INC. COCKEYSVILLE MD

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E8W/[REDACTED]
 Mileage 56029 Prod Date 12/16/1997 Warr Date 12/31/1997 Model ML320 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	07/11/2001 17:14:14	Cleveland Best	6344

Summary Notes

07/11/2001 17:15:44 Cleveland Best 6344

Contact# 207-824-5000 room 141

[REDACTED] called from Bethel, ME where family is vacationing. Customer states vehicle broke down and is currently at a local repair shop. Customer states the mechanic claims the problem is that the harmonic balancer has failed. Customer stated he has contacted the nearest MB dealer: Performance Motors in Falmouth, ME which is approx 75 miles away and vehicle is not drivable. Customer stated Performance advised him that this part is unavailable and they are not sure when they can get one. Customer states he must leave Maine on Friday and needs assistance in getting this repair done immediately as to that he has no transportation.

Customer stated just wants help in getting car fixed and wanted a MB representative to contact him. Customer stated he wanted to speak with Gary Williams-rep for Maryland area (where he lives). Advise of rep name for Maine: Kevin Carty. Writer advise customer will bring situation to attn of Kevin and I will follow up with him. Customer somewhat satisfied.

Writer called Performance and spoke with Brian (service manager) and John (parts manager). They ordered part from Germany and arranged for it to be dropshipped to the shop in Bethel (Good Rose). Will also call around to other area dealers to see if they have part and get it for customer. Called back customer and advise of help Performance is trying provide. Customer satisfied. Writer called SPOM to alert of situation.

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

Note ID 438280 **Cus Ident** 11867967 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dir Gaithersburg MD [REDACTED]

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 1631541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 44164 **Prod Date** 10/16/1997 **Warr Date** 10/31/1997 **Model** ML320 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	07/28/2001 13:20:21	Honora Duffy	6307

Summary Notes

07/26/2001 13:20:23 Honora Duffy 6307

[REDACTED] called - he's "disappointed that this car was purchased 5 weeks ago & has been back to Bethesda for 3 weeks"

1. "alignment - 4 days - now fixed"
2. "brakes - 1 week to test - nothing wrong?"
3. "car has been @dealer since last Saturday because it died on me - what's going on?"

I told customer that dealer is privately owned & we can't answer these questions - I guided him to speak with Pete Gregory - Service Manager.

Summary Notes

08/02/2001

11:19:27

Joseph Burka

6249

Thank you for your recent message. We regret to learn of the circumstances that prompted you to write, and apologize for any inconvenience caused. After receiving your message we contacted the service department at Euro Motorcars to investigate. The dealer confirms that repairs to your vehicle (harmonic balancer) have been completed according to factory specifications, under the terms of the limited new car warranty. Please be assured, that we will continue to honor the remainder of this warranty, as well as your StarMark Extended Warranty. If you are concerned about the vehicle's reliability and are interested in trading out of the vehicle, we suggest speaking with the sales department at Euro Motorcars. Regards, Joe Burka MBUSA 189603 Thank you
Elvira Shafr CAC - Operations Mercedes-Benz - USA, LLC (201) 505-4623 (201) 476-6319 shafr@mbusa.com
— Forwarded by Elvira Shafr/CONS/MAIL/MBUSA on 07/30/01 10:26 AM — <robert_golshan@nih.gov>
 07/26/01 02:06 PM To: <mailmaster@mbusa.com> cc: Subject: Other Comments & Questions (OCAQ) Date: Thu, 26 Jul 2001 12:55:18 -0400 Comment: Unauthenticated sender X-Mailer: JNet Gsmtp
Subject: Other Comments & Questions (OCAQ) From: robert.golshan@nih.gov To: mailmaster@mbusa.com ***
Other Requests & Comments *** The following person has filled out the Other Requests & Comments Form on
www.MBUSA.com. Contact Information Title: MR First Name: Initial: Last Name: Suffix: Street:

Address 2: City: Gaithersburg State: MD Zip: E-mail:
Comments Afel Incorporated Board of director has made decision to change all its vehicles to Mercedes Benz for safety, reliability, comfort, prestige and durability. In past few month I have purchased two vehicles one E320, and one ML320 from one of your dealers located at Bethesda Avenue, in the Bethesda, Maryland. Although we have received excellent services from your sales representative as usual. We are not happy with ML320 at all. this car is 98 ML320 with three years extended star mark warranty. But unfortunately I had to return this vehicle back to the shop every often for different problem. this car was purchased almost 5 weeks ago and still is sitting in the repair shop for almost three weeks. So far I had return this back to the dealer few times for new and duplicated problem and I am not sure it will be ready soon or not. We will continue to invest our money on Mercedes Benz as we have already started, but unfortunately on this particular ML320 we pay for Mercedes and we were driving a Toyota corolla loaner (loaner car) instead. I am sure this situation is unacceptable to you as well. I am being tired of getting loaner cars every often and every few days transfer all our parking stickers and other security identification from one car to another. I would appreciate if you contact your dealership at the Bethesda and let me know if this star mark ML320 will be useable and trustable car for us once repair work is completed or is better we tried it for another 2000, or 2001 model since safety, and reliability is very important to us. Sincerely
Vice president Survey Information MB Vehicle you are most interested in: When do you plan to purchase or lease your next car? I would like a test drive: I would like to be contacted by a salesperson: Yes Day Phone Number:
ext: Evening Phone Number: ext: Preferred number: Home Preferred time to call:
Mercedes-Benz Ownership Have you ever leased or owned a Mercedes-Benz? Yes Vehicle Year: 1998 Model has leased or owned: E300 Do you currently own a Mercedes-Benz?

Summary Note Information

Mercedes Benz of U.S.A

Note ID 447564 Cus Ident 4817808 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Eastwood Dental Care

Birmingham AL [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dir

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 1631541A [REDACTED] World Vin: 4JGAB54E9WA [REDACTED]
 Mileage 31762 Prod Date 08/21/1997 Warr Date 09/25/1997 Model ML320 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	09/08/2001 10:28:23	Andrew Dunleavy	6320

Summary Notes

09/08/2001 10:28:33 Andrew Dunleavy 6320

#191516 Client wrote a letter to MBUSA regarding belt tensioner being replaced at 87,000 miles. Client enclose a copy of WIS instruction which he thought was a recall. Client expects retribution for repair. Called client to discuss but left a voicemail with receptionist.

08/18/2001 13:05:59 Andrew Dunleavy 6320

Left another message with receptionist as customer was not in the office.

09/20/2001 13:24:17 Andrew Dunleavy 6320

Will send no contact mailgram.

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

Note ID : 467061 Cus Ident : 6398235 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Christiansted VI [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 71108 VITI, INC. TIVERTON RI

Last Sell Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E0WA [REDACTED]
 Mileage 12000 Prod Date 10/01/1997 Warr Date 10/23/1997 Model ML320 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	11/28/2001 12:48:21	Honora Duffy	6307

Summary Notes

Date	Time	Updated BY	Phone
11/28/2001	12:49:24	Honora Duffy	6307

[REDACTED] called - he bought car used & has it in Virgin Islands with only 12,000 miles - he claims he just found it through an independent that there's a bushing missing from the pully dampner to the crank case & wanted phone number for LP Evans in Miami - I gave him phone number

Summary Note Information

Mercedes Benz of U.S.A

Note ID 467515 Cus Ident 12335490 Legal N Note Type

Customer [REDACTED]

Address [REDACTED]

Greer SC [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 72100 CARLTON MOTORCARS, INC. GREENVILLE SC

Sell Dir 17311 RADER, INC. AUGUSTA GA

Last Sell Dir 72100 CARLTON MOTORCARS, INC. GREENVILLE SC

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E9XA [REDACTED]

Mileage 60179 Prod Date 09/12/1998 Warr Date 09/29/1998 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTV	11/27/2001 14:15:39	System Administrator	

Summary Notes

11/27/2001 14:15:39 System Administrator

From File 011127SBSanswers
Record Sequence Number M1218245
World VIN 4JGAB54E9XA [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

- 1a. CARLTON MOTORCARS, INC.? Somewhat Dissatisfied
- 1b. YOUR ML320? Satisfied
- 1c. THE PURCHASE PRICE OF YOUR ML320? Satisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED BY THE MERCEDES-BENZ REPRESENTATIVE FROM WHOM YOU PURCHASED YOUR VEHICLE?

- 6a. EASE OF DOING BUSINESS? Very Good
- 6b. HONESTY IN WORKING WITH YOU? Very Good
- 6c. ABILITY TO ANSWER YOUR QUESTIONS? Very Good
- 6d. CONCERN FOR YOUR TIME? Very Good
- 6e. KNOWLEDGE OF MODELS AND FEATURES AVAILABLE? Very Good
- 6f. KNOWLEDGE OF WARRANTY OPTIONS? Very Good

6. FOR EACH PERSON WITH WHOM YOU HAD CONTACT PLEASE INDICATE THEIR LEVEL OF PERFORMANCE

- a. SALES MANAGER? Good
- b. FINANCE OR LEASE MANAGER? Excellent
- c. OTHER? N/A

"Only Saw Sales Manager For Brief Moment."

9. ON THE DAY YOU PICKED UP YOUR ML320 WERE THE FOLLOWING ACTIVITIES PERFORMED TO YOUR SATISFACTION:

- a. REVIEW OF THE STARMARK EXTENDED LIMITED WARRANTY? Yes
- b. DEMONSTRATION OF YOUR VEHICLE'S FEATURES & CONTROLS? No

10b. HOW SATISFIED WERE YOU WITH THE AMOUNT OF YOUR TIME REQUIRED ON THE DAY OF DELIVERY? Satisfied

"Had To Wait For Wiper To Be Fixed."

11. PLEASE RATE THE OVERALL CONDITION OF YOUR ML320 ON THE DAY YOU RECEIVED IT: Poor

"Car Was Supposed To Be Starmarked And Had A Broken Wiper, Recessed Window Button And Loose Harmonic Balance. I Drove The Car 160 Miles And Harmonic Balancer Broke Which Caused Belt To Break. Car Was Towed To Carlton. Car Was In Service Shop For 1 Week For Repairs. Had Car For 1 1/2 Weeks Before This Occurred."

17. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

18. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

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

"When A Car Is Marked As Starmarked, Someone Should Make Sure That Everything Has Been Inspected. I Was Also Told Each Day That My Car Would Be Repaired By Following Day - And It Took 1 Week. I Was Not Offered A Rental Until 4 Days Later."

ACCORDING TO OUR RECORDS, YOUR COVERAGE INCLUDES:

12 MONTH STARMARK BASIC WARRANTY

24. IS THIS WARRANTY INFORMATION CORRECT? Yes

"No Text"

Summary Notes

12/13/2001 12:17:51 Barbara Ulman 4505

#17 comfort, roominess.

#18 gas mileage.

Called and left message on machine for customer [REDACTED] no other number was available for this customer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 471477 **Cus Ident** 2391318 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Md**
Address [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 14349 **Miami Shores** FL [REDACTED] **Residence** MERCEDES-BENZ OF FORT LAI FORT LAUDERC 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 1631541A [REDACTED]	World Vin: 4JGAB54E7WA [REDACTED]
Mileage 20134	Prod Date 03/03/1998
Warr Date 03/08/1998	Model ML320 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	12/12/2001 14:21:48	Thomas Trivento	

Summary Notes

12/12/2001 14:21:45 Thomas Trivento
 Customer called GAC to document his vehicle has allegedly had repeated problems since ownership. Among concerns mentioned were: harmonic balancer , battery, alarm sensor, control units, keys, etc. Customer states vehicle v.o.r. approx 14 days during ownership period and will visit dealer about possibility of trading out of vehicle. Customer may request assistance from MBUSA during discussions with dealer sales staff.

12/17/2001 11:04:07 Glenn Zitzman 7234
 Documents conversation with the dealer SM. Customer is requesting MBUSA provide trade assist. After review writer has authorized the dealer to \$1K as a good will gesture.

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

Note ID 472277 **Cus Ident** 11013676 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Wichita Falls

TX [REDACTED]

Phone**Phone Location****Assign Dir****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** 1631541A [REDACTED]**World Vin:** 4JGAB54E0WA [REDACTED]**Mileage** 82000 **Prod Date** 06/11/1998 **Warr Date** 06/27/1998 **Model** ML320 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	12/17/2001 12:08:38	Honora Duffy	6307

Summary Notes

Date	Time	Updated BY	Phone
12/17/2001	12:08:38	Honora Duffy	6307

[REDACTED] called last week she had car @Wichita Falls & was told by dealer that MB would not provide assistance in harmonic balancer repairs. She wanted to speak with SPOM.

I asked if she knows if Service Manager spoke to SPOM - story became confusing. I called Service Manager, who told me that Mike originally offered 1/3, 1/3, 1/3, but this customer didn't buy car @wichita falls - she doesn't go there often for service & dealer didn't want to pay their 1/3 (about \$800).

Under new policy, if dealer doesn't want to participate in goodwill, then the whole offer is retracted. I left Mike VM, who confirmed that considering mileage on vehicle, no goodwill is forthcoming (since dealer didn't want to participate)

I left customer VM confirming that considering mileage on her vehicle, no participation is going to be offered (I didn't get into the 1/3 thing)

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

Note ID 499190 **Cus Ident** 5575688 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Leesburg

VA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 80215

HBL, LLC

VIENNA

VA

Last Sell Dir 80215

HBL, LLC

VIENNA

VA

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E0WA [REDACTED]**Mileage** 44281 **Prod Date** 12/12/1997 **Warr Date** 12/19/1997 **Model** ML320 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	03/21/2002 10:44:44	Frank Parents	4675

Summary Notes

03/21/2002 10:45:04 Frank Parents 4675

[REDACTED] wrote in to discuss the dependability of his vehicle-which he considers to be a problem, the level of customer service which he received-which he says was excellent and his perceived re-sale value of the vehicle. Asked us to comment on his thoughts and future reliability of vehicle.

03/21/2002 10:47:32 Frank Parents 4675

I called [REDACTED] at his work and apologized for his experience, told him that the dependability and reliability of the M class has been significantly improved and that we are getting favorable comments from current owners. He thanked me for calling and registering his concerns.

03/21/2002 11:10:22 Frank Parents 4675

Customer asked if there was any good will which could be granted for his last repair which was for a crankshaft balancer pulley \$381.00. I told him that I would check with SPOM and let him know.

03/22/2002 13:18:29 Frank Parents 4675

I received voice mail from SPOM stating that Tysinger would refund cost of repair to customer. I called him and to him this.

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

Note ID 501853 **Cus Ident** 12965629 **Legal** **Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Pittsburgh PA [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 67102 **BOBBY RAHAL MOTORCAR CO WEXFORD PA**
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 1631541A [REDACTED] **World Vin:** 4JGAB54E6WA [REDACTED]
Mileage 57185 **Prod Date** 10/21/1997 **Warr Date** 10/31/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	04/02/2002 14:18:38	James Blasie	4820

Summary Notes

03/26/2002 11:31:43 James Blasie 4820

Called customer and left a VM [REDACTED] for him to call me at the 800#.

Copy of internet msg. from customer:

COMMENTS:.....Dissatisfied with durability of parts used on 1998 ML320 VIN 4JGAB54E6WA [REDACTED]
 Simple belt tensioner failing with bearing noise developing. Was told by Mercedes dealership that this is common failure.

Other little items which are annoying but not a necessity are fog lights inoperable, door lock button does not work. However, the major complaint for now is that belt tensioner.

can you offer any assistance. I live in the Pittsburgh PA area and refuse to take it to Bobby Rahal's dealership for service again. I took it there for the belt tensioner and they did nothing to repair the problem, but charged forty dollars to look at it.

04/02/2002 14:19:28 James Blasie 4820

Writer returned customer's call @ 412-276-1867 and he alleged:

1. poor service at 67102 - questioned if work was actually done
2. spoke to service mgr., "not pleasant"
3. questions ability to properly diagnose issue
4. looking for assistance on belt repair

Writer explained that vehicle was out of warranty (customer admitted he was second owner - purchased it at 54,000 - now has 80,000); that he could speak to service mgr. about post warranty consideration; he stated he was going to John Siason dealership for repairs.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A**Note ID** 508747 **Cus Ident** 12677135 **Legal N** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Morristown NJ [REDACTED]

Phone [REDACTED]**Phone Location** Business**Assign Dir****Sell Dir** 51220 PRECISION CARS OF ATLANTIC WEST ATLANTI NJ**Last Sell Dir** 51220 PRECISION CARS OF ATLANTIC WEST ATLANTI NJ**Note to Market Ind:** Amount**Vehicle Information****DBAG Vin** 1631541A [REDACTED] **World Vin:** 4JGAB54EXWA [REDACTED]**Mileage** 65700 **Prod Date** 09/12/1997 **Warr Date** 11/29/1997 **Model** ML320 1998**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	04/10/2002 11:31:18	sopr506	

Summary Notes

04/10/2002 11:31:30 Bodo Baltycki

Customer presented dealer 51113 with invoice from Brunos Motor Cars for repairs to crankshaft pulley repair performed at 63,400 miles. Customer expressed concern that financial assistance was not offered from Brunos Motor Car in Jacksonville Fla.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 516905 **Cus Ident** 10768290 **Legal** - - **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Jacksonville FL [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE 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 1631541A [REDACTED] **World Vin:** 4JGAB54E8WA [REDACTED]
Mileage 68950 **Prod Date** 06/01/1997 **Warr Date** 09/25/1997 **Model** ML320 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	05/07/2002 10:12:48	Frank Parente	4875

Summary Notes

05/07/2002 10:12:59 Frank Parente 4875
 Customer called requesting good will on crank shaft dampener repair totaling over \$1,600. I told him that since he was not the original owner, it would be problematic Told him that I would ask SM at dealership and get back to him

05/07/2002 14:00:21 Frank Parente 4875
 Called SM waiting for call back.

05/07/2002 14:48:37 Frank Parente 4875
 Heard from SM at Brumos, vehicle was being serviced in an independant shop and towed to Brumos. SPOM declined participation. I called customer and left message with his wife..

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 519801 **Cus Ident** 5288071 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Oyster Bay

NY [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY**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 1631541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 54000 **Prod Date** 10/11/1997 **Warr Date** 10/31/1997 **Model** ML320 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	05/16/2002 13:09:47	Jacquelyn Galletta	6323

Summary Notes

05/16/2002 13:09:52 Jacquelyn Galletta 6323

Customer seeking goodwill towards repair of crankshaft pulley. Customer has not yet spoken with SM at dealer. Writer provided customer with name of Service manager at MB Huntington and customer contact him directly in regards to his concerns.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 521455 **Cus Ident** 13101834 **Legal** **Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Worcester **MA** [REDACTED]

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

Assign Dir

Sell Dir 36133 **WAGNER MOTOR SALES** **BOYLSTON** **MA**

Last Sell Dir 36133 **WAGNER MOTOR SALES** **BOYLSTON** **MA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9WA [REDACTED]
Mileage 38000 **Prod Date** 09/06/1997 **Warr Date** 09/17/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet inquiry	05/22/2002 14:06:18	Linda Tognetti	6268

Summary Notes

06/22/2002 14:08:27 Linda Tognetti 6268

Customer

Thank you for your Internet message.

We regret to hear of your disappointment with your pre-owned ML320. However, at this distance, it is virtually impossible for us to comment with specifics regarding your experience.

Technical assistance is always available from Mercedes-Benz USA through the service manager at any authorized Mercedes-Benz dealership. If your vehicle is experiencing technical difficulty, we would suggest speaking with the Service Manager to make an appointment to have your vehicle inspected.

Sincerely yours,
Linda Tognetti
Customer Relations
1-800-FOR-MERCEdes, Ext. 6268

— Forwarded by Diane Lima/HQ/MAIL/MBUSA on 05/22/02 12:15 PM —

asalvidio@mphllp.com

05/21/02 09:53 AM

□□

□□ To: mailmaster@mbusa.com

□□ cc:

□□ Subject: Retailer Questions (CDQI)

Subject: Retailer Questions (CDQI) From: asalvidio@mphllp.com

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MRS

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Worcester

State: MA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I am the sad owner of a 1998 ML 320. I purchased it from WAGNER Motors approx. 18 months ago. I car was an off lease one with 8k miles. At the time, I thought it was a StarMark car but a year later I found out that this was not true. I have never owned such a piece of junk in my life!! Today was the last straw. I was soaked again by the leaking sun roof at the car wash and my gas gage varied between 1/2 and less than a 1/4 of tank all in 6 minutes. I have returned the car for repairs so many times that I have lost count. I have just given up on it and do not wish to spend anymore of my time and money on the car. With only 38k miles on it you would think it had 100k. It now needs a belt tensioner to stop the awful noise it is making. I HATE THIS CAR!! Wagner was of no use. Each time I brought the car in it was returned with the same problems. I was made to feel like I was doing them a favor. Contrast to my Volvo which has been a joy to own. After several BMWs, I thought I would buy the MB. NEVER again!! I can't wait to get rid of this car!! I thought no auto could top my Range Rover for problems but this far exceeded my worst experience. MB's quality, fit, finish and service all suck. I wonder if the car will make it past 50k. If you are going to build cheap junk, the least you could do is make the parts cheap facilitate the constant repairs. I get many questions about the car. Sadly, I tell people the truth. You must try harder. Sincerely, Tony Salvidio (the driver, car titled in my wife's name) Tony

Survey Information:

Day Phone Number: (508) 798-2480 ext: 118

Evening Phone Number: - ext:

Preferred number: Work

Preferred time to call:

Fax: -

VIN Number: 4jgab54e9w [REDACTED]

Vehicle Year: 1998

Model You Own: M-Class

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

0111

Note ID 524209 **Cus Ident** 8835837 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Grand Prairie 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 1631541A [REDACTED] **World Vin:** 4JGAB54E2XA [REDACTED]
Mileage 77000 **Prod Date** 03/19/1999 **Warr Date** 04/08/1999 **Model** ML320 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		06/01/2002 15:40:28	Honora Duffy	6307

Summary Notes

06/01/2002 15:40:31 Honora Duffy 6307

[REDACTED] called alleging "I had an extended warranty policy on this car but they went bankrupt. I complained to sales person at dealer and they told me to call you .. car is at Park Place & needs harmonic balancer - I'm told that it's going to cost over \$4,000!"

"I was told by Joe in service yesterday that he would take care of me on this ... now today I find out he quit! This is unbelievable!"

I told customer to speak to Service Manager - she claimed he's on vacation. I told her that someone @dealer mu be overseeing shop - she needs to speak to that person & they have means to contact regional manager to review exactly what repairs are needed, why , costs and whether MB would participate since warranty is over.

Customer bitterly disappointed she will pursue through Service Department & I told her I would give head's up SPOM that dealer will be contacting him next week for review.

06/03/2002 13:00:48 Honora Duffy 6307

Craig forwarded my NTMT note to Charles Cox @dealer.

Charles for your information and review.

