

PE03-058
HOGAN & HARTSON
FOR
MERCEDES-BENZ
3/12/2004
ATTACHMENT A
PART 4 OF 5

Summary Notes

08/19/2002

17:45:11

Lois Grillo

4827

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

201-505-4827

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 543369 **Cus Ident** 12122234 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Park Ridge IL [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 22117 MERCEDES-BENZ OF CHICAGO CHICAGO IL
Sell Dir 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Last Sell Dir 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E3WA [REDACTED]
Mileage 66000 **Prod Date** 10/02/1997 **Warr Date** 10/21/1997 **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	08/13/2002 11:28:50	Cynthia Feuss	6289

Summary Notes

08/13/2002 11:22:24 Cynthia Feuss 6289

Owner of pre-owned 1998 ML320, 66k, claims while on vacation he experienced loss of power steering, and temperature rising, he had vehicle towed Auto Clinic Inc in Lake Geneva, WI because the closest dealer was in Janesville and was 2 hours away. Owner claims tension rod (Or damper) that goes around the V belt exploded and radiator & seal, had to be replaced, tension rod, fan, vibration dampener, as well as v belt. Owner is seeking goodwill assistance, claims he paid \$1051.00 for repairs, and he still has issue with check engine light on and temperature gauge.

Owner purchased vehicle from Luxury Motors (an independent) about a year and a half ago with approx. 45k mile. Owner states that he has had the car serviced at Loeber in Chicago.

I apologized to owner for his experience, assure I will document same, and advise owner that vehicle is out of warranty, but if he wants to pursue request for assist, to review his concerns with dealer SM. Owner states he will either take the vehicle to Loeber/Chicago or Laurel Motors.

11/23/2002 15:32:34 John Hart 4669

Customer claims there are multiple concerns with the vehicle. Customer claims the tension rod is broken. Writer advised customer speak with the service manager of the dealership who fixed the tension rod previously. Customer states the previous dealer it is to far away, and will visit the local dealership.

11/27/2002 11:14:48 Joseph Burka 6249

Owner called back in regards to above. Owner has not yet taken vehicle to dealer. Owner was complaining about frequency of repairs, etc. and how "MB knows these vehicle's are pieces of junk". Writer explained to owner that MB would look at repairs individually on a case-by-case basis provided vehicle was inspected by dealer. Writer explained to owner that goodwill was already provided previously (8/22 for suspension) even though vehicle was purchased pre-owned and through independent dealer. Owner did not like this response and hung up on writer