Craig W. Deering
MBUSA

Summary Note Information

Mercedes Benz of U.S.A

Note ID: 527407 Cus Ident: 13127091 Legal: Note Type: Summary Note
 Customer: [REDACTED]
 Address: [REDACTED]

Canton GA [REDACTED]
 Phone: [REDACTED] Phone Location Residence
 Assign Dir 17302 R B M OF ATLANTA, INC. ATLANTA GA
 Sell Dir 74320 MERCEDES-BENZ OF MEMPHIS MEMPHIS TN
 Last Sell Dir 17100 MERCEDES-BENZ OF ATHENS ATHENS GA

Note to Market Ind: Amount

Vehicle Information
 DBAG Vin 1631541A1 [REDACTED] World Vin: 4JGAB54E4XA1 [REDACTED]
 Mileage 53996 Prod Date 03/04/1999 Warr Date 04/27/1999 Model ML320 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	05/11/2002 08:37:47	Frank Parente	4675

Summary Notes

05/11/2002 08:38:01 Frank Parente 4675
 Customer called seeking goodwill on harmonic balancer repair. Suggested that he speak with SM at dealership.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 527450 **Cus Ident** 13127284 **Legal** **Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Cliffside Park NJ [REDACTED]

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

Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ
Last Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA1 [REDACTED]
Mileage 26154 **Prod Date** 04/14/2000 **Warr Date** 05/31/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	06/11/2002 11:28:25	Gregg Mault	6350

Summary Notes

08/11/2002 11:28:36 Gregg Mault 6350

Dear Mr. Master, thank you for your internet message, we are sorry that this situation with the weather seal hasn't changed. We will ask our service and parts operations manager to get involved with this issue to try to get it finally ironed out. You should be hearing from the dealer shortly.

□ Diane Lima
□ 06/11/02 10:19 AM
□
□ To: Gregg Mault/HO/MAIL/MBUSA@MBUSA
□ cc:
□ Subject: Corr # 203638 RE: Corr # 202042 Other Comments & Questions (OCAQ)

— Forwarded by Diane Lima/HO/MAIL/MBUSA on 06/11/02 10:18 AM —

□ "S. D. Master" <vze3h2zy@verizon.net>
□ 06/10/02 11:43 AM
□
□ To: "Gregg Mault" <maultg@mbusa.com>
□ cc: <mailmaster@mbusa.com>
□ Subject: RE: Corr # 202042 Other Comments & Questions (OCAQ)

Dear Mr. Mault:

It was a pleasure talking to you last time. In continuation of our talk, no one from your organization contacted us regarding the weather strip on driver side door for the ML 320. I am also taking this opportunity as you had suggested to contact you in future for the further help if I needed. The above mentioned weather strip has again come off. As you know Benzel-Buach in past have replaced five times. I had requested in my last correspondence that I would appreciate a permanent solution to this problem. It seems your organization is not interested in providing one. My wife and I have wasted more time in picking-up and dropping off the vehicle for the repair, baby sitting the loaner and other headaches associated with it.

I would like to hear from you before I resort to legal means available under lemon law.

Thank you

Sincerely,

S. David Master
201 666 5318

—Original Message—

From: Gregg Mault [mailto:maultg@mbusa.com]
Sent: Monday, May 06, 2002 1:00 PM
To: masterfamily@att.net
Subject: Re: Corr # 202042 Other Comments & Questions (OCAQ)

Thank you for your internet message. We are sorry to learn of your dissatisfaction with your ML320. Please feel free to contact me here at 800-222-0100 ext 6350 so we can discuss this matter further.

Sue Serebin
To: Gregg
Mault/HO/MAIL/MBUSA@MBUSA
06/06/02 cc:
11:33 AM Subject: Corr # 202042 Other
Comments
& Questions (OCAQ)

Summary Notes

----- Forwarded by Sue Serebin/HO/MAIL/MBUSA on 05/06/02 11:33 AM -----

masterfamily@
att.net To: mailmaster@mbusa.com
cc:
05/05/02 Subject: Other Comments &
Questions
09:25 PM (OCAQ)

Subject: Other Comments & Questions (OCAQ)

From: masterfamily@att.net

To: mailmaster@mbusa.com

*** Other Requests & Comments ***

The following person has filled out the Other Requests & Comments Form on
www.MBUSA.com.

Contact Information

Title: DR

First Name: [REDACTED]

Initial:

Last Name: [REDACTED]

Suffix:

Street: [REDACTED]

Address 2:

City: Cliffside Park

State: NJ

Zip: [REDACTED]

E-mail: [REDACTED]

Comments

Violet [REDACTED] Park N. [REDACTED]
201-943-7246 May 3, 2002 Mercedes-Benz USA, LLC Customer
Assistance Center 3 Paragon Drive Montvale, N.J. 07645 Re: 2000 ML 320
Serial. # 4JGAB54E5YA [REDACTED] Dear Sir/Madam: The above vehicle I
purchased on May 31, 2000, from Benzel-Busch Motor Car Corp., Englewood, NJ
based on my husband's positive experience with Benzel-Busch and his 1999 E
320. There after my son bought C230 Coupe in September of 2001 and on my
recommendation a physician friend bought ML 430 in summer of 2001.
However, my ML had nagging problems with radio antenna, oil level sensor,
leaky radiator expansion tank, tailgate support cylinder, under the hood
noise due to vibration dampner, to name a few. The most annoying one is
the driver side weather seal that has come off so far five times since
October 2001, dealer has replaced it with the new seal all the time
including yesterday. I am sure that dealer's service personnel have
followed the factory recommendation but it has failed to stay on leaving me
to enjoy the water and noise leaks -along with the inconvenience of
dropping off and picking up the vehicle. I would appreciate if you would
look into this chronic problem and provide a permanent solution, as I
cannot afford to waste any more time than I have so far. We have been good
and patient patrons of your vehicles and the dealership; however, such
problems could test anyone's patience. Please, take care of it.

Sincerely, Violet Master

Survey Information

MB Vehicle you are most interested in:

When do you plan to purchase or lease your next car?

I would like a test drive:

I would like to be contacted by a salesperson:

Day Phone Number: - ext:

Evening Phone Number: (201) 866-5318 ext:

Preferred number: Home

Preferred time to call: Afternoon

Monday, June 11, 2002

mercedes-benz Ownership

Summary Notes

Have you ever leased or owned a Mercedes-Benz?

Vehicle Year: 2000

Model last leased or owned: ML320

Do you currently own a Mercedes-Benz? Yes

Vehicle Year:

Model You Own:

Summary Note Information

Mercedes Benz of U.S.A

Note ID 528479 Cus Ident 10892692 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Raleigh NC [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dir 59218 LEITH, INC. RALEIGH NC

Last Sell Dir 59218 LEITH, INC. RALEIGH NC

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2W [REDACTED]
 Mileage 84000 Prod Date 10/21/1997 Warr Date 10/30/1997 Model ML320 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 11:47:55	Frank Parente	4875

Summary Notes

08/13/2002 11:48:13 Frank Parente 4875

Customer called alleging that the crank pulley separated on his vehicle while his wife was driving it. Customer, who is not the original owner, called seeking good will on repair. Writer suggested that he speak to service manager at local dealership.

Summary Notes

07/03/2002 07:54:50 Frank Parents 4675

SPOM Reply:
ERNIE PALMER

Hi Frank,
This has been covered and repaired under goodwill.
Ernie

□ "cacs08j@mb_rs1" <cacs08j

□ 06/13/2002 11:48 AM

□ □

□ □ To: PALMERE@mbusa.com

□ □ cc: parentsf@mbusa.com

□ □ Subject: Summary NTMT note - Ceaser Jralge

Note ID: 528479 Cus Ident: 10892692 Legal: Note Type: Summary Note

Customer

Address:

Raleigh NC

Phone: Phone Location: R

Assign Dir: 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dir: 59218 LEITH, INC. RALEIGH NC

Last Sell Dir: RALEIGH NC

Note to Market Ind: Y

Vehicle Information:

DBAG Vin: 1631541A World Vin: 4JGAB54E2WA

Mileage: 84000 Prod Date: 10/21/1997 Warr Date: 10/30/1997 Model:ML320 1998

Summary Notes

06/13/2002 11:48:13 Frank Parents

Customer called alleging that the crank pulley separated on his vehicle while his wife was driving it. Customer, who is not the original owner, called seeking good will on repair. Writer suggested that he speak to service manager at local dealership.

Summary Note Information**Mercedes Benz of U.S.A****Note ID 528947 Cus Ident 10237476 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Vicksburg MS** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 44101 HIGGINBOTHAM AUTOMOBILES JACKSON MS****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 1631541A [REDACTED] World Vin: 4JGAB54EXWA [REDACTED]**
Mileage 46362 Prod Date 03/04/1998 Warr Date 05/05/1998 Model ML320 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	08/14/2002 17:10:47	Cynthia Feuss	8289

Summary Notes

08/14/2002 17:10:46 Cynthia Feuss 8289

Owner claims that she could not get her vehicle to 44101 so an independent made the repair to replace harmonic balancer (\$844.00). Owner states she spoke with someone (could not give name) at 44101 who told her they could not assist with repairs. Owner states she has the vehicle maintained by independent. I advise owner that since vehicle has not been maintained by auth. MB dealer, and repair was performed by independent, that assistance is unlikely but advised she can review with dealer service manager.

Summary Note Information

Mercedes Benz of U.S.A

02/10/04 11:01 AM

Note ID 532247 **Cus Ident** 13148506 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Birmingham **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 1631541A [REDACTED] **World Vin:** 4JGAB54E7XA [REDACTED]
Mileage 85000 **Prod Date** 09/15/1998 **Warr Date** 09/23/1998 **Model** ML320 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 14:38:08	Linda Tognetti	6268

Summary Notes

08/27/2002 14:38:08 Linda Tognetti 6268

Ann Hames called CAC to express her disappointment with the quality of her vehicle. She alleges the harmonic balancer flew off the vehicle. Customer feels this should not happen to any vehicle at any time.

Writer referred customer back to Service Manager at dealership. I also advised I would note her comments.

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

Note ID 536575 **Cus Ident** 12394894 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lemont IL [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL

Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Last Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5WA [REDACTED]
Mileage 42000 **Prod Date** 10/28/1997 **Warr Date** 11/18/1997 **Model** ML320 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	07/16/2002 16:31:43	Thomas Nardi	6297

Summary Notes

07/16/2002 16:31:33 Thomas Nardi 6297

Customer called seeking goodwill assistance towards the replacement of a balancer. Customer states that an independent shop and the SM of 22111, Matt, has advised him that it is very unusual to have it fall on a vehicle with only 42k miles.

Writer explained that the SM, is empowered by MB to make decisions regarding goodwill assistance and if necessary he can consult with a MB field manager.

Customer also provided us with new owner info for his other MB.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 536615 Cus Ident 5560524 Legal Note Type INTERNET MES
 Customer [REDACTED]
 Address [REDACTED]

Prospect KY [REDACTED]
 Phone [REDACTED] Phone Location Business
 Assign Dir
 Sell Dir 31403 TAFEL MOTORS, INC. LOUISVILLE KY
 Last Sell Dir 31403 TAFEL MOTORS, INC. LOUISVILLE KY
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E0XA [REDACTED]
 Mileage 71284 Prod Date 07/22/1998 Warr Date 07/31/1998 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/16/2002 16:08:20	Miriam Clark	4899

Summary Notes

07/16/2002

18:08:22

Miriam Clark

4696

COMMENTS:.....Dear Sirs:

Re: 1999 ML 320 #4JGAB54EOXA [REDACTED], could you PLEASE tell me the symptoms of a failing crankshaft vibration dampener. As you know, several have been reported with repairs usually around \$3,000. When moving at about 45 to 50 mph and then easing off of the gas pedal, I get a rolling banging sound near the front of the vehicle. Since this occurs when I ease the load on the engine, this seems to me like it could be a failing dampener. The noise has gotten more frequent and louder in the past week. I have been to Tafel Motors in Louisville several times without resolution. Today, I scheduled the next available service appointment which is about two weeks from today. I plan to do everything possible to make sure this is properly diagnosed at the next appointment. In my last appointment, they also tried to fix the loud creaking sound that is common when braking. I was charged about \$300 for a ball joint repair kit, and replacement of front sway bar link bolts which were rusted and had to be drilled out to replace w/bushings. Unfortunately, this helped some, but I still get loud front & center creaking when applying the brakes.

I would very much appreciate a call at [REDACTED] to discuss the vibration dampener and the proper creaking repairs. I have paid over \$1,330 in to Tafel in March, April & May for "maintenance", including a lot of 'diagnosis' without resolution.

For reference, similar comments from other ML owners regarding these same problems are located at <http://www.kyind.com/mbad.htm>

Sincerely,
Brent Nemec

Mr. Nemec:

Thank you for your internet message.

It is very difficult to diagnose your problem without a physical inspection. Please continue to work with your local authorized dealer to repair the problem.

The opportunity to review is appreciated.

Miriam Clark
Customer Relations

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

Note ID 536878 Cus Ident 13425160 Legal Note Type INTERNET MES
 Customer [REDACTED]
 Address [REDACTED]

Livermore

CA [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dir

Sell Dir 05108

SMOTHERS EUROPEAN

SANTA ROSA CA

Last Sell Dir 05108

SMOTHERS EUROPEAN

SANTA ROSA CA

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED]

World Vin: 4JGAB54E9WA [REDACTED]

Mileage 40861 Prod Date 07/30/1997 Warr Date 10/02/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/17/2002 18:47:50	Surya Boonphadung	4861

Summary Notes

07/17/2002 18:47:51 Surya Boonphadung 4861

customer emailed the CAC dated 07/16/2002. customer wrote:

To Whom it may concern: September 2001 I purchase a 1998 ML320 at a reputable dealership in San Jose, CA I had always liked the look of an SUV, but could not decide on what kind. After researching I felt that the best choice would be an M-class due to the safety and the great reputation Mercedes Benz has. I can say that this vehicle was by far, the best handling vehicle I have ever owned. This vehicle was in great shape when I bought it and had all proper paperwork in the glove box. I felt it was fairly priced and felt it was well taken care of. Since then I have had the oil changed and all inspections done. The vehicle has been loveley to drive. I was driving it recently, an as I drove down my street I heard a "clunk" and the car stopped, I could not turn and all lights went on on the dash. My husband came out and popped open the hood and found that the rubber had separated from the metal on the Harmonic Blancer (crankshaft pulley), main belt came off and the broken part ripped apart the fan blade. We had towed and was told by 2 dealerships and a repair shop that this happens in these years of M-classes that have over 50,000 miles and we should be lucky because most people are going fast when it happens. There could have been a lot more damage done. Most of the time the part would have ripped through the radiator and damaged other parts of the engine. I would just like to state that this should be disclosed when your dealerships service vehicles with this kind of history. I could have been in great danger had I been on the freeway when it happened. This car was just in for service and I should have been told about it. I just think with the reputation that Mercedes Benz has people should be warned of what could happen and maybe recommend this part be changed to minimize any danger that could potentially happen to both the car and its passengers. I would just like my thoughts on the record. Thank you for your time. Leticia M. Lesaley ☐☐

Summary Notes

07/17/2002 19:30:47 Surya Boonphadung 4881

writer's reply:

Dear [REDACTED]

Thank you for your recent Internet correspondence.

We are sorry to hear about your disappointment with the need for repairs to your 1998 ML320. However, having not been involved with the care and operation of this vehicle over the last 5 years prevents us from commenting specifically.

Because of the many components required to build automobiles, there is always the possibility, as time passes or mileage accrues, for components to malfunction or wear. There is no way anyone, including the manufacturer, can predict precisely when a part may fail or require replacement. With this in mind, Mercedes-Benz USA offers 4 year/50,000 mile (whichever occurs first) New Vehicle Limited Warranty. Owners are also given the opportunity to purchase Extended Limited Warranty (up to 3 additional years/100,000 miles) within the first year of ownership.

Once an automobile leaves the manufacturer's possession, it is subjected to outside influences that have a direct correlation to service and repairs. Adherence to the manufacturer's recommended maintenance schedules and usage of factory authorized parts and products, as well as having service and repair work performed by authorized Mercedes-Benz dealership personnel (who are familiar with the manufacturer's recommendations) are all vital to the longevity and durability of components.

[REDACTED] please be assured that your authorized Mercedes-Benz dealer is committed to making sure that your vehicle operates as designed, and Mercedes-Benz USA stands ready to provide technical assistance, through our field staff, if needed.

The opportunity to correspond is appreciated.

Sincerely,

Surya Boonphadung
Customer Relations

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

Note ID ** 537667 Cus Ident 13521481 Legal Note Type M-CLASS

Customer
Address

Los Angeles

CA

Phone

Phone Location Residence

Assign Dir 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

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 1831541A [REDACTED] World Vin: 4JGAB54E9WA [REDACTED]
 Mileage 60000 Prod Date 10/10/1997 Warr Date 10/28/1997 Model ML320 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	07/31/2002 17:08:27	Honora Duffy	8307

Summary Notes

07/19/2002 22:40:02 Kathleen Durning 4833

customer phoned the CAC seeking confirmation of any outstanding recalls or service campaigns for this vehicle. Writer found that customer was not in our data base since the vehicle has been purchased pre-owned & independently.

Customer stated that the belt tensioner had come off (slipped off) and caused the vehicle to overheat and crack the head gasket which is approx. \$1500 to repair.

Customer had vehicle inspected at an independent shop and writer suggested that their findings be confirmed at an authorized service center- writer stated that if the vehicle overheated that could cause the head gasket to crack. Customer asked if this was a common occurrence on these vehicles since she has and does own other MB's and they never heard of this happening. Writer confirmed that if the vehicle overheats due to any cause it has the potential of causing the head gasket to crack.

Customer accepted that and will look to have the vehicle inspected at an authorized dealer.

Summary Notes

07/31/2002

17:08:08

Honora Duffy

6307

Ms. Laffore-Jacobs called back alleging that "we contacted Los Angeles dealer and were told since we didn't have car serviced there, not to bring it there & take it back where we get it serviced!"

"We took to independent because of this - they said that crank shaft melted down & it cost us \$3,600 for damage our insurance company is going to cover as a goodwill gesture, but we were told by independent engineer this is known problem and want to know if you have any other calls on this"

I confirmed we don't have any statistical information to provide, and lacking involvement in any conversations they may have had with staff @Los Angeles dealer, we can't comment on their alleged "refusal to look at the car". I tol her that, in the future, there are 5 other dealers within 15 mile radius of her zip code - she can try another authorized dealer.

I also told her lacking direct involvement in operation/service history of her pre-owned vehicle, or inspection of same during recent repairs, we can't comment on what may have happened, or whether post-warranty assistance may have been offered. It's up to Service Manager @dealer to make that decision once they perform diagnostics.

Customer asked that her call be "put on your records".

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 538145 **Cus Ident** 10897875 **Legal** **Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

High Point **NC** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir
Sell Dir 72100 **CARLTON MOTORCARS, INC.** **GREENVILLE** **SC**
Last Sell Dir 72100 **CARLTON MOTORCARS, INC.** **GREENVILLE** **SC**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E6WA [REDACTED]
Mileage 67000 **Prod Date** 08/01/1997 **Warr Date** 08/30/1997 **Model** ML320 **1998**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/23/2002 08:14:13	Cleveland Best	8344

Summary Notes

07/23/2002 09:14:14 Cleveland Best 6344

— Forwarded by Diane Lima/HO/MAIL/MBUSA on 07/16/02 02:09 PM —

Dvoma100@cs.com

07/15/02 11:52 PM

□□

□□ To: mailmaster@mbusa.com

□□ cc:

□□ Subject: Other Comments & Questions (OCAQ)

Subject: Other Comments & Questions (OCAQ)

From: voma100@cs.com

To: mailmaster@mbusa.com

*** Other Requests & Comments ***

The following person has filled out the Other Requests & Comments Form on www.MBUSA.com.

Contact Information

Title: MR

First Name: [REDACTED]

Initial: G

Last Name: [REDACTED]

Suffix:

Street: [REDACTED]

Address 2:

City: HIGH POINT

State: NC

Zip: [REDACTED]

E-mail: [REDACTED]

Comments

I PURCHASED A 1998 ML 320 LAST YEAR WHILE STILL UNDER WARRANTY. WITH 49,000 MILES. I TOOK IT TO BOB NEIL MERCEDES OF GREENSBORO, NC FOR A FUEL ODOR IN THE CAB. THEY REPLACED THE FUEL TANK, FILLER NECK AND FUEL PUMP ALONG WITH SOME OTHER RECALL NOTICES, MUCH TO MY SATISFACTION. NOW, THOUGH, WITH JUST 87,000 MILES AND OUT OF WARRANTY, THE DRIVERS WINDOW SWITCH FAILED WHICH I REPLACED ON MY OWN, AND YESTERDAY THE SERPENTINE ACCESSORY BELT BECAME MISALIGNED DUE TO THE FAILURE OF THE LOWER BELT PULLEY ON THE CRANKSHAFT, ALSO BURNING OUT THE ACCESSORY BELT TENSIONER ALONG WITH THE SERPENTINE BELT. STILL OWING \$20K PLUS ON THIS VEHICLE DOESN'T MAKE THESE MAJOR REPAIRS ANY EASIER TO SWALLOW. I HAD MORE CONFIDENCE IN MERCEDES THAN THIS. MY QUESTION IS, WITH THESE FAMILIAR FAILURES, (ACCORDING TO THE DEALERSHIP) WILL MERCEDES HELP KEEP ITS CUSTOMER BASE WITH SOME FINANCIAL AID FOR THESE UNTIMELY REPAIR BILLS? (ps) I HAVE NOT APPROACHED BOB NEIL DEALERSHIP ABOUT THIS MATTER BECAUSE I PURCHASED THE VEHICLE ELSEWHERE. ANY ASSISTANCE WILL BE GREATLY APPRECIATED.

Survey Information

MB Vehicle you are most interested in: ML320

When do you plan to purchase or lease your next car? 4+ years

I would like a test drive: No

I would like to be contacted by a salesperson: Yes

Day Phone Number: - ext:

Evening Phone Number: (336) 868-3487 ext:

Preferred number: Home

Preferred time to call: Afternoon

Mercedes-Benz Ownership

Have you ever leased or owned a Mercedes-Benz? Yes

Vehicle Year: 1998

Model last leased or owned: ML320

Do you currently own a Mercedes-Benz? Yes

Vehicle Year: 1998

Model You Own: ML320

07/23/2002 09:14:50 Cleveland Best 6344

Writer called customer regarding above inquiry—left message with wife to have him call back to discuss his inquiry

Summary Note Information

00171111

Mercedes Benz of U.S.A

Note ID 539525 **Cus Ident** 13837513 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Brighton **MA** [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir 36132 **MERCEDES-BENZ OF WESTWC WESTWOOD** **MA**

Sell Dir 01100

Last Sell Dir 01100

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E8XA [REDACTED]
Mileage 59000 **Prod Date** 01/13/1999 **Warr Date** 02/04/1999 **Model** ML320 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	07/29/2002 16:53:03	Honora Duffy	6307

Summary Notes

07/28/2002

16:53:12

Honora Duffy

8907

Internet received:

E-mail: [REDACTED]

Comments: I am writing to make a complaint. I own the above referenced Mercedes in addition to a 1970 280SL. I am very disappointed in the ML. During the past several months, I have had the driver side window switch and the harmonic balancers replaced. Now my skyview roof is stuck open. It seems that the frame for the skyview is broken and as a result has burned out the motor. I bought my car a little over a year ago. At that time it was two years old, and had previously been a lease. According to carfax, it had never been in an accident. I have purchased Mercedes vehicles because of their reputation for quality and safety. I am very dismayed at with this vehicle and am unsure that I will purchase another one in the future. Evidently the extended warranty that I purchased when I bought the car does not cover the frame of the skyview. Due to that, it will not cover the motor since the burnt out motor is a result of the break in the frame. The dealer, that priced the repairs, gave me a repair price of almost \$7,000. For a car of Mercedes quality that is less than 4 years old and only 56K miles, the cost of the repair is astronomical. I don't mind the cost of normal maintenance being more, however I thought that I had purchased a quality product. I have never been so disappointed in a car before. My previous car was an American made car that I also purchased when it was two years old. I kept it for an additional 9 years and in total never put more than \$1,000 a year including normal maintenance. I had purchase my '70 SL first, and liked the Mercedes quality so much that I purchased the '98 ML over a Ford Explorer. I now find it unimaginable that I would have been better off with the Explorer. Please let me know if there are other reports that indicate there have been troubles with the ML class. I feel that these types of repairs should not be happening at this age and mileage of the vehicle. Extremely Dismayed, Mary Nelson

Customer called - I found out that she purchased car used with after-market warranty (non-MB). She claimed she spoke to "J. Bowling @Clair several weeks ago who told me that my warranty company won't cover repairs because it's the frame of the sunroof & they claim it's a manufacturing defect/responsibility"

Customer seeking post-warranty goodwill - I guided her to speak with Bob Joyce, Service Manager would pull file determine what was found @inspection & provide company decision whether MB would participate in repairs, since her warranty company declined (no encouragement was given from this writer).

Summary Note Information

Mercedes Benz of U.S.A

Note ID 539926 **Cus Ident** 5782970 **Legal** **Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Denton **TX** [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dir

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 1631541/[REDACTED] **World Vin:** 4JGAB54E0WA/[REDACTED]
Mileage 29797 **Prod Date** 01/09/1998 **Warr Date** 01/22/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/30/2002 09:51:29	Patrick Hunter	

Summary Notes

07/30/2002 09:51:31 Patrick Hunter

Thank you for your recent internet messages.

We regret to learn of your disappointment with your recent need for service and we apologize for any resulting inconvenience. You may wish to review your vehicle's current repair requirements with the Service Manager of the dealer who can address your concerns directly. If you have any further questions please feel free to contact me via email anytime.

Best wishes for safe and pleasant driving.

Patrick Hunter
Customer Relations

----- Forwarded by Diane Lima/HO/MAIL/MBUSA on 07/29/02 03:16 PM -----

□ "bauhaus@aolmail.net" <bauhaus

□ 07/27/02 12:41 PM

□ □

□ □ To: "mailmaster@mbusa.com" <mailmaster@mbusa.com>, "webteam@bamabenz.com" <webteam@bamabenz.com>, "marie.pullen@mbus1.daimlerchrysler.com" <marie.pullen@mbus1.daimlerchrysler.com>

□ □ cc:

□ □ Subject: Owner Feedback MBUS! (OUSI)

You have received owner feedback from <http://www.mbusi.com>

REMOTE ADDR...207.138.10.22

HTTP BROWSER..Mozilla/4.79 (Macintosh; U; PPC)

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

State: [REDACTED] TX

ZIP: [REDACTED]

Country: [REDACTED] USA

Email: [REDACTED]

Phone(H): [REDACTED]

Phone(W): [REDACTED]

FAX: [REDACTED]

MB Vehicle1: [REDACTED]

MB Vehicle2: [REDACTED]

COMMENTS:.....4JGAB54E0WA [REDACTED]

I have had what I consider more than a normal amount of things go wrong with my ML320. The latest, and most serious problem was that the harmonic balancer came apart while I was driving the car down the highway. Fortunately I was near a shopping center and was able to get off the road. I have a letter here before me from Mike Jackson who was president of the North American Co. at the time I purchased this vehicle. He congratulated me on my acquisition and wished me "many years of driving pleasure." Right now I am feeling extremely disappointed in this vehicle which I had expected to be the best car I had ever owned. Instead, I have had more things go wrong with it than any car I have ever owned.

I would like to go over the history of the vehicle with someone and get some feedback about what I might do at this point to resolve the current—and most expensive problem! Currently, of course, I have it in a Mercedes dealership shop waiting to decide what to do.

I will appreciate a prompt reply.

Thank you,

Dr. June Impson

----- Forwarded by Diane Lima/HO/MAIL/MBUSA on 07/29/02 03:19 PM -----

□ bauhaus <bauhaus@aolmail.net>

□ 07/27/02 07:50 PM

□ □

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

Note ID 541001 Cus Ident 3289387 Legal Note Type Summary Note

Customer

Address

Geneva

FL

Phone

Phone Location Business

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 1631541A World Vin: 4JGAB54E5WA
 Mileage 108688 Prod Date 06/25/1998 Warr Date 06/30/1998 Model ML320 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	08/02/2002 14:16:26	Cynthia Feuss	6289

Summary Notes

08/02/2002 14:16:42 Cynthia Feuss 6289

Owner (very polite & calm) alleges harmonic balancer malfunction, claims the pulley caused a lot of damage, specifically to the upper oil pan, that repairs by 14320 were billed at a total of \$2,411.56, which owner states included \$75. for towing. Owner states "its one thing for the balancer to fail, but the damage that the pulley cause is just plain indicative of a poor design. Not only that, Mercedes is aware that this is a known problem. Your tech at MB Orlando showed me another Harmonic Balancer job he was working on, and my brother had to have it replaced at under 40k miles - but at least he was lucky enough to have it fail while the car was under warranty. This tells a very clear story in my eyes. I know the car is out of warranty, but it would seem to me that MB should acknowledge this problem and take some responsibility for it." Owner alleges "it took 6 hours for this repair, and I was charged \$1400. for labor. It seems to me that \$250+ per hour is too steep even for Mercedes".

I apologize to owner for his experience. I advise that due to the mileage on the vehicle that goodwill assist was unlikely. Owner is disappointed to hear this, then asks, "what about the labor rates?" I advise owner that dealers are privately owned & as such, set their own pricing, etc. I advise owners that many dealers go by flat rates. I suggest to owner any more specific questions about his bill should be discussed with dealer SM. Owner indicates that he will call SM and thanks me for "listening to me vent." Owner also specifically comments his SA Debby, several times, states she is a "pleasure to work with."

08/06/2002 09:51:26 Cynthia Feuss 6289

FOLLOWING EMAIL FROM SPOM RENICK TO ART/TOM AT DEALER: Art/Tom: I agree with your decision not to offer any goodwill for this repair. Paul

11/12/2002 12:38:20 Paul Renick 6200

Customer left message for writer on 11-11-2002 requesting a meeting to discuss "4 major things that are wrong with the vehicle at this time" and MBUSA goodwill. Message left for customer with numbers should he want to contact writer directly. Advised customer on message that based on mileage no financial assistance will be offered but that I would be happy to hear anything that he had to say. pwr

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

Note ID 541705 **Cus Ident** 6608933 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Dallas **TX** [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dir 75568 **PARK PLACE MOTORCARS** **DALLAS** **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 1631541A [REDACTED] **World Vin:** 4JGAB54E9X [REDACTED]
Mileage 104000 **Prod Date** 07/29/1998 **Warr Date** 07/31/1998 **Model** ML320 **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	08/19/2002 17:45:12	Lois Grillo	4627

Summary Notes

06/06/2002 13:32:14 Lois Grillo 4627

Customer, [REDACTED] phoned the CAC she claims that she is about to file suit regarding her 1999 ML320 with 104,000 miles. Customer claims that for the last 11 service visits she has incurred \$7,557.35 in charges for which M-B has picked up half. Customer states that she is sending a letter outlining her issues to CAC to indicate that she is concerning filing suit.

08/08/2002 10:07:27 Lois Grillo 4627

Customer, [REDACTED] JD, faxed a 4 page letter dated 8/8/02, addressed to Customer Relations at MBUSA & Neil Grossman, Park Place Motors and attached a letter (dated Sept. 5, 2001, addressed to Mark Schwanz at Park Place Motors.

In letter, customer states that it is our intent to claim a breach of warranty and negligence against MBUSA & Park Place Motors. Customer alleges that dealer misled them indicating that their 1999 ML320 would run 5-6 years reliability. Customer states that they financed the vehicle for 7 years and claims that in the past 11 months repairs totaled \$7,557.35 with their actual out of pocket expense being \$3,572.36.

Customer states we took delivery on 8/10/99 and their 4/yr. statute of limitations is approaching the end of this week. It will be necessary for each of you to have someone in authority provide a letter waiving the statute of limitation defense for the term of any discussion. Without resolution or a letter extending the statute for discussions, we feel that we have no option other than to file suit on Friday.

In the 8/5/01 letter to dealer, Dr. Michael James claims it is his understanding that \$3994.99 for the replacement of the Harmonic balancer & assume that the B-service has been done.

Per SPOM respond with letter outlining MBUSA warranty limitations.
 copy of letter faxed to SPOM, NTMT

Summary Notes

08/19/2002 17:45:11 Lois Grillo 4627

Lois,

This letter looks good to me.
Thanks for your assistance.
Mike Wylie

Lois Grillo
 08/19/2002 07:40 AM

 To: Mike Wylie/RGN/MAIL/MBUSA@MBUSA
 cc:
 Subject: Letter to Janis Wier

Hi Mike:

I have attached herewith a letter to Janis Wier for your approval.

Thanks,
Lois
201-506-4627

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 545976 Cus Ident 8144103 Legal Note Type Summary Note

Customer [REDACTED]
Address [REDACTED]

Bayside NY [REDACTED]

Phone [REDACTED]	Phone Location	Residence	
Assign Dir 56106	HELMS BROS., INC.	BAYSIDE	NY
Sell Dir 56106	HELMS BROS., INC.	BAYSIDE	NY
Last Sell Dir 56106	HELMS BROS., INC.	BAYSIDE	NY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E6WA [REDACTED]

Mileage 37974 Prod Date 03/03/1998 Warr Date 03/21/1998 Model ML320 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	08/23/2002 09:10:48	Frank Parente	4675

Summary Notes

08/23/2002 09:10:58 Frank Parente 4675

Customer called seeking good will on belt tensioner repair. Since she is original owner and low miles, suggested that she speak with SM for goodwill.

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

Note ID 549898 Cus Ident 12543653 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Corona CA [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
 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 1631541A [REDACTED] World Vin: 4JGAB54E7XA [REDACTED]
 Mileage 61469 Prod Date 08/04/1998 Warr Date 08/26/1998 Model ML320 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	09/10/2002 17:01:11	Toniann Corrigan	4662

Summary Notes

09/10/2002 17:01:20 Toniann Corrigan 4662

Customer telephoned and stated that he brought his vehicle to House of Imports originally to have his fuel filter changed, which they took care of. Customer claims that his harmonic balancer came off without warning, and hit the entire front of the engine causing a lot of damage. Customer alleges that he suspects that House of Imports loosened something to cause that to happen. Customer stated he brought the vehicle to Caliber Motors then to have it repaired and they told him that they would fix the vehicle and Mercedes would pay half of the expense. Customer stated that he requested that Caliber Motors keep all the replaced parts, but they refused. Customer stated they told him that the new water pump will not fit on the new cover. Customer stated that he is a mechanic and he believes they are charging too much for parts, and that he doubts most of these repairs were necessary. Customer has to pick up his vehicle today, but wants to speak to someone at MBUSA first regarding this matter. He can be reached on his cell phone - 714-906-3474; or his home phone - 909-340-8801.

Sum note filed in 'Team Leader' Folder.

09/10/2002 17:40:18 Joseph Burka 6249

Writer spoke to owner regarding above. Writer explained that MBUSA does not, at this point in time, question the dealer's diagnosis. Furthermore MBUSA supports the goodwill offer made by dealer.

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

Note ID 553819 **Cus Ident** 15996739 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

New Canaan CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 09115 **MERCEDES-BENZ OF FAIRFIEL** FAIRFIELD CT

Sell Dir 05746 **MERCEDES-BENZ OF PALM SP** PALM SPRINGS CA

Last Sell Dir 05746 **MERCEDES-BENZ OF PALM SP** PALM SPRINGS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9WA [REDACTED]
Mileage 70061 **Prod Date** 10/24/1997 **Warr Date** 11/11/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTV	09/24/2002 17:54:26	Lois Grillo	4827

Summary Notes

09/24/2002 17:53:52 Lois Grillo 4827

this sum note cancels SN #563811 (issue when vin # was not available):

John McDonald sent a letter dated 9/15/02 addressed to Paul Halata requesting goodwill assistance with repair to separated harmonic shaft balancer that has a cracked engine cover. Writer contacted customer on behalf of Mr. Halata.

Customer states the vehicle is an early model 1998 ML320 with over 70,000 miles.

Mr. McDonald did not have the vin # of the vehicle but will ask his son to call the CAC with information to include his name and vin # in our data base.

Write referred customer to the S/M at dealer 09115 to review who has been empowered to review matters of this nature.

10/30/2002 18:15:25 Lois Grillo 4827

Customer alleges that S/M at dealer has not returned his calls regarding post warranty consideration.

10/30/2002 18:25:26 Lois Grillo 4827

Customer requests that S/M return his call - 760-664-0990.

01/30/2003 17:21:44 Lois Grillo 4827

Writer spoke with S/M John Antaluk - who confirms that when the vehicle was brought to dealer 09115 for repairs i Sept 02, he provided post warranty consideration (labor & parts for catalytic converter) and charged for other repairs \$4,100.

Summary Notes

CONFIDENTIAL

02/03/2003 17:17:17 Lois Grillo 4627

Lois,

It is fine, just change date to 2002.

Thanks,
Mike Willard
Service and Parts Operations Manager
New York Region
1-800-225-6262 Ext 7528
Willardm@mbusa.com

□□
□ Lois Grillo
□ 01/31/2003 04:04 PM
□□
□□ To: Michael Willard/171/DCAG/DCX@WK-COOP
□□ cc:
□□ Subject: Letter to John McDonald

Hi,

Attached is a suggested letter to Mr. McDonald from Paul Juron for your approval. Customer addressed his letter to Paul Halata. (Customer requested post warranty consideration in Sept. & was referred to the S/M.)

Regards,
Lois Grillo

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 553893 **Cus Ident** 4848683 **Legal** **Note-Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Gilbert

SC [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 72307 DICK DYER AND ASSOCIATES, COLUMBIA SC**Sell Dir** 72307 DICK DYER AND ASSOCIATES, COLUMBIA SC**Last Sell Dir** 72307 DICK DYER AND ASSOCIATES, COLUMBIA SC**Note to Market Ind:** Amount**-Vehicle Information-**

DBAG Vin 1831541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 60000 **Prod Date** 09/30/1997 **Warr Date** 10/10/1997 **Model** ML320 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	09/25/2002 09:58:57	Cynthia Feuse	6289

Summary Notes

09/25/2002 09:59:06 Cynthia Feuse 6289

SM Don of 72307 advises he rec'd a call from the owner of an Independent shop stating that owner Ted Sutton was seeking assistance with front crank pulley repair. Owner has no routine service history (has done warranty repair though) with Dick Dyer, assistance was declined as vehicle out of warranty.

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

001777

Note ID 555867 Cus Ident 3200980 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Myrtle Creek OR [REDACTED]

Phone [REDACTED] Phone Location

Assign Dir 86103 MERCEDES-BENZ OF EUGENE EUGENE OR

Sell Dir 66604 MERCEDES-BENZ OF PORTLAND PORTLAND OR

Last Sell Dir 66604 MERCEDES-BENZ OF PORTLAND PORTLAND OR

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E6WA [REDACTED]
 Mileage 107382 Prod Date 11/04/1997 Warr Date 12/06/1997 Model ML320 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	10/01/2002 10:04:58	Michael Reger	6363

Summary Notes

10/01/2002 10:04:53 Michael Reger 6363

The customer called the CAC to inform MBUSA that the harmonic balancer came off and damaged the engine block.

The writer suggested to the customer to speak to the SVC manager to check for post warranty consideration.

10/01/2002 17:19:42 Ed Duffy 6295

Customer called back again stating that he was allegedly told the dealer contacted the SPOM and there was no offer of consideration. There is no note to indicate the SPOM was contacted or a decision made by either the SPOM or dealer. Writer advised customer that the decisions made by the dealer service manager are upheld by MBUSA, but that I would request verification of the decision through the SPOM via e-mail. Customer stated the harmonic balance wore through the block.

Summary Note Information

COMPLAINT

Mercedes Benz of U.S.A

Note ID : 555712 Cus Ident 12202016 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Detroit

MI [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

Sell Dir 39106 MERCEDES-BENZ OF NOVI NOVI MI

Last Sell Dir 39106 MERCEDES-BENZ OF NOVI NOVI MI

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E4WA [REDACTED]
 Mileage 55908 Prod Date 12/02/1997 Warr Date 12/16/1997 Model ML320 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	10/01/2002 11:14:33	Miriam Clark	4899

Summary Notes

Date	Time	By	Phone
10/01/2002	11:15:03	Miriam Clark	4899

Customer called to express that his crankshaft pulley broke and that dealer advised this should not have happened at 55,000 miles.

He alleges that dealer SM told him he has to pay for repair, however would discuss with Regional Manager for assistance.

I advised the customer to continue to work with SM about issue, and that once SM made decision it was final.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 558503 **Cus Ident** 2986808 **Legal** **Note Type** FSS **Class** Actor
Customer [REDACTED]
Address [REDACTED]

Naperville **IL** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dlr 22115 **MERCEDES-BENZ OF NAPERVI** **NAPERVILLE** **IL**
Sell Dlr 01303 **JACK INGRAM MOTORS, INC.** **MONTGOMERY** **AL**
Last Sell Dlr 01303 **JACK INGRAM MOTORS, INC.** **MONTGOMERY** **AL**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1831541A [REDACTED] **World Vin:** 4JGAB54E5X [REDACTED]
Mileage 42329 **Prod Date** 01/04/1999 **Warr Date** 02/22/1999 **Model** ML320 **1999**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Class Action Lawsuit / La:	Flexible Service System Notice	11/05/2002 09:11:38	Lois Grillo	4827

Summary Notes

10/02/2002 16:04:01 Lois Grillo 4827

Customer, [REDACTED] phoned the CAC to express his disappointment that MBUSA has declined an extended warranty on his vehicle. Customer claims that when the "harmonic balancer broke on his vehicle it was a serious safety issue" and that he will be sending a letter to SPOM about his decision. Customer will send a letter regarding this.

Customer also alleges that his vehicle is burning oil and dealer 22115 has arranged for an oil consumption test on 10/21/02.

10/02/2002 16:07:28 Lois Grillo 4827

Customer alleges that he did not received the FSS class action letter & request that it be sent to him. Customer states that he has been using conventional oil in his 1999 ML320 but will change to synthetic going forward.

10/16/2002 09:36:12 Lois Grillo 4827

Writer contacted S/M, Dave Smith, who stated that customer's vehicle was towed to dealer on 10/02/02 due to a battery issue. S/M states that the battery was replaced and he is unaware of any other issues.

10/17/2002 14:41:28 Lois Grillo 4827

Lois,

Looks good, but look at first line of second paragraph, the end of it reads "the Dave Smith" is that supposed to be "Mr. Dave Smith"? Other than than let'er go.

Wade Messing
 Service & Parts Operations Manager

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 558709 **Cus Ident** 5563366 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Anderson **SC** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 72100 **CARLTON MOTORCARS, INC.** **GREENVILLE** **SC**
Sell Dir 72100 **CARLTON MOTORCARS, INC.** **GREENVILLE** **SC**
Last Sell Dir 72100 **CARLTON MOTORCARS, INC.** **GREENVILLE** **SC**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E2W [REDACTED]
Mileage 51000 **Prod Date** 12/02/1997 **Warr Date** 12/11/1997 **Model** ML320 **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	10/09/2002 09:53:15	Honora Duffy	6307

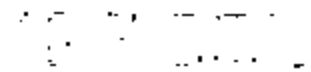
Summary Notes

10/09/2002 09:53:22 Honora Duffy 6307

Mrs. Kelly called - she received class action mailing & "feels that what happened recently to my car relates to that. The crankshaft pulley broke causing damage - i had to pay over \$3,000. I spoke to Tina @dealer & she agreed this should not have happened at only 51,000 miles & suggested i call you"

I told customer the crankshaft pulley is not related to lawsuit ... I clarified that lawsuit is still pending & that terms have not yet been agreed upon. I also clarified that lawsuit pertains to the unlikely event any future oil sludging or related damage happens in vehicle from earlier use of conventional oil, etc.

I asked Ms. Kelly if she had spoken to Service Manager @dealer about post-warranty assistance - she admitted she had not. I told her dealer has complete authority to review her request & provide our company position as to whether we would offer assistance; she is going to go back to dealer to have them review.

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


Note ID 558762 **Cus Ident** 8978555 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Wrightsville Beach 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 1631541 [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 38961 **Prod Date** 07/21/1997 **Warr Date** 09/15/1997 **Model** ML320 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	10/09/2002 11:41:57	Ed Duffy	6296

Summary Notes

10/09/2002 11:42:07 Ed Duffy 6296

Customer called to register his comments regarding the recent need to replace the harmonic balancer in this vehicle. Customer stated the dealer was nice and covered all the cost of the parts necessary but, allegedly told him this is a known problem that MB is aware of and that this dealer alone saw 3 of these this week. Based on these comments the customer is now requesting additional compensation to assist with the \$600 paid by him for the labor charges.

10/29/2002 09:31:17 John Hoey 4805

Customer called the CAC regarding the harmonic balancer. He claims the dir 69229 agreed to pay for the parts, and only charged customer for the labor.

Customer claims the dir told him this is a common problem on this vehicle. Customer reiterated he feels the labor should also be paid for.

Writer informed customer that any request for postwarranty consideration needs to be addressed by the SM at the dir, and MBUSA supports his position.

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

000001

Note ID 559847 **Cus Ident** 7725533 **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** 22424 NAPLETON S AUTOWERKS BOURBONNAIS IL**Last Sell Dir** 22424 NAPLETON S AUTOWERKS BOURBONNAIS IL**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E2X [REDACTED]
Mileage 90436 **Prod Date** 10/15/1998 **Warr Date** 11/21/1998 **Model** ML320 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	10/11/2002 17:02:43	Cynthia Feuss	6289

Summary Notes

10/11/2002 16:11:23 Cynthia Feuss 6289

CORRES # 208978 - Owner sends letter stating "in reference to the civil action I would like to offer my opinion. M ML320 was fitted with new piston rings & associated parts because of excess oil consumption on May 24, 2001 at 60,701 miles...the harmonic balancer flew off 27k miles later...this caused considerable damage, is directly connected to the maintenance that was performed a year earlier. It is my feeling MB should be offering a full 150k warranty on the entire vehicle, retroactive, to owners of 1988 & 1999 models of the ML320."

I left message for owner this time/date. I will advise him that we can not honor his request to extend the warranty.

10/11/2002 17:02:47 Cynthia Feuss 6289

Owner calls me back, I advise that we appreciate his feedback and again apologize for his dissatisfaction, but we are not in position to extend warranty, etc; owner understands/accepts this but states he feels that "MB has not stood behind their product". Owner alleges he feels the Harmonic Balancer incident was related to the previous engine repair and feels that MB and/or dealer should take responsibility for that. Owner vents, expresses overall dissatisfaction with ML.

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

Note ID 563782 **Cus Ident** 6158619 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cocoa

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 52101 MILLENNIUM AUTOMOTIVE GR/ BRIDGEWATER NJ**Sell Dir** 14113 CONTINENTAL MOTORCARS, I/ MELBOURNE FL**Last Sell Dir** 14113 CONTINENTAL MOTORCARS, I/ MELBOURNE FL**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E1W [REDACTED]
Mileage 63069 **Prod Date** 04/09/1998 **Warr Date** 04/17/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTV	10/24/2002 14:37:11	Diane Mangam	6259

Summary Notes

10/24/2002 14:37:13 Diane Mangam 6259

Customer called stating that he was going to fax paperwork regarding the issues and repair of his vehicle.
 Customer had no further comments

10/31/2002 13:53:17 James Blaise 4620

Writer received faxed copy of letter customer had sent to Millennium c/o Joe Carannante alleging that he was quoted a low repair price and then charged a higher cost when repair finished; also no loaner available. Letter sent to him 10/28.

Another copy of his letter comes 209992 was referred to writer - duplicate of fax copy.

11/13/2002 15:50:48 James Blaise 4620

Customer called in and stated he was "disappointed" with needed repairs at 70,000 miles; writer referred to letter issues on bills are with dealership, and contacted dealership and obtained name of owner for customer to contact about his issues.

Summary Notes

03/28/2003 14:58:28 Cleveland Best 8344

Mr. Giammarco called CAC. Customer requested reimbursement for the repair of the front crank pulley (\$2800). Customer claiming a manufacturing defect at 70,000 miles (this was the mileage when work was done on vehicle—customer claims the rubber behind the pulley deteriorated, which allegedly caused the part to fail).

Writer asked customer does he still have vehicle and he stated no. Writer asked customer when were the repairs performed and he stated in August 2002.

Writer advised customer that it has been our experience that manufacturing defects become evident within the Limited New Car Warranty period and not provide over 70,000 miles of service. Writer advised customer based on the facts as we know them, we declined his request for reimbursement.

Customer claims he may never buy another MB and will probably go to newspapers and car magazines about our decision.

Summary Note Information

Mercedes Benz of U.S.A

Note ID - 567424 Cus Ident 14531957 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Calera

AL [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dir 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL

Sell Dir 01329 REGAL AUTO PLAZA HUNTSVILLE AL

Last Sell Dir 01329 REGAL AUTO PLAZA HUNTSVILLE AL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E4W [REDACTED]
 Mileage 82589 Prod Date 01/28/1998 Warr Date 02/07/1998 Model ML320 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	11/08/2002 15:00:45	Cynthia Feuss	8289

Summary Notes

11/06/2002 14:55:18 Cynthia Feuss 8289

Owner of preowned 1998 ML320 sends Crown 01316 RO for harmonic balancer repair performed 10-06-02, total \$1518.36, oil pan had to be replaced as well. Owner seeks reimbursement. I call owner, apologized for his experience, advised we are not in position to assist due to mileage/vehicle out of warranty. Owner asks that we pay for the oil pan, I respectfully decline. Owner asks if he can speak with anyone else, I advise he can review w/ dealer SM if he feels it necessary.

11/06/2002 15:01:03 Cynthia Feuss 8289

I faxed copy of owners letter to SPOM Scruggs

Summary Note Information**Mercedes Benz of U.S.A****Note ID 567446 Cus Ident 5311419 Legal Note Type INTERNET MES****Customer** [REDACTED]**Address** [REDACTED]**Los Altos CA** [REDACTED]**Phone** [REDACTED] **Phone Location Business****Assign Dir****Sell Dir 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA****Last Sell Dir 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA****Note to Market Ind: Amount****Vehicle Information**

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E6WA [REDACTED]
Mileage 45375	Prod Date 10/22/1997 Warr Date 11/08/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/08/2002 15:43:25	Cleveland Best	8344

Summary Notes

11/06/2002 15:43:26 Cleveland Best 8344

Thank you for your recent Internet Inquiry.

As we are sure you are aware, your vehicle is beyond the terms of the Mercedes-Benz New Car Limited Warranty of 4 years/50,000 miles (whichever occurs first). We suggest you speak with the service manager at your local authorized Mercedes-Benz dealer regarding your vehicle concerns. Should you need a copy of the warranty booklet, please contact our Customer Assistance Center at 1-800-367-8372.

The opportunity to review this matter has been appreciated.

Sincerely,
Cleveland Best
Customer Relations
Mercedes-Benz USA, LLC.

"ravra@avras.com" <ravra@avras.com>
 11/02/02 11:18 PM

 To: "mailmaster@mbusa.com" <mailmaster@mbusa.com>, "webteam@bamabenz.com" <webteam@bamabenz.com>, "maria.pullen@mbusi.daimlerchrysler.com" <maria.pullen@mbusi.daimlerchrysler.com>
 cc:
 Subject: Owner Feedback MBUSI (OUSI)

You have received owner feedback from <http://www.mbusi.com>

SERVER DATE/TIME...11/2/02 10:18:51 PM
REMOTE ADDR.....64.175.248.31
HTTP BROWSER.....Mozilla/4.0 (compatible; MSIE 6.0; Windows NT 5.1; YComp 5.0.0.0)

First Name: [REDACTED]
Last Name: [REDACTED]
Street: [REDACTED]
State: [REDACTED] CA
ZIP: [REDACTED]
Country: [REDACTED] USA
Email: [REDACTED]
Phone(H): [REDACTED]
Phone(W): [REDACTED]
FAX: [REDACTED]
MB Vehicle1: [REDACTED]
MB Vehicle2: [REDACTED]

COMMENTS:.....Hello,

Last Monday the harmonic balancer on my ML320 (VIN# 4JGAB64E6WA [REDACTED]) came disengaged and within about 20 minutes had 'walked back' toward the engine and ground a groove in the oil pan, causing an oil leak. The shop I took it to (very close to home as the belt was smoking) called the dealership and was told that this is not covered under warranty. I know this sort of thing shouldn't happen to an engine with 55,000 miles on it and I can't believe Mercedes would turn a blind eye to it. Please tell me that Mercedes will do the right thing and fix this.

Thank you,
[REDACTED]

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

Note ID 567479 **Cus Ident** 12479505 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Littleton CO 80127

Phone [REDACTED] **Phone Location** Residence

Assign Dir 08512 MURRAY MOTOR IMPORTS CO DENVER CO

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

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

Notes to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXWA [REDACTED]
Mileage 72000 **Prod Date** 09/16/1997 **Warr Date** 10/03/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	03/24/2003 15:27:29	Lois Grillo	4627
Summary Note from Old System	Summary Note from Old System-NOT ACTIV	11/06/2002 17:20:23	Lois Grillo	4627

Summary Notes

11/06/2002 17:20:32 Lois Grillo 4627

Customer sent comes addressed to CAC dated 10/31/02 requesting assistance with servicing of 1998 ML & providing a new address in CO. Writer spoke with SPOM, Don Zinda who states that regarding referral #149561, customer never brought vehicle into dealership for investigation and SPOM & dealer were unable to contact him to schedule an appointment.

11/06/2002 19:01:22 Lois Grillo 4627

S/M Bob Humphrey of 84615 confirms that the last time vehicle was at dealership was 9/21/01 & they were never able to contact customer to arrange an appointment.

02/28/2003 17:25:01 Lois Grillo 4627

S/M Randy Barkley dealer 08512 confirms that on 12/17/02 (91,371 mi) vehicle was at dealer for service A, replacement of front brake pads & rotors, & belt tensioner.

03/24/2003 15:27:18 Lois Grillo 4627

Customer phoned the CAC alleging that he spoke with S/M, John Waldron, at dealer 08512 for as offered assistance for only one repair on his vehicle with 90,000 miles. Writer stated that S/M has been empowered by MBUSA to review all requests for post warranty consideration and that MBUSA will uphold his decision. Writer also stated that when customer moved to Colorado, he moved to a different region (#4) and that Mr. Zinda is not in Region 4.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 569805 Cus Ident 5783394 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Rancho Palos Ver CA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Last Sell Dir 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E8WA [REDACTED]

Mileage 19235 Prod Date 01/13/1998 Warr Date 01/28/1998 Model ML320 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	11/14/2002 12:56:34	Gregg Mault	6380

Summary Notes

11/14/2002 12:56:44 Gregg Mault 6380

Writer received call from husband (Irving) stating he has had some problems with a belt tensioner. Customer has stated Guy told him that since vehicle is out of warranty that there would be no assistance. Customer was told to call CAC for review. Writer will call Guy for clarification.

Summary Note Information

Mercedes Benz of U.S.A

Note ID : 570732 Cus Ident : 6113798 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Tolar 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 1631541A [REDACTED] World Vin: 4JGAB54E1WA [REDACTED]
 Mileage 75702 Prod Date 03/09/1998 Warr Date 03/17/1998 Model ML320 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	11/18/2002 13:03:12	Craig Deering	6200

Summary Notes

11/18/2002 13:03:24 Craig Deering 6200

Client was reimbursed for a valbration dampner that came apart. Client was please with the support provided by his servicing AND SELLING dealer. Confirmation of check/ receipt through Charles Cox 11-18-02.

Summary Note Information

Mercedes Benz of U.S.A

1001

Note ID 572810 Cus Ident 10137915 Legal Note Type-Summary Note
 Customer [Redacted]
 Address [Redacted]

Lithonia

GA [Redacted]

Phone [Redacted]

Phone Location Residence

Assign Dir

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 1631541 [Redacted]

World Vin: 4JGAB54E2Y [Redacted]

Mileage 75772 Prod Date 09/23/1999 Warr Date 10/11/1999 Model ML320 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	11/23/2002 09:41:42	Carol Ann Carroll	4873

Summary Notes

11/23/2002 09:42:12 Carol Ann Carroll 4873

Customer called on 6399 stating dealer told him to call us about the specific problem the with harmonic balancer on the ML's. Writer transferred to Rep.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 185603 **Cus Ident** 4292562 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]**Erie** **PA** [REDACTED]**Phone** [REDACTED] **Phone Location** Residence**Assign Dir****Sell Dir** 62214 LEIKIN MOTOR COMPANIES WILLOUGHBY OH**Last Sell Dir** 80201 AMERICAN SERVICE CENTER ARLINGTON VA**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 2102821X[REDACTED]	World Vin: WDBJH82F3WX[REDACTED]
Mileage 546	Prod Date 09/17/1997 Warr Date 10/23/1997 Model E320S4 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTV	02/19/1998 13:32:21	Gregg Mault	6350

Summary Notes

02/19/1998 13:32:23 Gregg Mault 6350

Writer received call from above owner. Owner states that he has only had the car 1 month and since he is traveling to Florida, has had wiper washer system, engine light, power steering pump and belt tensioner replaced at various dealers. Owner was very upset that this was happening. Writer stated that he will document owners concerns and advised owner to speak with our SOM once he gets back to his normal servicing dealer. Owner asked if something happens on the way back home what should he do. Writer advised to contact RAP for assistance.

Summary Note Information**Mercedes Benz of U.S.A****Note Type Summary Note****Note ID 833205 Cus Ident 17181072 Legal****Customer** [REDACTED]**Address** [REDACTED]**Reading PA** [REDACTED]**Phone** [REDACTED] **Phone Location Residence****Assign Dir 67234 TOM MASANO, INC. READING PA****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 2102821X [REDACTED] **World Vin: WDBJH82F2X** [REDACTED]
Mileage 44800 Prod Date 11/26/1996 Warr Date 01/09/1996 Model E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	06/25/2003 19:41:15	Kathleen Durning	4633
	Overall Dissatisfaction with Service	06/25/2003 19:41:15	Kathleen Durning	4633
Vehicle Quality	High Cost of Repairs	06/25/2003 19:41:26	Kathleen Durning	4633
	Poor Design of Component(s)	06/25/2003 19:41:26	Kathleen Durning	4633

Summary Notes

06/25/2003 19:40:47 Kathleen Durning 4633

Ms. OBritz phoned the CAC to inquire about a recent repair performed at the Masano dealership. Customer states that while driving home the check battery light went on briefly and then suddenly there was a total loss of steering- she fortunately was within a close distance to home. Customer had vehicle towed into the service center the next morning. (6/13). Customer was informed that the drive belt, harmonic balancer, and pulley all needed repair and the vehicle is out of warranty. Customer was charged \$4300 and is concerned that since this was caused by a belt which is a wearable item that she could be looking at this degree of repair in another 44K miles.

Customer was seeking some type of reassurance since she had her vehicle's routine maintenance done in January and they did not mention any signs of wear in the belt at that time.

Customer also was questioning the amount of time charged for this repair. She claims to have discussed this with independent mechanics who informed her that to replace an entire engine it would take approx. 10-12 hours and she claims she was charged 41 hours for this repair at a cost of \$75/hr. Customer is very concerned with this and is seeking info from MB regarding reasonable time for repairs before she speaks with the dealership again. Write will leave a message with the Tech Spec. Neil Shore and request he call her to discuss this issue- Neil will not be back in until Monday 6/30.

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

08/13/2003 17:13:55

Note ID 648188 · **Cus Ident** 19046190 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Akron OH [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 62105 MERCEDES-BENZ OF NORTH C NORTH OLMSTI OH**Sell Dir** 62101 MOTORCARS WEST, INC. NORTH OLMSTI OH**Last Sell Dir** 62101 MOTORCARS WEST, INC. NORTH OLMSTI OH**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82FXX [REDACTED]
Mileage 35000 **Prod Date** 02/25/1998 **Warr Date** 03/31/1998 **Model** E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/13/2003 17:13:55	James Blasia	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolfr	Engine and Engine Cooling	08/13/2003 17:14:13	James Blasia	4620

Summary Notes

08/13/2003 17:13:49 James Blasia 4620

Primary Phone: [REDACTED]
Current Mileage: 29840
Dealer(s) involved: 62105.

Situation: customer's son [REDACTED] called and stated his parents [REDACTED] (is father) purchased vehicle for Stan leasing company - that vehicle harmonic balancer "went" and did damage to other engine parts, that svc mgr C. Tombo offered \$1500 towards repair; he was resulting full coverage as vehicle was juts out of warranty and had only 35,000 miles.

Action Taken: writer advised that svc mgr. is empowered to review such requests and his decision for assistance would be supported by MB.

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 666832 Cus Ident 8813207 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Brentwood

TN [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dir 74323 MERCEDES-BENZ OF NASHVILLE FRANKLIN TN

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 2102821X0 [REDACTED] World Vin: WDBJH82F8XX0 [REDACTED]
 Mileage 54000 Prod Date 02/08/1999 Warr Date 03/16/1999 Model E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/15/2003 13:11:13	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cooling	Engine and Engine Cooling	10/15/2003 13:11:01	Lois Grillo	4627

Summary Notes

10/15/2003 13:10:46 Lois Grillo 4627

Primary Phone: [REDACTED]
 Current Mileage: 54000
 Dealer(s) Involved: 74323

Situation:

Customer phoned the CAC alleging that his S/A, Jeff, told him that they see "Harmonic Balancer malfunctions all the time" and that his vehicle is in need of repairs in addition to the FSS service that the vehicle is having. Customer alleges that S/A told him and "in 50,000 miles we will need to replace it again".

Action Taken:

As customer's vehicle is out of warranty; writer referred customer to S/M, Mark Merryman, for possible review for post warranty consideration. Writer states that the S/M decision will be upheld by MBUSA.

Customer Follow-up Y/N:

yes with S/M.

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

Note ID 685169 **Cus Ident** 12963126 **Legal -** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Winchester VA** [REDACTED] **Phone Location** Residence
Assign Dir

Sell Dir 55109 **RALLYE MOTORS LLC** **ROSLYN NY**
Last Sell Dir 34205 **MERCEDES-BENZ OF HAGERS' HAGERSTOWN MD**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82F4W [REDACTED]
Mileage 89204 **Prod Date** 12/02/1997 **Warr Date** 12/31/1997 **Model** E320S4 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/09/2003 15:46:36	Gregg Maut	6350

Summary Notes

12/09/2003 15:46:27 Gregg Maut 6350

Customer called writer stating there was previous work performed on his car by dealer back in 9/02 in ref to a belt tensioner break. Customer alleges that the first repair was just epoxy and that is why customer presently has an oil leak. Writer spoke with Marty (svc mgr) who stated he will call customer to arrange further inspection.

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

Note ID	185603	Cus Ident	4292562	Legal		Note Type	Summary Note
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Customer	[REDACTED]						
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Address	[REDACTED]						
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Erie	PA	[REDACTED]				
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Phone	[REDACTED]	Phone Location	Residence			
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Assign Dir

Sell Dir	62214	LEIKIN MOTOR COMPANIES	WILLOUGHBY	OH		
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Last Sell Dir	80201	AMERICAN SERVICE CENTER	ARLINGTON	VA		
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Note to Market Ind:	Amount					
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Vehicle Information

DBAG Vin	2102821X [REDACTED]	World Vin:	WDBJH82F3WX [REDACTED]				
Mileage	546	Prod Date	09/17/1997	Warr Date	10/23/1997	Model	E320S4 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	02/19/1998 13:32:21	Gregg Maulk	6350

Summary Notes

02/19/1998	13:32:23	Gregg Maulk	6350
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Writer received call from above owner. Owner states that he has only had the car 1 month and since he is travelin to Florida, has had wiper washer system , engine light, power steering pump and belt tensioner replaced at various dealers. Owner was very upset that this was happening. Writer stated that he will document owners concerns and advised owner to speak with our SOM once he gets back to his normal servicing dealer. Owner asked if somethin happens on the way back home what should he do. Writer advised to contact RAP for assistance.

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

02/10/04

Note ID 633205 Cus Ident 17181072 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Reading PA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 67234 TOM MASANO, INC. READING PA

Sell Dir 58113 MERCEDES - BENZ MANHATTA NEW YORK NY

Last Sell Dir 58113 MERCEDES - BENZ MANHATTA NEW YORK NY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2102821X [REDACTED] World Vin: WDBJH82F2X [REDACTED]

Mileage 44600 Prod Date 11/28/199E Warr Date 01/09/199E Model E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	08/25/2003 18:41:15	Kathleen Duming	4633
	Overall Dissatisfaction with Service	08/25/2003 18:41:15	Kathleen Duming	4633
Vehicle Quality	High Cost of Repairs	08/25/2003 18:41:28	Kathleen Duming	4633
	Poor Design of Component(s)	08/25/2003 18:41:28	Kathleen Duming	4633

Summary Notes

08/25/2003 19:40:47 Kathleen Duming 4633

Ms. OBritz phoned the CAC to inquire about a recent repair performed at the Masano dealership. Customer states that while driving home the check battery light went on briefly and then suddenly there was a total loss of steering- she fortunately was within a close distance to home. Customer had vehicle towed into the service center the next morning. (8/13). Customer was informed that the drive belt, harmonic balancer, and pulley all needed repair and the vehicle is out of warranty. Customer was charged \$4300 and is concerned that since this was caused by a belt which is a wearable item that she could be looking at this degree of repair in another 44K miles.

Customer was seeking some type of reassurance since she had her vehicle's routine maintenance done in Janua and they did not mention any signs of wear in the belt at that time.

Customer also was questioning the amount of time charged for this repair. She claims to have discussed this with independent mechanics who informed her that to replace an entire engine belt would take approx. 10-12 hours and she claims she was charged 41 hours for this repair at a cost of \$75/hr. Customer is very concerned with this and is seeking info from MB regarding reasonable time for repairs before she speaks with the dealership again. Write will leave a message with the Tech Spec. Neil Shore and request he call her to discuss this issue- Neil will not be back in until Monday 8/30.

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

Note ID 648188 **Cus Ident** 19046190 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Akron **OH** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 62105 **MERCEDES-BENZ OF NORTH C** **NORTH OLMSTI OH**
Sell Dir 62101 **MOTORCARS WEST, INC.** **NORTH OLMSTI OH**
Last Sell Dir 62101 **MOTORCARS WEST, INC.** **NORTH OLMSTI OH**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821 [REDACTED] **World Vin:** WDBJH82FXXX [REDACTED]
Mileage 35000 **Prod Date** 02/25/1998 **Warr Date** 03/31/1998 **Model** E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Pool Warranty Consideration Request	08/13/2003 17:13:55	James Blaisie	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/13/2003 17:14:13	James Blaisie	4620

Summary Notes

08/13/2003 17:13:49 James Blaisie 4620

Primary Phone: [REDACTED]
Current Mileage: 29840
Dealer(s) Involved: 62106.

Situation: customer's son [REDACTED] called and stated his parents (Richard is father) purchased vehicle for Stan leasing company - that vehicle harmonic balancer "went" and did damage to other engine parts, that svc mgr C. Tombo offered \$1500 towards repair, he was resulting full coverage as vehicle was juts out of warranty and had only 35,000 miles.

Action Taken: writer advised that svc mgr. is empowered to review such requests and his decision for assistance would be supported by MB.

Customer Follow-up Y/N:

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

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

Note ID 666832 **Cus Ident** 8813207 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Brentwood **TN** [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir 74323 **MERCEDES-BENZ OF NASHVIL** FRANKLIN TN

Sell Dir 22427 **MOTOR WERKS OF BARRINGT** BARRINGTON IL

Last Sell Dir 22427 **MOTOR WERKS OF BARRINGT** BARRINGTON IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2102821X [REDACTED] **World Vin:** WDBJH82F8XX [REDACTED]
Mileage 54000 **Prod Date** 02/08/1996 **Warr Date** 03/16/1996 **Model** E320S4 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/15/2003 13:11:13	Lola Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	10/15/2003 13:11:01	Lola Grillo	4627

Summary Notes

10/15/2003 13:10:46 Lola Grillo 4627

Primary Phone: [REDACTED]
Current Mileage: 54000
Dealer(s) Involved: 74323

Situation:

Customer phoned the CAC alleging that his S/A, Jeff, told him that they see "Harmonic Balancer malfunctions all the time" and that his vehicle is in need of repairs in addition to the FSS service that the vehicle is having. Customer alleges that S/A told him and "In 50,000 miles we will need to replace it again".

Action Taken:

As customer's vehicle is out of warranty, writer referred customer to S/M, Mark Merryman, for possible review for post warranty consideration. Writer states that the S/M decision will be upheld by MBUSA.

Customer Follow-up Y/N:

yes with S/M.

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

Note ID 685169 **Cus Ident** 12963126 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Winchester VA** [REDACTED] **Phone Location** **Residence**
Assign Dir

Sell Dir 55109 **RALLYE MOTORS LLC** **ROSLYN NY**
Last Sell Dir 34205 **MERCEDES-BENZ OF HAGERS' HAGERSTOWN MD**

Note to Market Inc: **Amount**

Vehicle Information

DBAG Vin 2102821 [REDACTED] **World Vin:** WDBJH82F4W [REDACTED]
Mileage 89204 **Prod Date** 12/02/1997 **Warr Date** 12/31/1997 **Model** E320S4 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/09/2003 15:48:38	Gregg Mault	8350

Summary Notes

12/09/2003 15:46:27 Gregg Mault 8350

Customer called writer stating there was previous work performed on his car by dealer back in 9/02 in ref to a belt tensioner break. Customer alleges that the first repair was just epoxy and that is why customer presently has an oil leak. Writer spoke with Marty (svc mgr) who stated he will call customer to arrange further inspection.

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

Note ID 441126 Cus Ident 4284591 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Kaufman

TX [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dir

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 2100701A [REDACTED]

World Vin: WDBJF70H2XA [REDACTED]

Mileage 65000 Prod Date 09/14/1998 Warr Date 10/29/1998 Model E430W 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	08/07/2001 16:51:58	Miriam Clark	4699

Summary Notes

08/07/2001 18:52:33 Miriam Clark 4699

Customer called seeking goodwill assistance with \$200 towing bill. Customer stated he took vehicle into 01330 for regular scheduled maintenance and on the way back from dealer, the vehicle broke down. The vehicle then had to be towed back to dealer 01330. The customer stated he was told by SM at 01330 that he would be charged for the repair as it did not come up during the diagnostic testing.

Customer feels he would not have had to pay \$200 if dealer 15318 was still doing business.

Advised customer that I would refer to the Regional Manager for review and someone would get back to him.

08/07/2001 18:55:21 Miriam Clark 4699

Called SPOM and left message.

08/08/2001 11:53:11 John Atkinson 6200

Contacted Cliff Alsop, SM 01330, this morning, 08/08, to obtain information. Cliff informed me the vehicle is being delivered back at this time. The problem was with the harmonic balancer coming apart. I review the service history, which is at many dealers, and informed Cliff to goodwill the repair. The tow bill would remain the responsibility of the customer as the vehicle did have 66,058 miles on it. Dealer is contacting Mr. Gainer to inform him of this decision. I will update this summary note if necessary. The repair bill for the harmonic balancer was approximately \$230.00 customer pay, according to Cliff.

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

Note ID 495990 **Cus Ident** 6599965 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Covington

LA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 32100 AUDUBON IMPORTS BATON ROUGE LA**Sell Dir** 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA**Last Sell Dir** 32507 BENSON MOTOR COMPANY METAIRIE LA**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70F7W [REDACTED]
Mileage 56000 **Prod Date** 03/10/1998 **Warr Date** 04/08/1998 **Model** E430W 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	03/18/2002 09:28:47	Lois Grillo	4627

Summary Notes

03/18/2002 09:28:59 Lois Grillo 4627

Customer [REDACTED] phoned the CAC to request goodwill assistance with repair to her 1998 E430 with 56,000 miles. Customer claims that vehicle was towed to dealer 32100 while they were traveling to a funeral. Customer states that the crank pulley, R&R upper oil pan, V-belt repair cost \$1,569.23. Customer state that the vehicle was at dealer 3/13 to 3/15. Customer claims that her vehicle has been serviced at Benson (dealer #32507).

Writer referred her to service manager at dealer and indicated that her comments would be noted.

03/27/2002 16:08:26 Lois Grillo 4627

Tyle Talber at dealer phoned me to let me know that he is still waiting to hear from the SOM regarding the above issue.

03/27/2002 16:10:18 Lois Grillo 4627

Writer advised customer that Tyle Talber will be in touch with her regarding this issue.

03/28/2002 11:45:48 Lois Grillo 4627

Kyle Talber phoned and stated that he has submitted request to Regional Manager for review.

04/18/2002 10:56:26 Lois Grillo 4627

Customer phoned CAC to inquire about decision. Writer phoned Kyle Talber who is still awaiting a decision; he w contact customer when a decision is made. Writer advised customer of above.

Summary Notes

04/18/2002

15:12:58

Lola Grillo

4827

ols,

I will ask Mr. Talbert about this. I have not spoken to him, nor do I have a "Request" from him. I usually hear from the Service Manager on this anyway. We will reimburse the lady and I will see that she gets the check cut and see to her today. Thanks! If she calls, advise that I have just heard about this via your voicemail yesterday. Thanks!

Chuck

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

Note ID 540188 **Cus Ident** 5161677 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Randallstown**MD****Phone** [REDACTED]**Phone Location****Residence****Assign Dir** 34208

R & H MOTOR CARS, LTD.

OWINGS MILLS MD

Sell Dir 34208

R & H MOTOR CARS, LTD.

OWINGS MILLS MD

Last Sell Dir 34208

R & H MOTOR CARS, LTD.

OWINGS MILLS MD

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 2100701A [REDACTED]**World Vin:** WDBJF70H9XA [REDACTED]**Mileage** 66000 **Prod Date** 11/06/1996 **Warr Date** 12/18/1996 **Model** E430W 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	08/02/2002 13:39:19	Cleveland Best	8344

Summary Notes

07/30/2002 17:10:47 James Blaise 4620

Lisa Forbes SM. @ R & H called in with following - requested information be documented in case customer calls i
 She spoke with customer today -

1. his vehicle had been towed to them at night 7/28 - he claims he was told he would get loaner
2. she checked and no commitment was made - they are a week behind in requests
3. customer has had no major service dealership since 1999
4. belt tensioner "fell apart" and damaged engine parts
5. she offered goodwill coverage for parts - he was to pay for labor
6. customer became belligerent , yelling - she retracted offer
7. customer stated he wanted MB to pay for all - he would be contacting MB

08/02/2002 13:39:36 Cleveland Best 8344

Mr. Benyard called CAC requesting assistance towards repair of belt tensioner. Customer claims dir offered to pay for parts, and he pay for labor (\$2000). Customer wants MBUSA to cover the full repair.

Writer advised customer at some point in the life of vehicle, customer must become responsible for repairs and this after the warranty expires. Writer advised customer we feel the dir's offer is fair and declined any further assistance. However, advised customer the offer was withdrawn because of his interaction with the service manager.

Customer stated he would like to accept SM's original offer. Writer advised we will contact SM to see if she will reconsider. Writer called SM-left message to call back writer.

Summary Notes

CONFIDENTIAL

08/02/2002 18:03:31 Cleveland Best 6344

Writer called SM (Lisa) and ask would she reconsider her position and pay for the parts, leaving customer responsible for the labor and she agreed. SM stated to have customer call back and speak with Kevin to make th arrangement (offer will remain as long as customer treats her employees with respect).

Writer called back customer, left message with wife advising of the position of the SM.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 541889 **Cus Ident** 9233917 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fort Lauderdale **FL** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC 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 2100701A [REDACTED] **World Vin:** WDBJF70H5XA [REDACTED]
Mileage 53528 **Prod Date** 02/18/1998 **Warr Date** 07/17/1998 **Model** E430W 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	08/05/2002 17:17:40	Michael Reger	6383

Summary Notes

08/05/2002 17:17:52 Michael Reger 6383

comes no 205829
dated 8/1/02. received 08/05/02.

letter sent to Paul Halata.
the customer sent in a request for additional good will for a dampner repair 3,000 miles out of warranty.

The writer spoke to SPOM Zitzman who will cover the request, but wants it to go through the dealer.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 822652 **Cus Ident** 8846790 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lafayette **LA** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 44101 **HIGGINBOTHAM AUTOMOBILES** **JACKSON** **MS**
Sell Dir 32518 **MOSS MOTORS** **LAFAYETTE** **LA**
Last Sell Dir 32518 **MOSS MOTORS** **LAFAYETTE** **LA**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70H6XA [REDACTED]
Mileage 43000 **Prod Date** 12/07/1998 **Warr Date** 04/23/1999 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/20/2003 19:14:48	Miriam Clark	4698

Summary Notes

05/20/2003 19:14:39 Miriam Clark 4698

Customer called seeking post warranty assistance for harmonic balancer repair.
 He stated the Jackson MS dealer charged him \$1500 for repair.
 I advised the customer that he should speak with SM at his selling dealer for evaluation.

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

Note ID 623760 Cus Ident 7494765 Legal Note Type Summary Note

Customer

Address

Mc Kinney

TX

Phone

Phone Location Mobile

Assign Dir 75568 PARK PLACE MOTORCARS DALLAS 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 2100701 World Vin: WDBJF70H9XA
 Mileage 76261 Prod Date 09/21/1996 Warr Date 10/26/1996 Model E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	05/23/2003 14:58:40	Cynthia Feuss	6288
	Overall Dissatisfaction with Service	05/23/2003 14:55:40	Cynthia Feuss	6288
Warranty	Extended Limited Warranty Inquiry	05/23/2003 10:51:23	Joseph Burka	6249

Summary Notes

05/23/2003 10:51:13 Joseph Burka 6249

Owner called up with questions pertaining to ELW. Owner claims dealer cannot process ELW claims for Rear pinion seal and MAF sensor. Writer advised owner that such repairs should be covered. Writer confirmed same through B. Christgau in warranty claims processing.

Writer spoke with dealer claims administrator and requested they discuss directly with warranty.

05/23/2003 14:55:24 Cynthia Feuss 6288

Owner claims he does not trust what the dealer is telling him in terms of what is and is not covered under the ELV. Owner claims now dealer is telling him that there is a seal that is not needed and it is not covered under warranty. Owner states based on what happened earlier today (see above notes) he does not trust that the dealer is correct advising him about what is covered. Owner claims dealer has told him that they are having trouble putting the part numbers in the system, the system is rejecting it, etc. Owner also claims that he has "saved himself over \$2k, claims "first off, they do not even seem to look to see that my car has the extended warranty. A couple of weeks ago I was told it was cost a small fortune to replace the harmonic balancer, I asked "Isn't that covered under my extended warranty. They did the same on another repair as well. How can you expect me to trust them?" Owner vents for several minutes. I contact dealer SD Tony Carimi who states he will research and call owner directly.

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

Note ID 629551 Cus Ident 9872331 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Portland

OR [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

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 2100701A [REDACTED] World Vin: WDBJF70H8XA [REDACTED]
 Mileage 32203 Prod Date 12/10/1998 Warr Date 03/12/1999 Model E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/13/2003 11:18:42	Robyn Letz	8208

Summary Notes

08/13/2003 11:18:34 Robyn Letz 8208

Customer's Internet:

Car at dealer with defective harmonic balancer, damage to oil pan and housing from the part. 34,000 miles. Factory will help with parts cost, but still over \$1600 out of my pocket. This appears to be a known defect, is there a recall for this? I'm looking for help with what appears to be a major factory problem. Any help will be appreciated. John Carveth ☐☐☐☐ ☐Response:
 Dear Mr. Carveth:

Thank you for your internet message.

We regret to learn of the need for repairs to your E430 and apologize for any inconvenience you may have experienced.

Our records show no open recalls for your vehicle.

We suggest that you contact the Service Manager of your dealership. (Mercedes-Benz USA empowers the Service Managers at our authorized dealerships to review post-warranty repairs on a case-by-case basis and determine if the repair qualifies for financial assistance.) The decision of the Service Manager is supported by Mercedes-Benz USA.

The opportunity to review this matter is appreciated. ☐☐☐☐

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

Note ID 633179 **Cus Ident** 17150301 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Milpitas

CA [REDACTED]

Phone [REDACTED]**Phone Location** Business**Assign Dir** 05137 BESHOFF MOTORCARS SAN JOSE CA**Sell Dir** 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA**Last Sell Dir** 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA**Note to Market ind:** Amount**Vehicle Information**

DBAG Vin 2100701A [REDACTED] **World Vin:** WDBJF70HXXA [REDACTED]
Mileage 63185 **Prod Date** 11/10/1998 **Warr Date** 01/19/1999 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/25/2003 17:48:38	Cynthia Feuss	6289
Internet	Internet Inquiry	08/25/2003 17:48:30	Cynthia Feuss	6289
Technical Assistance Req	Vehicle Technical Assistance Request	01/26/2004 14:51:28	Bernard Phee	6382

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/25/2003 17:48:48	Cynthia Feuss	6289

Summary Notes

06/25/2003 17:48:24 Cynthia Feuss 6289

Corr # 221739: Dated 6-24-03, I rec'd & replied 6-25-03

Dear [REDACTED] Thank you for your inquiry. The Mercedes-Benz Manufacturer's New Vehicle Limited Warranty (MNVLW) is 4 years from the original in-service date or 50,000 miles, whichever comes first. When you purchased this vehicle in March of 2003, the MNVLW had already expired (on Jan. 19, 2003). Once the MNVLW expires, all repairs are the responsibility of the owner. Heritage is an independent company, so we are not in the position to comment on the terms of the service contract you purchased from them. We realize that this is not the response you hoped for and solicit your understanding and acceptance of our company's position. Sincerely, Cynthia Feuss Customer Relations

Comments: TO WHOM IT MAY CONCERN: I BOUGHT MY 1999 E-430 SPORT BENZ FROM A DEALERSHIP IN MARCH OF THIS YEAR. MY CAR STARTED SHOWING THE CHECK ENGINE LIGHT ABOUT 2 WEEKS AGO AND BROUGHT IT TO SMYTHE MERCEDES IN SAN JOSE, CALIFORNIA FOR A DIAGNOSTIC 2 DAYS AGO. IT TURNS OUT THAT THE PROBLEM WITH THE CHECK ENGINE LIGHT COMING ON STEMS FROM THE EMISSION AND ENGINE. I HAVE WARRANTY INSURANCE THRU HERITAGE (1-800-753-5236) WHICH RECEIVED WHEN I PURCHASED THE VEHICLE. WHEN THE SMYTHE REP CALLED THE INSURANCE, SHE FOUND OUT THAT HERITAGE DOES NOT COVER THE EMISSION PROBLEM ON THE CAR. I THEN CALLED THE DEALERSHIP THAT SOLD US THE CAR AND INFORMED US THAT MERCEDES BENZ HAS COVERAGE ON THEIR CARS UP TO 48 MOS OR 50,000 MILES. I DONT WANT TO PAY THE \$700 CHARGE THAT SMYTHE IS CHARGING ME TO FIX THIS IF THERE TRULY IS A MANUFACTURER WARRANTY ON EMISSION AND ENGINE. PLEASE CLARIFY WHAT THE ACTUALY COVERAGE IS FOR THE CAR THRU MBUSA LIMITED WARRANTY. WE BOUGHT THE CAR ON MARCH 19, 2003, JUST A LITTLE OVER 3 MONTHS AGO AND HAVING THIS PROBLEM IN SUCH A SHORT AMOUNT OF TIME AND HASSLING WITH RENOWED MERCEDES DEALERSHIP AND MY WARRANTY IS TOO MUCH FOR A FIRST TIME OWNER OF A MERCEDES BENZ. PLEASE LET ME KNOW IF YOU CAN HELP ME AND ANY INFORMATION IS GREATLY APPRECIATED. THANKS VERY MUCH. SINCERELY, [REDACTED] HOME [REDACTED] HUSBAND [REDACTED] CELL PHONE 00 00 00

Survey Information: Day Phone Number: (415) 359-8274 Evening Phone Number: (408) 956-0807 Preferred number: Work Preferred time to call: Morning

VIN Number: WDBJF70HXXA [REDACTED] Vehicle Year: 1999 Model You Own : E-Class

01/26/2004 14:48:10 Bernard Pires 6382

Customer called the CAC requesting financial assistance towards the repairs/replacement of the engine front cov and vibration dampener. Writer advised customer to speak to the service manager.

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

Note ID 656521 **Cus Ident** 2295115 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Viera

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT**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 2100701A [REDACTED] **World Vin:** WDBJF70HXXA [REDACTED]
Mileage 45000 **Prod Date** 11/03/1998 **Warr Date** 01/05/1999 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	High Overall Repair Frequency	09/12/2003 13:13:42	Lois Grillo	4627

Summary Notes

09/12/2003 13:13:20 Lois Grillo 4627

Primary Phone: [REDACTED]
Current Mileage: 45000
Dealer(s) involved: 09115

Situation:

Customer (loyal MB owner) phoned the CAC stating that he recently gave this vehicle to his son Connecticut and that the harmonic balancer broke on the vehicle and dealer 09115 repaired the vehicle for his son. Customer claims that his son was quoted a price of about \$3,085 (labor & parts) to repair the vehicle. Customer alleges that this included \$2208 in labor charges. Customer is alleging that this is over 22 hrs. labor and appears to be out of line. Customer requested that MBUSA get involved in reviewing this matter.

Action Taken:

Writer declined MBUSA involvement and stated that customer comments would be noted. Writer stated that MBUSA dealers are independently owned and operated business and responsible for their day to day operations including pricing, labor charges, etc.. Writer also stated that the S/M at authorized MB dealers are empowered by MBUSA to review all requests for P/W/C.

Customer Follow-up Y/N:
 yes with S/M.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 662318 Cus Ident 20244217 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Nashville GA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 17343 HENTSCHEL MOTORCARS, INC ALBANY GA

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 2100701A [REDACTED] World Vin: WDBJF70H6XA [REDACTED]
 Mileage 38567 Prod Date 04/21/1999 Warr Date 07/01/1999 Model E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/01/2003 10:47:55	Robyn Letz	6209

Summary Notes

10/01/2003 10:47:27 Robyn Letz 6209

Primary Phone: [REDACTED]
 Current Mileage: 38567
 Dealer(s) Involved: N/A

Situation: Customer called the CAC. Customer alleges that vehicle harmonic balancer failed and caused damage to oil pan.
 Customer's vehicle is out of warranty and at an outside shop.
 Writer told customer that vehicle needs to be reviewed by SM of authorized dealer. Customer will contact Rolf Hentschel at dealer in Albany GA.

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 872602 Cus Ident 12443837 Legal Note Type Summary Note

Customer

Address

Melville

NY

Phone

Phone Location Residence

Assign Dir 55107 MERCEDES-BENZ OF HUNTING HUNTINGTON NY

Sell Dir 55138 COMPETITION IMPORTS, INC. SMITHTOWN NY

Last Sell Dir 55138 COMPETITION IMPORTS, INC. SMITHTOWN NY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2100701A World Vin: WDBJF70F0WA
 Mileage 40000 Prod Date 04/21/1998 Warr Date 05/19/1998 Model E430W 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Personnel Issues or Complaints	10/31/2003 10:46:38	James Dowles	4828
Vehicle Quality	Overall Dissatisfaction with Quality	10/31/2003 10:46:20	James Dowles	4828
Warranty	Post Warranty Consideration Request	10/31/2003 10:46:27	James Dowles	4828

Summary Notes

10/31/2003 10:46:04 James Dowles 4828

Primary Phone:

Current Mileage: 40000

Dealer(s) Involved: 55107

Situation: Customer called to lodge complaint about crankshaft pulley "falling."

Customer claims this is a manufacturer's issue.

Action taken: Writer informed customer vehicle is out of warranty, has no extended warranty and has no open recalls.

Writer made no promises. Writer referred customer to S/M at dealer.

Customer also claimed he was dissatisfied with Bob Miller in used car sales. Customer claimed he is an "ashole"

Writer informed customer all MB dealer's are independently owned and operated and responsible for their daily business actions.

Writer informed customer his concerns would be documented.

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

Note ID 673570 **Cus Ident** 477944 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Jr**
Address [REDACTED]

Orange Park **FL** [REDACTED]

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

Assign Dir 15320 **BRUMOS MOTOR CARS, INC.** **JACKSONVILLE FL**

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 2100701A [REDACTED] **World Vin:** WDBJF70HXXA [REDACTED]
Mileage 32529 **Prod Date** 12/07/1998 **Warr Date** 02/10/1998 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	11/04/2003 15:28:15	John Hoey	4805

Summary Notes

11/04/2003 15:27:51 John Hoey 4805

SM, Ronnie, from dir 15320 called the CAC to advise the customer may call seeking post warranty consideration. The vehicle is currently in their shop.

SM stated the vehicle is out of warranty, and needs a front timing cover. She stated the customer recently had the vehicle serviced at an independent.

SM is declining any financial assistance towards the repairs. She stated if the customer took the vehicle to the authorized MB dir rather than the independent they would have been able to tell that the harmonic balancer was coming loose.

No post warranty assistance per the SM.

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

Note ID 700722 **Cus Ident** 214737 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

White Stone 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 2100701A [REDACTED] **World Vin:** WDBJF70H7XA [REDACTED]
Mileage 43452 **Prod Date** 01/22/1998 **Warr Date** 02/19/1998 **Model** E430W 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/30/2004 16:33:29	Michael Reger	6383

Summary Notes

01/30/2004 16:33:09 Michael Reger 6383

corres no 233182 dated 01/18/2004, received 01/23/2004.

The customer sent a letter to Paul Halata request further financial assistance with a crank shaft pulley, that exploded.

The customer mentioned in the letter that he received \$179.06 for the independent shops labor time, but is requesting assistance with the parts \$206.10 for a total of \$385.16

The writer spoke to Gary B., who suggested that we cover the 206.10.

The writer called the SVC Manager a left a message for him to return the call so that it can be arrange to refund the customer another 206.10 for a crank shaft pulley concern.

The writer will fax the SVC Manager the letter.

02/02/2004 10:20:04 Thomas Ishler 7129

Writer discuss with SM today. SM will call customer and inform him that we will reimburse customer for previous crankshaft pulley repairs performed by a non-authorized dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 273915 Cus Ident 5287345 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Hollywood FL [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

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 1631541A [REDACTED] World Vin: 4JGAB54E0WA [REDACTED]

Mileage 0 Prod Date 10/24/1997 Warr Date 10/30/1997 Model ML320 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	05/05/1998 14:23:11	Joyce Dever	8205

Summary Notes

05/05/1998 14:23:14 Joyce Dever 8205

Client's husband phoned CAC and wanted to lodge a "formal" complaint because front pads needed changing at 28,000 miles. Advised client that was "in the norm." Client states vehicle curenly at dealer for crankshaft pulley failure, which he says the dealer is resolving. Client more concerned with rate of pad wear. Advised client that it routine. Client disappointed.

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

Note ID 274660 Cus Ident 6154784 Legal N Note Type SERVICE EXPEI

Customer

Address

Defiance

OH

Phone

Phone Location Business

Assign Dir

Sell Dir 62405

VIN DEVERS, INC.

SYLVANIA

OH

Last Sell Dir 62405

VIN DEVERS, INC.

SYLVANIA

OH

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541A

World Vin: 4JGAB54E2WA

Mileage

7000

Prod Date 03/19/1998

Warr Date 04/06/1998

Model ML320

1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	05/10/1999 11:16:53	Robert Little	4831

Summary Notes

05/10/1999 11:16:56 Robert Little 4831

Client returns a satisfactory SES but has two "poor" ratings as follows; -Ability of parts for service -Ability to fix problem on the first visit. He continues with the following remarks in item #17: "I realize that I purchased a new model vehicle. However, every time I take it in for repairs, parts have to be ordered. It takes several trips to get the repairs done. In fact, I still have one outstanding problem with my ML-320. It has been in at least times now and it still is not fixed (sic)." Contact of client: The missing word was two or three. This was for a bad rattle on a sunroof. Today, the car is in for service. Currently, mileage is 28000 There is no rattle, but a very loud whistle in the sunroof area. When first got car, needed a horn repair and a new belt tensioner, tire balance repair solved eventually. Client listed for me numerous very little anomalies. Wind noise on RF door. "The one word I can use to describe this car is 'cheap'" "The heating system is the pits" -no heat on the feet. Client to contact u

. Survey closed and filed in order.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 316008 **Cus Ident** 5581622 **Legal N** **Note Type** Trip Interrupt Cla
Customer [REDACTED]
Address [REDACTED]

Fort Lauderdale FL [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
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 1631541A [REDACTED] **World Vin:** 4JGAB54E4W [REDACTED]
Mileage 7000 **Prod Date** 12/13/1997 **Warr Date** 12/31/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Trip Interruption Claim	11/09/1999 09:55:33	Ed Plehler	8330

Summary Notes

11/09/1999 09:55:41 Ed Plehler 6330

As per SPOM John Atkinson, Client was travelling in Asheville, KY and heard an unusual engine noise (center in Skyland replaced crankshaft pulley) Vehicle was repaired within 3 days. Client is requesting 3 days of rental vehicle for a total of \$225.83. Please send reimbursement to client: David Perry 5555 North Ocean Blvd FL Lauderdale, FL 33308 Forwarded to Yolanda for processing

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

Note ID 364802 Cus Ident 5824152 Legal N - Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Tierra Verde FL [REDACTED]

Phone [REDACTED] Phone Location Residence
 Assign Dir

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 1631541A [REDACTED] World Vin: 4JGAB54E5WA [REDACTED]
 Mileage 48856 Prod Date 01/26/1998 Warr Date 01/31/1998 Model ML320 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	07/26/2000 12:11:16	Alan Baker	6200

Summary Notes

07/26/2000 12:11:28 Andrew Kambich 6200

spom spoke to client this date. the vehicle is now out of warr. by miles. approx. miles 50,600mi. The front crank pulley came apart also the trans. will not shift at times. spom agreed to cover the repairs as goodwill based on mileage. client contacted retailer asking that Mb replace the vehicle. client feels that MB should contribute \$ 10,000 toward trading him out of vehicle. spom contacted client to review. spom advised client that MB would not contribute \$ 10k for trade. client then requested that MB extend warr. spom advised client that MB cannot extend warr. but that would review future repairs for possible goodwill consideration. client indicates that he may pursue. client also name of spom's direct supervisor. spom provided client with supervisors name and phone number as requested.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 397133 Cus Ident 5194138 Legal N Note Type Trip Interrupt Cla
 Customer [REDACTED]
 Address [REDACTED]

Clearwater Beach FL [REDACTED]

Phone [REDACTED] Phone Location Business
 Assign Dir

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 1631541A [REDACTED] World Vin: 4JGAB54EXWA [REDACTED]
 Mileage 26445 Prod Date 09/10/1997 Warr Date 09/30/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Trip Interruption Claim	01/04/2001 15:07:21	Robert Rock	6335

Summary Notes

01/04/2001 15:07:39 Robert Rock 6335

TRIP INTERRUPTION REIMBURSEMENT Please reimburse [REDACTED] the sum of \$558.88 for food, rental car and lodging expenses incurred as a result of the breakdown of his 1998 ML320 (harmonic balancer). SPOM Andrew Kambich has reviewed and approved this reimbursement request. VIN 4JGAB54EXW [REDACTED]
 [REDACTED] Gulf Blvd. #101 Clearwater, FL [REDACTED]

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

Note ID 407407 **Cus Ident** 11194013 **Legal N** **Note Type** Goodwill Pilot
Customer [REDACTED]
Address [REDACTED]

Dallas TX [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 75334 **EWING AUTOHAUS** **PLANO 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 1631541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 70000 **Prod Date** 09/02/1997 **Warr Date** 09/25/1997 **Model** ML320 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	02/28/2001 15:36:57	Patrick Hunter	

Summary Notes

02/28/2001 15:37:08 Patrick Hunter

Client called in and requested goodwill on a harmonic balancer, client is dealing with Ewing Autohaus which is in the pilot so writer advised client to call S/M of dealer. Writer advised that S/M of dealer has full authority to review and make a decision and writer advised MBUSA will support any decision made by S/M. Writer notified SPOM as an FYI.

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

Note ID 417606 **Cus Ident** 11191692 **Legal N** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Houston

TX [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX**Sell Dir** 75111 PARK PLACE MOTORCARS HOUSTON TX**Last Sell Dir** 75513 MERCEDES-BENZ OF AUSTIN AUSTIN TX**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E1XA [REDACTED]
Mileage 42359 **Prod Date** 04/06/1999 **Warr Date** 05/10/1999 **Model** ML320 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	04/19/2001 09:40:16	Ronald Smith	6315

Summary Notes

04/19/2001 09:40:42 Ronald Smith 6315

NTMT 1631541A [REDACTED] S Dir #75116 Owns [REDACTED] see comes no 184157 Letter addressed to DCAG with a copy to Ron Shangle. Letter is regarding the owner's dissatisfaction with his sales experience and not being able to purchase additional Starmark warranty. Also had several dead batteries that ultimately led to the battery being replaced. Letter is being faxed to MM for handling along with an e/mail message

04/19/2001 14:05:29 Ronald Smith 6315

NTMT

1631541

[REDACTED] called back again today and as spoken to the sales manager "David Wendall" who agreed to repaint the bumper according to factory specifications. The owner attempted to resolve the discrepancy with the warranty dated that is noted on the sales document (sales agreement says 10/4/2000 but actual date is 5/10/99). Owner has a meeting with the dir Monday 4/23 and wants to speak to MM prior to the meeting. Owner has sent another letter and it will be faxed to MM as well once received.

04/19/2001 14:12:18 Ronald Smith 6315

Harmonic balancer has not been replaced as per campaign and VIN. Owner wants to know why the vehicle was sold without the service being performed.

Summary Notes

04/23/2001 20:14:09 Maryellen Parents 4609

Customer [REDACTED] calls back today. Customer states that the dr. cancelled the meeting for today, 04/23/01, but never called him. Customer states that he called dr. before leaving for meeting and found out that the meeting was cancelled. Customer advises that he is upset because he has Starmark Warranty Paperwork stating the warranty started 10/4/00. Customer advises the sale of this vehicle is fraud. Customer advises that he is also concerned about the 130 point inspection since the vehicle has been back to dr. 6 times for repairs. Customer states that currently, the bumper needs to be repainted again. Customer advises that the dr. had the bumper repainted in the parking lot twice and it still is not right. Customer advises that a recall was not performed, he was not given all the keys to the vehicle, and customer states that he was not given the radio code card. Customer states that he is contacting his attorney for review on his concerns regarding fraud. Email to rep. Ron Smith and MM Ron Shangle advising the above.

04/24/2001 19:15:15 Ronald Smith 6315

NTMT see cores no 184563....letter addressed to the dr (attn: Steve Williams) Vehicle was found to have a drain on the auxiliary fan that continued to drain the battery. Owner still question why that harmonic balancer was not replaced as noted above and arrangements are being made to paint the bumper. Letter copied to R. Shangle and letter will faxed to his attention as was

04/26/2001 16:34:01 Ronald Smith 6315

NTMT SES survey rec'd with letter attached that is a copy of letter that has been rec'd as noted above. HO will send a post card to acknowledge survey.

05/13/2001 15:59:24 Ron Shangle 7802

Steve Williams, GM, informed writer that he made customer happy by returning 100% of customer's money and then selling him a new MY01 ML320 at "net net" cost.

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

Note ID 426637 Cus Ident 6154877 Legal N Note Type INTERNET MES

Customer [REDACTED]

Address [REDACTED]

Spring TX [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 75567 CHARLIE THOMAS INTERCON HOUSTON TX

Last Sell Dir 75567 CHARLIE THOMAS INTERCON HOUSTON TX

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E5WA [REDACTED]
 Mileage 44009 Prod Date 03/31/1996 Warr Date 04/10/1996 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/31/2001 10:25:07	Ronald Smith	6315

Summary Notes

05/31/2001 10:25:06 Ronald Smith 6315

188491.....message to SPOM ***** Steve, Please review and let me know how you want to handle this one. I did not want to put a referral on it until you reviewed it. My ext. is 6315 — Forwarded by Ronald Smith/HO/MAIL/MBUSA on 05/31/01 10:23 AM — Michele Hackett 05/27/01 03:49 PM To: Ronald Smith/HO/MAIL/MBUSA@MBUSA cc: Subject: Warranty Questions (CWAR) 188491 Michele Hackett MBUSA Consumer Promotions 201-478-8277 — Forwarded by Michele Hackett/HO/MAIL/MBUSA on 05/27/2001 03:51 PM — <tbstoad@aol.com> 06/26/2001 03:39 PM To: <mailmaster@mbusa.com> cc: Subject: Warranty Questions (CWAR) Date: Fri, 25 May 2001 16:10:55 -0400 Comment: Unauthenticated sender X-Mailer: JNet Qsmtp Subject: Warranty Questions (CWAR) From: tbstoad@aol.com To: mailmaster@mbusa.com *** Client Assistance *** The following person has filled out the Client Assistance Form on www.MUBSA.com. Contact Information: Title: First Name: Last Name: Street: 24 Cornerbrook Place Address 2: City: The Woodlands State: TX Zip: 77381 Comments: I have purchased my last Mercedes. The M-Class I purchased has been riddled with minor and now major problems, some of which have been fixed and others that I have given up on. The most recent one occurred today as I was preparing to go on a trip of 1000 miles. I got in the truck, normally, driven by my wife, and heard a whining sound under the hood. The vehicle was taken to Mercedes of Houston where they discovered a major problem with the timing chain. The vehicle is still in warranty. I asked about a replacement car, so I could go ahead with my trip as was offered a Camry or I could pay to upgrade. I own 3 other cars driven by family members and have driven many different sizes and models of cars, but this one has by far had more problems during the first 50,000 miles than any. The Mercedes Quality I had expected is certainly not evident. I will be trading this car for a Toyota SUV in the near future and will never buy or recommend one to anyone again. Survey Information: Day Phone Number: ext: Evening Phone Number: ext: Preferred number: Preferred time to call: Attention FAX: - VIN Number: 4JGAB54E5WA [REDACTED] Vehicle Year: 1998 Model You Own : M-Class

Summary Notes

06/04/2001

14:24:13

Ronald Smith

6315

CONFIDENTIAL

NTMT message from SPOM dated 5/31/01 Ron, I talked to the dealer this morning. The vehicle is done. They found the frt. crank pulley coming apart and a few other minor problems... All have been repaired and are notifyin the customer this morning the vehicle is ready to pick up! Let me know if you have any other questions. Thanks, Steve ***** I called and spoke with the owner today and was informed that they picked the c up as noted above but now the check engine light is on and they have complained to the dir about this in the past. The owner states it comes on when the vehicle has been driven in the heat and the condition is intermittent. Owner will call the dir to set up another appointment but is getting increasingly frustrated with the quality of this vehicle. E/mail message to spom

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

Note ID 435318 **Cus Ident** 5582100 **Legal** - **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Baltimore

MD [REDACTED]

Phone [REDACTED]**Phone Location** Business**Assign Dir****Sell Dir** 34209

VALLEY MOTORS, INC.

COCKEYSVILLE MD

Last Sell Dir 34209

VALLEY MOTORS, INC.

COCKEYSVILLE MD

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541 [REDACTED]**World Vin:** 4JGAB54E8WA [REDACTED]**Mileage** 56029 **Prod Date** 12/16/1997 **Warr Date** 12/31/1997 **Model** ML320 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	07/11/2001 17:14:14	Cleveland Best	6344

Summary Notes

07/11/2001 17:15:44 Cleveland Best 6344

Contact# 207-824-5000 room 141

George Holback called from Bethel, ME where family is vacationing. Customer states vehicle broke down and is currently at a local repair shop. Customer states the mechanic claims the problem is that the harmonic balancer has failed. Customer stated he has contacted the nearest MB dealer: Performance Motors in Falmouth, ME which is approx 75 miles away and vehicle is not drivable. Customer stated Performance advised him that this part is unavailable and they are not sure when they can get one. Customer states he must leave Maine on Friday and needs assistance in getting this repair done immediately as to that he has no transportation. Customer stated just wants help in getting car fixed and wanted a MB representative to contact him. Customer stated he wanted to speak with Gary Williams-rep for Maryland area (where he lives). Advise of rep name for Maine: Kevin Canty. Writer advise customer will bring situation to attn of Kevin and I will follow up with him. Customer somewhat satisfied.

Writer called Performance and spoke with Brian (service manager) and John (parts manager). They ordered part from Germany and arranged for it to be dropshipped to the shop in Bethel (Good Rose). Will also call around to other area dealers to see if they have part and get it for customer. Called back customer and advise of help Performance is trying provide. Customer satisfied. Writer called SPOM to alert of situation.

Summary Note Information**Mercedes Benz of U.S.A****Note ID 438280 Cus Ident 11867967 Legal - Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]**Galthersburg MD** [REDACTED]**Phone** [REDACTED] **Phone Location Business****Assign Dir****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 1631541A [REDACTED]	World Vin: 4JGAB54E7WA [REDACTED]
Mileage 44164	Prod Date 10/16/1997
Warr Date 10/31/1997	Model ML320 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	07/25/2001 13:20:21	Honora Duffy	6307

Summary Notes

Date	Time	Updated BY	Phone
07/28/2001	13:20:23	Honora Duffy	6307

[REDACTED] called - he's "disappointed that this car was purchased 5 weeks ago & has been back to Bethesda for 3 weeks"

1. "alignment - 4 days - now fixed"
2. "brakes - 1 week to test - nothing wrong?"
3. "car has been @dealer since last Saturday because it died on me - what's going on?"

I told customer that dealer is privately owned & we can't answer these questions - I guided him to speak with Pete Gregory - Service Manager.

Summary Notes

08/02/2001

11:18:27

Joseph Burka

6248

Thank you for your recent message. We regret to learn of the circumstances that prompted you to write, and apologize for any inconvenience caused. After receiving your message we contacted the service department at Euro Motorcars to investigate. The dealer confirms that repairs to your vehicle (harmonic balancer have been completed according to factory specifications, under the terms of the limited new car warranty. Please be assured, that we will continue to honor the remainder of this warranty, as well as your Starmark Extended Warranty. If you are concerned about the vehicle's reliability and are interested in trading out of the vehicle, we suggest speaking with the sales department at Euro Motorcars. Regards, Joe Burka MBUSA 189603 Thank you Eivra Shafir CAC - Operations Mercedes-Benz - USA, LLC (201) 505-4623 (201) 476-6319 shafire@mbusa.com
--- Forwarded by Eivra Shafir/CONS/MAIL/MBUSA on 07/30/01 10:26 AM --- <robert_golshan@nih.gov>
<07/28/01 02:06 PM >>> To: <mailmaster@mbusa.com> >> cc: >> Subject: Other Comments & Questions (OCAQ) Date: Thu, 28 Jul 2001 12:55:18 -0400 Comment: Unauthenticated sender X-Mailer: JNet Qsmtp
Subject: Other Comments & Questions (OCAQ) From: robert.golshan@nih.gov To: mailmaster@mbusa.com ***
Other Requests & Comments *** The following person has filled out the Other Requests & Comments Form on
www.MBUSA.com. Contact Information Title: MR First Name: Initial: Last Name: Suffix: Street:

Address 2: City: Gaithersburg State: MD Zip: E-mail:
Comments Also Incorporated Board of director has made decision to change all its vehicles to Mercedes Benz for safety, reliability, comfort, prestige and durability. In past few month I have purchased two vehicles one E320, and one ML320 from one of your dealers located at Bethesda Avenue, in the Bethesda, Maryland. Although we have received excellent services from your sales representative as usual. We are not happy with ML320 at all. this car is 98 ML320 with three years extended star mark warranty. But unfortunately I had to return this vehicle back to the shop every often for different problem. this car was purchased almost 5 weeks ago and still is sitting in the repair shop for almost three weeks. So far I had return this back to the dealer few times for new and duplicated problem and I am not sure it will be ready soon or not. We will continue to invest our money on Mercedes Benz as we have already started, but unfortunately on this particular ML320 we pay for Mercedes and we were driving a Toyota corolla loaner (loaner car) instead. I am sure this situation is unacceptable to you as well. I am being tired of getting loaner cars every often and every few days transfer all our parking stickers and other security identification from one car to another. I would appreciate if you contact your dealership at the Bethesda and let me know if this star mark ML320 will be useable and trustable car for us once repair work is completed or is better we tried it for another 2000, or 2001 model since safety, and reliability is very important to us. Sincerely
Vice president Survey Information MB Vehicle you are most interested in: When do you plan to purchase or lease your next car? I would like a test drive: I would like to be contacted by a salesperson: Yes Day Phone Number: ext: Evening Phone Number: ext: Preferred number: Home Preferred time to call Mercedes-Benz Ownership Have you ever leased or owned a Mercedes-Benz? Yes Vehicle Year: 1998 Model last leased or owned: E300 Do you currently own a Mercedes-Benz?

Summary Note Information**Mercedes Benz of U.S.A****Note ID 447564 Cus Ident 4817808 Legal N Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]

Eastwood Dental Care

Birmingham AL [REDACTED]

Phone [REDACTED]**Phone Location Business****Assign Dir****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 1631541A [REDACTED] **World Vin: 4JGAB54E9WA** [REDACTED]
Mileage 31762 Prod Date 08/21/1997 Warr Date 09/25/1997 Model ML320 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	09/08/2001 10:28:23	Andrew Dunleavy	6320

Summary Notes

09/08/2001 10:28:33 Andrew Dunleavy 6320

#191516 Client wrote a letter to MBUSA regarding belt tensioner being replaced at 67,000 miles. Client enclose a copy of WIS instruction which he thought was a recall. Client expects retribution for repair. Called client to discuss but left a voicemail with receptionist.

09/18/2001 13:05:58 Andrew Dunleavy 6320

Left another message with receptionist as customer was not in the office.

09/20/2001 13:24:17 Andrew Dunleavy 6320

Will send no contact mailgram.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 467061 **Cus Ident** 6399235 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Christiansstad VI [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir

Sell Dir 71108 **VITI, INC.** **TIVERTON** **RI**
Last Sell Dir 14310 **MERCEDES-BENZ OF MIAMI** **MIAMI** **FL**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E0WA [REDACTED]
Mileage 12000 **Prod Date** 10/01/1997 **Warr Date** 10/23/1997 **Model** ML320 **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	11/28/2001 12:49:21	Honora Duffy	6307

Summary Notes

11/28/2001 12:49:24 Honora Duffy 6307

[REDACTED] called - he bought car used & has it in Virgin Islands with only 12,000 miles - he claims he just found out through an independent that there's a bushing missing from the pully dampner to the crank case & wanted phone number for LP Evans in Miami - I gave him phone number

Summary Notes

11/27/2001 14:15:39 System Administrator

From File 011127SBSanswers
Record Sequence Number M1218245
World VIN 4JGAB54E9X [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

- 1a. CARLTON MOTORCARS, INC.? Somewhat Dissatisfied
- 1b. YOUR ML320? Satisfied
- 1c. THE PURCHASE PRICE OF YOUR ML320? Satisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED BY THE MERCEDES-BENZ REPRESENTATIVE FROM WHOM YOU PURCHASED YOUR VEHICLE?

- 5a. EASE OF DOING BUSINESS? Very Good
- 5b. HONESTY IN WORKING WITH YOU? Very Good
- 5c. ABILITY TO ANSWER YOUR QUESTIONS? Very Good
- 5d. CONCERN FOR YOUR TIME? Very Good
- 5e. KNOWLEDGE OF MODELS AND FEATURES AVAILABLE? Very Good
- 5f. KNOWLEDGE OF WARRANTY OPTIONS? Very Good

6. FOR EACH PERSON WITH WHOM YOU HAD CONTACT PLEASE INDICATE THEIR LEVEL OF PERFORMANCE

- a. SALES MANAGER? Good
- b. FINANCE OR LEASE MANAGER? Excellent
- c. OTHER? N/A

"Only Saw Sales Manager For Brief Moment."

9. ON THE DAY YOU PICKED UP YOUR ML320 WERE THE FOLLOWING ACTIVITIES PERFORMED TO YOUR SATISFACTION:

- a. REVIEW OF THE STARMARK EXTENDED LIMITED WARRANTY? Yes
- b. DEMONSTRATION OF YOUR VEHICLE'S FEATURES & CONTROLS? No

10b. HOW SATISFIED WERE YOU WITH THE AMOUNT OF YOUR TIME REQUIRED ON THE DAY OF DELIVERY? Satisfied

"Had To Wait For Wiper To Be Fixed."

11. PLEASE RATE THE OVERALL CONDITION OF YOUR ML320 ON THE DAY YOU RECEIVED IT: Poor

"Car Was Supposed To Be Starmarked And Had A Broken Wiper, Recessed Window Button And Loose Harmonic Balance. I Drove The Car 150 Miles And Harmonic Balancer Broke Which Caused Belt To Break. Car Was Towed To Carlton. Car Was In Service Shop For 1 Week For Repairs. Had Car For 1 1/2 Weeks Before This Occurred."

17. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

18. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

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

"When A Car Is Marked As Starmarked, Someone Should Make Sure That Everything Has Been Inspected. I Was Also Told Each Day That My Car Would Be Repaired By Following Day - And It Took 1 Week. I Was Not Offered A Rental Until 4 Days Later."

ACCORDING TO OUR RECORDS, YOUR COVERAGE INCLUDES:

12 MONTH STARMARK BASIC WARRANTY

24. IS THIS WARRANTY INFORMATION CORRECT? Yes

"No Text"

Summary Notes

12/13/2001 12:17:51 Barbara Ullman 4606

#17 comfort, roominess.

#18 gas mileage.

Called and left message on machine for customer [REDACTED] no other number was available for this customer

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

Note ID 471477 **Cus Ident** 2391318 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Md**
Address [REDACTED]

Miami Shores **FL** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 14349 **MERCEDES-BENZ OF FORT LAI** **FORT LAUDERC** **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 1631541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 20134 **Prod Date** 03/03/1998 **Warr Date** 03/06/1998 **Model** ML320 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	12/12/2001 14:21:48	Thomas Trivento	

Summary Notes

12/12/2001 14:21:45 Thomas Trivento

Customer called CAC to document his vehicle has allegedly had repeated problems since ownership. Among concerns mentioned were: harmonic balancer , battery, alarm sensor, control units, keys, etc. Customer states vehicle v.o.r. approx 14 days during ownership period and will visit dealer about possibility of trading out of vehicle. Customer may request assistance from MBUSA during discussions with dealer sales staff.

12/17/2001 11:04:07 Glenn Zitzman 7234

Documents conversation with the dealer SM. Customer is requesting MBUSA provide trade assist. After review writer has authorized the dealer to \$1K as a good will gesture.

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

Note ID 472277 **Cus Ident** 11013676 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Wichita Falls TX [REDACTED]
Phone **Phone Location**

Assign Dir

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 1631541A [REDACTED] **World Vin:** 4JGAB54E0WA [REDACTED]
Mileage 82000 **Prod Date** 06/11/1998 **Warr Date** 06/27/1998 **Model** ML320 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	12/17/2001 12:08:38	Honora Duffy	6307

Summary Notes

12/17/2001 12:08:38 Honora Duffy 6307

[REDACTED] called last week ... she had car @Wichita Falls & was told by dealer that MB would not provide assistance in harmonic balancer repairs. She wanted to speak with SPOM.

I asked if she knows if Service Manager spoke to SPOM - story became confusing. I called Service Manager, wh told me that Mike originally offered 1/3, 1/3, 1/3, but this customer didn't buy car @wichita falls - she doesn't go there often for service & dealer didn't want to pay their 1/3 (about \$800).

Under new policy, if dealer doesn't want to participate in goodwill, then the whole offer is retracted. I left Mike VM, who confirmed that considering mileage on vehicle, no goodwill is forthcoming (since dealer didn't want to participate)

I left customer VM confirming that considering mileage on her vehicle, no participation is going to be offered (I didn't get into the 1/3 thing)

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

Note ID 499190 Cus Ident 5575688 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Leesburg VA [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir
 Sell Dir 80215 HBL, LLC VIENNA VA
 Last Sell Dir 80215 HBL, LLC VIENNA VA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E0WA [REDACTED]
 Mileage 44281 Prod Date 12/12/1997 Warr Date 12/19/1997 Model ML320 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	03/21/2002 10:44:44	Frank Parente	4675

Summary Notes

03/21/2002 10:45:04 Frank Parente 4675

[REDACTED] wrote in to discuss the dependability of his vehicle-which he considers to be a problem, the level of customer service which he received-which he says was excellent and his perceived re-sale value of the vehicle. Asked us to comment on his thoughts and future reliability of vehicle.

03/21/2002 10:47:32 Frank Parente 4675

I called [REDACTED] at his work and apologized for his experience, told him that the dependability and reliability of the M class has been significantly improved and that we are getting favorable comments from current owners. He thanked me for calling and registering his concerns.

03/21/2002 11:10:22 Frank Parente 4675

Customer asked if there was any good will which could be granted for his last repair which was for a crankshaft balancer pulley \$381.00. I told him that I would check with SPOM and let him know.

03/22/2002 13:18:29 Frank Parente 4675

I received voice mail from SPOM stating that Tysinger would refund cost of repair to customer. I called him and to him this.

Summary Note Information**CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID** 501853 **Cus Ident** 12955629 **Legal** **Note Type** INTERNET MES**Customer** [REDACTED]**Address** [REDACTED]**Pittsburgh** PA [REDACTED]**Phone** [REDACTED] **Phone Location** Residence**Assign Dir** 67102 **BOBBY RAHAL MOTORCAR CO** WEXFORD PA**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 1631541A [REDACTED]	World Vin: 4JGAB54E6W [REDACTED]
Mileage 57185	Prod Date 10/21/1997
Warr Date 10/31/1997	Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	04/02/2002 14:18:36	James Blasie	4620

Summary Notes

03/26/2002 11:31:43 James Blasie 4620

Called customer and left a VM @ [REDACTED] for him to call me at the 800#.

Copy of internet msg. from customer:

COMMENTS:.....Dissatisfied with durability of parts used on 1998 ML320 VIN 4JGAB54E6W [REDACTED]
 Simple belt tensioner falling with bearing noise developing. Was told by Mercedes dealership that this is common failure.

Other little items which are annoying but not a necessity are fog lights inoperable, door lock button does not work. However, the major complaint for now is that belt tensioner.

can you offer any assistance. I live in the Pittsburgh PA area and refuse to take it to Bobby Rahal's dealership for service again. I took it there for the belt tensioner and they did nothing to repair the problem, but charged forty dollars to look at it.

04/02/2002 14:19:29 James Blasie 4620

Writer returned customer's call @ [REDACTED] and he alleged:

1. poor service at 67102 - questioned if work was actually done
2. spoke to service mgr., "not pleasant"
3. questions ability to properly diagnose issue
4. looking for assistance on belt repair

Writer explained that vehicle was out of warranty (customer admitted he was second owner - purchased it at 54,000 - now has 60,000); that he could speak to service mgr. about post warranty consideration; he stated he was going to John Sisson dealership for repairs.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 508747 Cus Ident 12677135 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Morristown NJ [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir

Sell Dir 51220 PRECISION CARS OF ATLANTIC WEST ATLANTI NJ

Last Sell Dir 51220 PRECISION CARS OF ATLANTIC WEST ATLANTI NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB64EXW [REDACTED]
 Mileage 85700 Prod Date 09/12/1997 Warr Date 11/29/1997 Model ML320 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 11:31:19	ecp/508	

Summary Notes

04/10/2002 11:31:30 Bodo Baltyck

Customer presented dealer 51113 with invoice from Brumos Motor Cars for repairs to crankshaft pulley repair performed at 83,400 miles. Customer expressed concern that financial assistance was not offered from Brumos Motor Car in Jacksonville Fla.

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

Note ID 518905 **Cus Ident** 10768290 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Jacksonville FL [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE 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 1631541 [REDACTED] **World Vin:** 4JGAB54E8WA [REDACTED]
Mileage 68950 **Prod Date** 06/01/1997 **Warr Date** 09/25/1997 **Model** ML320 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	05/07/2002 10:12:48	Frank Parente	4675

Summary Notes

05/07/2002 10:12:59 Frank Parente 4675

Customer called requesting good will on crank shaft dampener repair totaling over \$1,600. I told him that since he was not the original owner, it would be problematic. Told him that I would ask SM at dealership and get back to him.

05/07/2002 14:00:21 Frank Parente 4675

Called SM waiting for call back.

05/07/2002 14:48:37 Frank Parente 4675

Heard from SM at Brumos, vehicle was being serviced in an independent shop and towed to Brumos. SPOM declined participation. I called customer and left message with his wife..

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 519601 **Cus Ident** 5288071 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Oyster Bay **NY** [REDACTED]

Phone	Phone Location	Residence
Assign Dir 55107	MERCEDES-BENZ OF HUNTING	HUNTINGTON NY
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 1631541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 54000 **Prod Date** 10/11/1997 **Warr Date** 10/31/1997 **Model** ML320 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	05/16/2002 13:09:47	Jacquelyn Galletta	6323

Summary Notes

05/16/2002 13:09:52 Jacquelyn Galletta 6323

Customer seeking goodwill towards repair of crankshaft pulley. Customer has not yet spoken with SM at dealer. Writer provided customer with name of Service manager at MB Huntington and customer contact him directly in regards to his concerns.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID : 521455 **Cus Ident** 13101834 **Legal** - **Note Type** INTERNET MES

Customer Address [REDACTED]

Worcester **MA** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 36133 **WAGNER MOTOR SALES** **BOYLSTON** **MA**

Last Sell Dir 36133 **WAGNER MOTOR SALES** **BOYLSTON** **MA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9WA [REDACTED]
Mileage 38000 **Prod Date** 09/08/1997 **Warr Date** 09/17/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet inquiry	05/22/2002 14:06:18	Linda Tognetti	6268

Summary Notes

05/22/2002 14:06:27 Linda Tognetti 6268

CONFIDENTIAL

Thank you for your internet message.

We regret to hear of your disappointment with your pre-owned ML320. However, at this distance, it is virtually impossible for us to comment with specifics regarding your experience.

Technical assistance is always available from Mercedes-Benz USA through the service manager at any authorize Mercedes-Benz dealership. If your vehicle is experiencing technical difficulty, we would suggest speaking with the Service Manager to make an appointment to have your vehicle inspected.

Sincerely yours,
Linda Tognetti
Customer Relations
1-800-FOR-MERCEdes, Ext. 6268

----- Forwarded by Diane Lima/HO/MAIL/MBUSA on 05/22/02 12:15 PM -----

asaavidio@mphilp.com
 05/21/02 09:53 AM

 To: mailmaster@mbusa.com
 cc:
 Subject: Retailer Questions (CDQI)

Subject: Retailer Questions (CDQI) From: asaavidio@mphilp.com
To: mailmaster@mbusa.com
*** Client Assistance ***

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

Contact Information:

Title: MRS

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Worcester

State: MA

Zip: 01809

E-mail: [REDACTED]

Comments: I am the sad owner of a 1998 ML 320. I purchased it from WAGNER Motors approx. 18 months ago. My car was an off lease one with 8k miles. At the time, I thought it was a StarMark car but a year later I found out that this was not true. I have never owned such a piece of junk in my life!! Today was the last straw. I was soaked again by the leaking sun roof at the car wash and my gas gage varied between 1/2 and less than a 1/4 of tank all in 5 minutes. I have returned the car for repairs so many times that I have lost count. I have just given up on it and do not wish to spend anymore of my time and money on the car. With only 38k miles on it you would think it had 100k. It now needs a belt tensioner to stop the awful noise it is making. I HATE THIS CAR!!

Wagner was of no use. Each time I brought the car in it was returned with the same problems. I was made to feel like I was doing them a favor. Contrast to my Volvo which has been a joy to own. After several BMWs, I thought I would buy the MB. NEVER again!! I can't wait to get rid of this car!! I thought no auto could top my Range Rover for problems but this far exceeded my worst experience. MB's quality, fit, finish and service all suck. I wonder if the car will make it past 50k. If you are going to build cheap junk, the least you could do is make the parts cheap facilitate the constant repairs. I get many questions about the car. Sadly, I tell people the truth. You must try harder. Sincerely, Tony Salvidio (the driver, car titled in my wife's name) Tony

Survey Information:

Day Phone Number: [REDACTED]

Evening Phone Number: - ext:

Preferred number: Work

Preferred time to call:

Fax: -

VIN Number: 4Jgab54e9wa [REDACTED]

Vehicle Year: 1998

Model You Own : M-Class

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

06/01/2002

Note ID 524209 **Cus Ident** 8835837 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Grand Prairie 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 1631541A [REDACTED] **World Vin:** 4JGAB54E2XA [REDACTED]
Mileage 77000 **Prod Date** 03/19/1998 **Warr Date** 04/06/1998 **Model** ML320 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	06/01/2002 15:40:25	Honora Duffy	6307

Summary Notes

06/01/2002 15:40:31 Honora Duffy 6307

[REDACTED] called alleging "I had an extended warranty policy on this car but they went bankrupt. I complained to sales person at dealer and they told me to call you .. car is at Park Place & needs harmonic balancer - I'm told that it's going to cost over \$4,000!"

"I was told by Joe in service yesterday that he would take care of me on this ... now today I find out he quit! This is unbelievable!"

I told customer to speak to Service Manager - she claimed he's on vacation. I told her that someone @dealer must be overseeing shop - she needs to speak to that person & they have means to contact regional manager to review exactly what repairs are needed, why , costs and whether MB would participate since warranty is over.

Customer bitterly disappointed she will pursue through Service Department & I told her I would give head's up SPOM that dealer will be contacting him next week for review.

06/03/2002 13:00:46 Honora Duffy 6307

Craig forwarded my NTMT note to Charles Cox @dealer:

Charles for your information and review.

Craig W. Dearing
 MBUSA

Summary Note Information

Mercedes Benz of U.S.A

Summary Note Information

Note ID 527450 **Cus Ident** 13127284 **Legal** -**Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Cliffside Park** **NJ** [REDACTED] **Phone Location** **Residence**
Assign Dir

Sell Dir 51142 **BENZEL - BUSCH MOTOR CAR** **ENGLEWOOD** **NJ**
Last Sell Dir 51142 **BENZEL - BUSCH MOTOR CAR** **ENGLEWOOD** **NJ**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A1 [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 26154 **Prod Date** 04/14/2000 **Warr Date** 05/31/2000 **Model** ML320 **2000**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/11/2002 11:28:25	Gregg Mault	8350

Summary Notes

06/11/2002 11:28:36 Gregg Mault 6350

Dear Mr. Master, thank you for your internet message, we are sorry that this situation with the weather seal hasn't changed. We will ask our service and parts operations manager to get involved with this issue to try to get it finally ironed out. You should be hearing from the dealer shortly.

□ Diane Lima
□ 06/11/02 10:19 AM
□
□ To: Gregg Mault/HO/MAIL/MBUSA@MBUSA
□ cc:
□ Subject: Corr # 203638 RE: Corr # 202042 Other Comments & Questions (OCAQ)

— Forwarded by Diane Lima/HO/MAIL/MBUSA on 06/11/02 10:18 AM —

□ "S. D. Master" <vze3h2zy@verizon.net>
□ 06/10/02 11:43 AM
□
□ To: "Gregg Mault" <maultg@mbusa.com>
□ cc: <mailmaster@mbusa.com>
□ Subject: RE: Corr # 202042 Other Comments & Questions (OCAQ)

Dear Mr. Mault:

It was a pleasure talking to you last time. In continuation of our talk, no one from your organization contacted us regarding the weather strip on driver side door for the ML 320. I am also taking this opportunity as you had suggested to contact you in future for the further help if I needed. The above mentioned weather strip has again come off. As you know Benzel-Busch in past have replaced five times. I had requested in my last correspondence that I would appreciate a permanent solution to this problem. It seems your organization is not interested in providing one. My wife and I have wasted more time in picking-up and dropping off the vehicle for the repair, baby sitting the loaner and other headaches associated with it.

I would like to hear from you before I resort to legal means available under lemon law.

Thank you

Sincerely,

S. David Master
201 666 5318

—Original Message—

From: Gregg Mault [mailto:maultg@mbusa.com]
Sent: Monday, May 06, 2002 1:00 PM
To: masterfamily@att.net
Subject: Re: Corr # 202042 Other Comments & Questions (OCAQ)

Thank you for your internet message. We are sorry to learn of your dissatisfaction with your ML320. Please feel free to contact me here at 800-222-0100 ext 6350 so we can discuss this matter further.

Sue Serebin
To: Gregg
Mault/HO/MAIL/MBUSA@MBUSA
05/06/02 cc:
11:33 AM Subject: Corr # 202042 Other
Comments
& Questions (OCAQ)

Summary Notes

----- Forwarded by Sue Serebin/HO/MAIL/MBUSA on 05/06/02 11:33 AM -----

masterfamily@
att.net To: mailmaster@mbusa.com
cc:
05/05/02 Subject: Other Comments &
Questions
09:25 PM (OCAQ)

Subject: Other Comments & Questions (OCAQ)

From: masterfamily@att.net

To: mailmaster@mbusa.com

*** Other Requests & Comments ***

The following person has filled out the Other Requests & Comments Form on
www.MBUSA.com.

Contact Information

Title: DR

First Name: [REDACTED]

Initial:

Last Name: [REDACTED]

Suffix:

Street: [REDACTED]

Address 2:

City: Cliffside Park

State: NJ

Zip: [REDACTED]

E-mail: [REDACTED]

Comments

Violet Master [REDACTED] Cliffside Park N.J. [REDACTED]

[REDACTED] May 3, 2002 Mercedes-Benz USA, LLC Customer
Assistance Center 3 Pearson Drive Montvale, N.J. 07645 Re: 2000 ML 320
Serial. # 4JGAB54E5Y [REDACTED]

Dear Sir/Madam: The above vehicle I
purchased on May 31, 2000, from Benzal-Busch Motor Car Corp., Englewood, NJ
based on my husband's positive experience with Benzal-Busch and his 1999 E
320. There after my son bought C230 Coupe in September of 2001 and on my
recommendation a physician friend bought ML 430 in summer of 2001.

However, my ML had nagging problems with radio antenna, oil level sensor,
leaky radiator expansion tank, tailgate support cylinder, under the hood
noise due to vibration dampner, to name a few. The most annoying one is
the driver side weather seal that has come off so far five times since
October 2001, dealer has replaced it with the new seal all the time
including yesterday. I am sure that dealer's service personnel have
followed the factory recommendation but it has failed to stay on leaving me
to enjoy the water and noise leaks -along with the inconvenience of
dropping off and picking up the vehicle. I would appreciate if you would
look into this chronic problem and provide a permanent solution, as I
cannot afford to waste any more time than I have so far. We have been good
and patient patrons of your vehicles and the dealership; however, such
problems could test anyone's patience. Please, take care of it.

Sincerely, Violet Master

Survey Information

MB Vehicle you are most interested in:

When do you plan to purchase or lease your next car?

I would like a test drive:

I would like to be contacted by a salesperson:

Day Phone Number: - ext:

Evening Phone Number: (201) 666-5318 ext:

Preferred number: Home

Preferred time to call: Afternoon

Mercedes-Benz Customer

mercedes-benz Ownership

Summary Notes

Have you ever leased or owned a Mercedes-Benz?

Vehicle Year: 2000

Model last leased or owned: ML320

Do you currently own a Mercedes-Benz? Yes

Vehicle Year:

Model You Own:

Summary Note Information

Mercedes Benz of U.S.A

Note ID 528479 Cus Ident 10892692 Legal Note Type Summary Note

Customer [REDACTED]
Address [REDACTED]

Raleigh NC [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dlr 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dlr 59218 LEITH, INC. RALEIGH NC

Last Sell Dlr 59218 LEITH, INC. RALEIGH NC

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2WA [REDACTED]
Mileage 84000 Prod Date 10/21/1997 Warr Date 10/30/1997 Model ML320 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	08/13/2002 11:47:55	Frank Parente	4675

Summary Notes

08/13/2002 11:48:13 Frank Parente 4675

Customer called alleging that the crank pulley separated on his vehicle while his wife was driving it. Customer, who is not the original owner, called seeking good will on repair. Writer suggested that he speak to service manager at local dealership.

Summary Notes

07/03/2002 07:54:50 Frank Parente 4675

SPOM Reply:
ERNIE PALMER

Hi Frank,
This has been covered and repaired under goodwill.

Ernie
□ "cacs08j@mb_rs1" <cacs08j

□ 06/13/2002 11:48 AM

□ □

□ □ To: PALMERE@mbusa.com

□ □ cc: parentef@mbusa.com

□ □ Subject: Summary NTMT note - Ceasar Jrelge

Note ID: 526479 Cus Ident: 10892692 Legal: Note Type: Summary Note

Customer: [REDACTED]

Address: [REDACTED]

Raleigh NC 276177689

Phone: 9196700924 Phone Location: R

Assign Dir: 65201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dir: 59218 LEITH, INC. RALEIGH NC

Last Sell Dir: 59218 LEITH, INC. RALEIGH NC

Note to Market Ind: Y

Vehicle Information:

DBAG Vin: 1631541A0 [REDACTED] World Vin: 4JGAB54E2WA [REDACTED]

Mileage: 84000 Prod Date: 10/21/1997 Warr Date: 10/30/1997 Model:ML320 1998

Summary Notes

06/13/2002 11:48:13 Frank Parente

Customer called alleging that the crank pulley separated on his vehicle while his wife was driving it. Customer, who is not the original owner, called seeking good will on repair. Writer suggested that he speak to service manager at local dealership.

Summary Note Information**Mercedes Benz of U.S.A****Note Type: Summary Note****Note ID 528947 Cus Ident 10237476 Legal****Customer****Address**

Vicksburg

MS 391809004

Phone**Phone Location Residence****Assign Dir 44101**

HIGGINBOTHAM AUTOMOBILES JACKSON MS

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 1631541A****World Vin: 4JGAB54EXWA****Mileage 46362 Prod Date 03/04/1998 Warr Date 05/05/1998 Model ML320 1998****General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTV	08/14/2002 17:10:47	Cynthia Feuss	6289

Summary Notes

08/14/2002 17:10:45 Cynthia Feuss 6289

Owner claims that she could not get her vehicle to 44101 so an independent made the repair to replace harmonic balancer (\$544.00). Owner states she spoke with someone (could not give name) at 44101 who told her they could not assist with repairs. Owner states she has the vehicle maintained by independent. I advise owner that since vehicle has not been maintained by auth. MB dealer, and repair was performed by independent, that assistance is unlikely but advised she can review with dealer service manager.

Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 532247 Cus Ident 13146506 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Birmingham 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 1631541A [REDACTED] World Vin: 4JGAB54E7XA [REDACTED]
 Mileage 85000 Prod Date 09/15/1998 Warr Date 09/23/1998 Model ML320 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	08/27/2002 14:38:00	Linda Tognetti	6268

Summary Notes

08/27/2002 14:38:08 Linda Tognetti 6268

Ann Hames called CAC to express her disappointment with the quality of her vehicle. She alleges the harmonic balancer flew off the vehicle. Customer feels this should not happen to any vehicle at any time.

Writer referred customer back to Service Manager at dealership. I also advised I would note her comments.

Summary Note Information**Mercedes Benz of U.S.A****Note ID 536575 Cus Ident 12394894 Legal - Note Type Summary Note****Customer****Address**

Lemont

IL

Phone**Phone Location Residence****Assign Dir 22111**

MERCEDES-BENZ OF ORLAND ORLAND PARK IL

Sell Dir 51142

BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Last Sell Dir 51142

BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin 1631541A****World Vin: 4JGAB54E5WA****Mileage 42000 Prod Date 10/28/1997 Warr Date 11/18/1997 Model ML320 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	07/16/2002 16:31:43	Thomas Nardi	6297

Summary Notes

07/16/2002 16:31:33 Thomas Nardi 6297

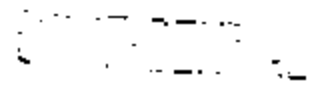
Customer called seeking goodwill assistance towards the replacement of a balancer. Customer states that an independent shop and the SM of 22111, Matt, has advised him that it is very unusual to have it fail on a vehicle with only 42k miles.

Writer explained that the SM, is empowered by MB to make decisions regarding goodwill assistance and if necessary he can consult with a MB field manager.

Customer also provided us with new owner info for his other MB.

Summary Note Information

Mercedes Benz of U.S.A



Note ID 536615 Cus Ident 5560524 Legal Note Type INTERNET MES
 Customer [REDACTED]
 Address [REDACTED]

Prospect KY [REDACTED]
 Phone [REDACTED] Phone Location Business
 Assign Dir

Sell Dir 31403 TAFEL MOTORS, INC. LOUISVILLE KY
 Last Sell Dir 31403 TAFEL MOTORS, INC. LOUISVILLE KY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E0XA [REDACTED]
 Mileage 71284 Prod Date 07/22/1996 Warr Date 07/31/1996 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/18/2002 18:08:20	Miriam Clark	4899

Summary Notes

07/16/2002

18:08:22

Miriam Clark

4899

COMMENTS:.....Dear Sirs:

Re: 1998 ML 320 #4JGAB54EOXA [REDACTED] could you PLEASE tell me the symptoms of a failing crankshaft vibration dampener. As you know, several have been reported with repairs usually around \$3,000. When moving at about 45 to 60 mph and then easing off of the gas pedal, I get a rolling banging sound near the front of the vehicle. Since this occurs when I ease the load on the engine, this seems to me like it could be a failing dampener. The noise has gotten more frequent and louder in the past week. I have been to Tafel Motors in Louisville several times without resolution. Today, I scheduled the next available service appointment which is about two weeks from today. I plan to do everything possible to make sure this is properly diagnosed at the next appointment. In my last appointment, they also tried to fix the loud creaking sound that is common when braking. I was charged about \$300 for a ball joint repair kit, and replacement of front sway bar link bolts which were rusted and had to be drilled out to replace w/bushings. Unfortunately, this helped some, but I still get loud front & center creaking when applying the brakes.

I would very much appreciate a call at [REDACTED] to discuss the vibration dampener and the proper creaking repairs. I have paid over \$1,330 in to Tafel in March, April & May for "maintenance", including a lot of 'diagnosis' without resolution.

For reference, similar comments from other ML owners regarding these same problems are located at <http://www.kyind.com/mbad.htm>

Sincerely,
Brent Nemec

Mr. Nemec:

Thank you for your internet message.

It is very difficult to diagnose your problem without a physical inspection. Please continue to work with your local authorized dealer to repair the problem.

The opportunity to review is appreciated.

Miriam Clark
Customer Relations

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

Note ID 536878 **Cus Ident** 13425160 **Legal** **Note Type** INTERNET MES
Customer Ms. Leticia **Lessley**
Address 1362 El Padro Dr

Livermore **CA 945505818**

Phone (510)286-8583 **Phone Location** Business

Assign Dir

Sell Dir 05106 **SMOTHERS EUROPEAN** **SANTA ROSA** **CA**

Last Sell Dir 05106 **SMOTHERS EUROPEAN** **SANTA ROSA** **CA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A002426 **World Vin:** 4JGAB54E8WA002426
Mileage 40961 **Prod Date** 07/30/1997 **Warr Date** 10/02/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/17/2002 18:47:50	Surya Boonphadung	4661

Summary Notes

07/17/2002 18:47:51 **Surya Boonphadung** 4661

customer emailed the CAC dated 07/16/2002. customer wrote:

To Whom it may concern: September 2001 I purchase a 1998 ML320 at a reputable dealership in San Jose, CA I had always liked the look of an SUV, but could not decide on what kind. After researching I felt that the best choice would be an M-class due to the safety and the great reputation Mercedes Benz has. I can say that this vehicle was by far, the best handling vehicle I have ever owned. This vehicle was in great shape when I bought it and had all paper paperwork in the glove box. I felt it was fairly priced and felt it was well taken care of. Since then I have had the oil changed and all inspections done. The vehicle has been loveley to drive. I was driving it recently, as I drove down my street I heard a "clunk" and the car stopped, I could not turn and all lights went on on the dash. My husband came out and popped open the hood and found that the rubber had separated from the metal on the Harmonic Blancer (crankshaft pulley), main belt came off and the broken part ripped apart the fan blade. We had towed and was told by 2 dealerships and a repair shop that this happens in these years of M-classes that have over 50,000 miles and we should be lucky because most people are going fast when it happens. There could have been a lot more damage done. Most of the time the part would have ripped through the radiator and damaged other parts of the engine. I would just like to state that this should be disclosed when your dealership service vehicle with this kind of history. I could have been in great danger had I been on the freeway when it happend. This car was just in for service and I should have been told about it. I just think with the reputation that Mercedes Benz has people should be warned of what could happen and maybe recommend this part be changed to minimize any danger that could potentially happen to both the car and its passengers. I would just like my thoughts on the record. Thank you for your time. Leticia M. Lessley ☐☐

Summary Notes

07/17/2002 19:30:47 Surya Boonphadung 4661

CONFIDENTIAL

writer's reply:

Dear Mrs. Lesley,

Thank you for your recent Internet correspondence.

We are sorry to hear about your disappointment with the need for repairs to your 1998 ML320. However, having not been involved with the care and operation of this vehicle over the last 5 years prevents us from commenting specifically.

Because of the many components required to build automobiles, there is always the possibility, as time passes or mileage accrues, for components to malfunction or wear. There is no way anyone, including the manufacturer, can predict precisely when a part may fail or require replacement. With this in mind, Mercedes-Benz USA offers 4 year/50,000 mile (whichever occurs first) New Vehicle Limited Warranty. Owners are also given the opportunity to purchase Extended Limited Warranty (up to 3 additional years/100,000 miles) within the first year of ownership.

Once an automobile leaves the manufacturer's possession, it is subjected to outside influences that have a direct correlation to service and repairs. Adherence to the manufacturer's recommended maintenance schedules and usage of factory authorized parts and products, as well as having service and repair work performed by authorized Mercedes-Benz dealership personnel (who are familiar with the manufacturer's recommendations) are all vital to the longevity and durability of components.

Mrs. Lesley, please be assured that your authorized Mercedes-Benz dealer is committed to making sure that your vehicle operates as designed, and Mercedes-Benz USA stands ready to provide technical assistance, through our field staff, if needed.

The opportunity to correspond is appreciated.

Sincerely,

Surya Boonphadung
Customer Relations

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

Note ID 537667 **Cus Ident** 13521481 **Legal** **Note Type** M-CLASS
Customer Ms. Glenda Leflore-Jacobs
Address 4954 Escalon Ave

Los Angeles CA 900431647

Phone (323)299-7805 **Phone Location** Residence**Assign Dlr** 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA**Sell Dlr** 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL**Last Sell Dlr** 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERC FL**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631541A009442 **World Vin:** 4JGAB54E9WA009442
Mileage 60000 **Prod Date** 10/10/1997 **Warr Date** 10/28/1997 **Model** ML320 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	07/31/2002 17:08:27	Honora Duffy	6307

Summary Notes

07/19/2002 22:40:02 Kathleen Durning 4633

customer phoned the CAC seeking confirmation of any outstanding recalls or service campaigns for this vehicle. Writer found that customer was not in our data base since the vehicle has been purchased pre-owned & independently.

Customer stated that the belt tensioner had come off (slipped off) and caused the vehicle to overheat and crack the head gasket which is approx. \$1500 to repair.

Customer had vehicle inspected at an independent shop and writer suggested that their findings be confirmed at an authorized service center- writer stated that if the vehicle overheated that could cause the head gasket to crack. Customer asked if this was a common occurrence on these vehicles since she has and does own other MB's and they never heard of this happening. Writer confirmed that if the vehicle overheats due to any cause it has the potential of causing the head gasket to crack.

Customer accepted that and will look to have the vehicle inspected at an authorized dealer.

Summary Notes

07/31/2002

17:08:09

Honora Duffy

6307

Ms. Leflore-Jacobs called back alleging that "we contacted Los Angeles dealer and were told since we didn't have car serviced there, not to bring it there & take it back where we get it serviced!"

"We took to independent because of this - they said that crank shaft melted down & it cost us \$3,600 for damage our insurance company is going to cover as a goodwill gesture, but we were told by Independent engineer this is known problem and want to know if you have any other calls on this"

I confirmed we don't have any statistical information to provide, and lacking involvement in any conversations they may have had with staff @Los Angeles dealer, we can't comment on their alleged "refusal to look at the car". I tol her that, in the future, there are 5 other dealers within 15 mile radius of her zip code - she can try another authorized dealer.

I also told her lacking direct involvement in operation/service history of her pre-owned vehicle, or inspection of same during recent repairs, we can't comment on what may have happened, or whether post-warranty assistance may have been offered. It's up to Service Manager @dealer to make that decision once they perform diagnostics.

Customer asked that her call be "put on your records".

Summary Notes

07/23/2002 09:14:14 Cleveland Best 6344

----- Forwarded by Diane Lima/HO/MAIL/MBUSA on 07/16/02 02:09 PM -----

vomas100@cs.com
 07/15/02 11:52 PM

 To: mailmaster@mbusa.com
 cc:
 Subject: Other Comments & Questions (OCAQ)

Subject: Other Comments & Questions (OCAQ)

From: vomas100@cs.com

To: mailmaster@mbusa.com

*** Other Requests & Comments ***

The following person has filled out the Other Requests & Comments Form on www.MBUSA.com.

Contact Information

Title: MR

First Name: DAVID

Initial: G

Last Name: SPRATT

Suffix:

Street: 117 KEN DAN COURT

Address 2:

City: HIGH POINT

State: NC

Zip: 27285-1793

E-mail: vomas100@cs.com

Comments

I PURCHASED A 1998 ML 320 LAST YEAR WHILE STILL UNDER WARRANTY. WITH 49,000 MILES. I TOOK IT TO BOB NEIL MERCEDES OF GREENSBORO, NC FOR A FUEL ODOR IN THE CAB. THEY REPLACED THE FUEL TANK, FILLER NECK AND FUEL PUMP ALONG WITH SOME OTHER RECALL NOTICES, MUCH TO MY SATISFACTION. NOW, THOUGH, WITH JUST 67,000 MILES AND OUT OF WARRANTY, THE DRIVERS WINDOW SWITCH FAILED WHICH I REPLACED ON MY OWN, AND YESTERDAY THE SERPENTINE ACCESSORY BELT BECAME MISALIGNED DUE TO THE FAILURE OF THE LOWER BELT PULLEY ON THE CRANKSHAFT, ALSO BURNING OUT THE ACCESSORY BELT TENSIONER ALONG WITH THE SERPENTINE BELT. STILL OWING \$20K PLUS ON THIS VEHICLE DOESN'T MAKE THESE MAJOR REPAIRS ANY EASIER TO SWALLOW. I HAD MORE CONFIDENCE IN MERCEDES THAN THIS. MY QUESTION IS, WITH THESE FAMILIAR FAILURES, (ACCORDING TO THE DEALERSHIP) WILL MERCEDES HELP KEEP ITS CUSTOMER BASE WITH SOME FINANCIAL AID FOR THESE UNTIMELY REPAIR BILLS? (ps) I HAVE NOT APPROACHED BOB NEIL DEALERSHIP ABOUT THIS MATTER BECAUSE I PURCHASED THE VEHICLE ELSEWHERE. ANY ASSISTANCE WILL BE GREATLY APPRECIATED.

Survey Information

MB Vehicle you are most interested in: ML320

When do you plan to purchase or lease your next car? 4+ years

I would like a test drive: No

I would like to be contacted by a salesperson: Yes

Day Phone Number: - ext:

Evening Phone Number: (336) 889-3487 ext:

Preferred number: Home

Preferred time to call: Afternoon

Mercedes-Benz Ownership

Have you ever leased or owned a Mercedes-Benz? Yes

Vehicle Year: 1998

Model last leased or owned: ML320

Do you currently own a Mercedes-Benz? Yes

Vehicle Year: 1998

Model You Own: ML320

07/23/2002 09:14:50 Cleveland Best 6344

Writer called customer regarding above inquiry—left message with wife to have him call back to discuss his inquiry

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID : 539525 **Cus Ident** 13637513 **Legal** **Note Type** Summary Note
Customer Ms. Mary Nelson
Address 93 Langley Rd

Brighton MA 021353010

Phone (617)824-1273 **Phone Location** Business

Assign Dir 36132 **MERCEDES-BENZ OF WESTWC WESTWOOD** MA

Sell Dir 01100

Last Sell Dir 01100

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A090290	World Vin: 4JGAB54E8XA090290
Mileage 59000	Prod Date 01/13/1998
Warr Date 02/04/1998	Model ML320 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	07/28/2002 16:53:03	Honora Duffy	6307

Summary Notes

07/28/2002

18:53:12

Honora Duffy

6307

Internet received:

E-mail: nely422@aol.com

Comments: I am writing to make a complaint. I own the above referenced Mercedes in addition to a 1970 280SL. I am very disappointed in the ML. During the past several months, I have had the driver side window switch and the harmonic balancers replaced. Now my skyview roof is stuck open. It seems that the frame for the skyview is broken and as a result has burned out the motor. I bought my car a little over a year ago. At that time it was two years old, and had previously been a lease. According to carfax, it had never been in an accident. I have purchased Mercedes vehicles because of their reputation for quality and safety. I am very dismayed at with this vehicle and am unsure that I will purchase another one in the future. Evidently the extended warranty that I purchased when I bought the car does not cover the frame of the skyview. Due to that, it will not cover the motor since the burnt out motor is a result of the break in the frame. The dealer, that priced the repairs, gave me a repair price of almost \$7,000. For a car of Mercedes quality that is less than 4 years old and only 56K miles, the cost of the repair is astronomical. I don't mind the cost of normal maintenance being more, however I thought that I had purchased a quality product. I have never been so disappointed in a car before. My previous car was an American made car that I also purchased when it was two years old. I kept it for an additional 9 years and in total never put more than \$1,000 a year including normal maintenance. I had purchase my '70 SL first, and liked the Mercedes quality so much that I purchased the '99 ML over a Ford Explorer. I now find it unimaginable that I would have been better off with the Explorer. Please let me know if there are other reports that indicate there have been troubles with the ML class. I feel that these types of repairs should not be happening at this age and mileage of the vehicle. Extremely Disappointed, Mary Nelson

Customer called - I found out that she purchased car used with after-market warranty (non-MB). She claimed she spoke to "J. Bowling @Clair several weeks ago who told me that my warranty company won't cover repairs because it's the frame of the sunroof & they claim it's a manufacturing defect/responsibility"

Customer seeking post-warranty goodwill - I guided her to speak with Bob Joyce; Service Manager would pull file determine what was found @inspection & provide company decision whether MB would participate in repairs, since her warranty company declined (no encouragement was given from this writer).

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

Note ID 539926 **Cus Ident** 5782970 **Legal** **Note Type** INTERNET MES
Customer Ms June **Impson**
Address 609 Greenwood Dr.

Denton TX 762092127

Phone (940)300-8292 **Phone Location** Business**Assign Dir****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** 1631541A020555 **World Vin:** 4JGAB54E0WA020555**Mileage** 29797 **Prod Date** 01/09/1998 **Warr Date** 01/22/1998 **Model** ML320 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/30/2002 09:51:29	Patrick Hunter	

Summary Notes

07/30/2002 09:51:31 Patrick Hunter

Thank you for your recent internal messages.

We regret to learn of your disappointment with your recent need for service and we apologize for any resulting inconvenience. You may wish to review your vehicles current repair requirements with the Service Manager of the dealer who can address your concerns directly. If you have any further questions please feel free to contact me v email anytime.

Best wishes for safe and pleasant driving.

Patrick Hunter
Customer Relations

— Forwarded by Diane Lima/HQ/MAIL/MBUSA on 07/29/02 03:16 PM —

□ "bauhaus@aolmail.net" <bauhaus

□ 07/27/02 12:41 PM

□ □

□ □ To: "mailmaster@mbusa.com" <mailmaster@mbusa.com>, "webteam@bamabanz.com" <webteam@bamabanz.com>, "marie.pullen@mbusi.daimlerchrysler.com" <marie.pullen@mbusi.daimlerchrysler.com>

□ □ cc:

□ □ Subject: Owner Feedback MBUSI (OUSI)

You have received owner feedback from <http://www.mbusi.com>

REMOTE ADDR..207.136.10.22

HTTP BROWSER..Mozilla/4.79 (Macintosh; U; PPC)

First Name:....mary June

Last Name:....Impson

Street:.....609 Greenwood

State:.....TX

ZIP:.....76209

Country:.....USA

Email:.....bauhaus@aolmail.net

Phone(H):.....940-566-1447

Phone(W):.....940-300 8292

FAX:.....

MB Vehicle1:..

MB Vehicle2:..

COMMENTS:.....4JGAB54E0WA020555

I have had what I consider more than a normal amount of things go wrong with my ML320. The latest, and most serious problem was that the harmonic balancer came apart while I was driving the car down the highway. Fortunately I was near a shopping center and was able to get off the road. I have a letter here before me from Mike Jackson who was president of the North American Co. at the time I purchased this vehicle. He congratulated me on my acquisition and wished me "many years of driving pleasure." Right now I am feeling extremely disappointed in this vehicle which I had expected to be the best car I had ever owned. Instead, I have had more things go wrong with it than any car I have ever owned.

I would like to go over the history of the vehicle with someone and get some feedback about what I might do at this point to resolve the current—and most expensive problem. Currently, of course, I have it in a Mercedes dealership shop waiting to decide what to do.

I will appreciate a prompt reply.

Thank you,

Dr. June Impson

— Forwarded by Diane Lima/HQ/MAIL/MBUSA on 07/29/02 03:16 PM —

□ bauhaus <bauhaus@aolmail.net>

□ 07/27/02 07:50 PM

□ □

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

Note ID 541001 **Cus Ident** 3289367 **Legal** -**Note Type** Summary Note
Customer Mr David M Dickson
Address 3880 Lake Harney Cir

Geneva FL 327329850

Phone (321)730-5716 **Phone Location** Business**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 1631541A050246 **World Vin:** 4JGAB54E5WA050246
Mileage 108688 **Prod Date** 08/25/1998 **Warr Date** 08/30/1998 **Model** ML320 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		08/02/2002 14:16:28	Cynthia Feuss	6289

Summary Notes

08/02/2002 14:16:42 Cynthia Feuss 6289

Owner (very polite & calm) alleges harmonic balancer malfunction, claims the pulley caused a lot of damage, specifically to the upper oil pan, that repairs by 14320 were billed at a total of \$2,411.58, which owner states included \$75. for towing. Owner states "its one thing for the balancer to fail, but the damage that the pulley cause is just plain indicative of a poor design. Not only that, Mercedes is aware that this is a known problem. Your tech at MB Orlando showed me another Harmonic Balancer job he was working on, and my brother had to have it replaced at under 40k miles - but at least he was lucky enough to have it fail while the car was under warranty. This tells a very clear story in my eyes. I know the car is out of warranty, but it would seem to me that MB should acknowledge this problem and take some responsibility for it." Owner alleges "it took 5 hours for this repair, and I was charged \$1400. for labor. It seems to me that \$250+ per hour is too steep even for Mercedes".

I apologize to owner for his experience, I advise that due to the mileage on the vehicle that goodwill assist was unlikely. Owner is disappointed to hear this, then asks, "what about the labor rates?" I advise owner that dealers are privately owned & as such, set their own pricing, etc. I advise owners that many dealers go by flat rates. I suggest to owner any more specific questions about his bill should be discussed with dealer SM. Owner indicates that he will call SM and thanks me for "listening to me vent." Owner also specifically comments his SA Debby, several times, states she is a "pleasure to work with."

08/08/2002 09:51:28 Cynthia Feuss 6289

FOLLOWING EMAIL FROM SPOM RENICK TO ART/TOM AT DEALER: Art/Tom: I agree with your decision not to offer any goodwill for this repair. Paul

11/12/2002 12:38:20 Paul Renick 6200

Customer left message for writer on 11-11-2002 requesting a meeting to discuss "4 major things that are wrong with the vehicle at this time" and MBUSA goodwill. Message left for customer with numbers should he want to contact writer directly. Advised customer on message that based on mileage no financial assistance will be offered but that I would be happy to hear anything that he had to say. pwr

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

Note ID	541705	Cus Ident	6608933	Legal	Note Type	Summary Note
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Customer	[REDACTED]
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Address	[REDACTED]
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Dallas	TX	[REDACTED]
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Phone	[REDACTED]	Phone Location	Mobile
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Assign Dir 75568	PARK PLACE MOTORCARS	DALLAS	TX
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Sell Dir 75568	PARK PLACE MOTORCARS	DALLAS	TX
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Last Sell Dir 75568	PARK PLACE MOTORCARS	DALLAS	TX
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Note to Market Ind:	Amount
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Vehicle Information

DBAG Vin	1631541A	[REDACTED]	World Vin:	4JGAB54E9XA	[REDACTED]
Mileage	104000	Prod Date	07/29/1999	Warr Date	07/31/1999
		Model	ML320	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	08/16/2002 17:45:12	Lois Grillo	4827

Summary Notes

08/06/2002	13:32:14	Lois Grillo	4827
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Customer [REDACTED] phoned the CAC she claims that she is about to file suit regarding her 1999 ML320 with 104,000 miles. Customer claims that for the last 11 service visits she has incurred \$7,557.35 in charges for which M-B has picked up half. Customer states that she is sending a letter out lining her issues to CAC to indicate that she is concerning filing suit.

08/08/2002	10:07:27	Lois Grillo	4827
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Customer, [REDACTED] JD, faxed a 4 page letter dated 8/8/02, addressed to Customer Relations at MBUSA & Ned Grossman, Park Place Motors and attached a letter (dated Sept. 5, 2001, addressed to Mark Schwanz at Park Place Motors.

In letter, customer states that it is our intent to claim a breach of warranty and negligence against MBUSA & Park Place Motors. Customer alleges that dealer mislead them indicating that their 1999 ML320 would run 5-6 years reliability. Customer states that they financed the vehicle for 7 years and claims that in the past 11 months repair totaled \$7,557.35 with their actual out of pocket expense being \$3,572.36.

Customer states we took delivery on 8/10/99 and their 4/yr. statute of limitations is approaching a the end of this week, it will be necessary for each of you to have someone in authority provide a letter waiving the statute of limitation defense for the term of any discussion. Without resolution or a letter extending the statute for discussions, we feel that we have no option other than to file suit on Friday.

In the 8/5/01 letter to dealer, Dr. Michael James claims it is his understanding that \$3984.99 for the replacement of the Harmonic balancer & assume that the B-service has been done.

Per SPOM respond with letter outlining MBUSA warranty limitations. copy of letter faxed to SPOM, NTMT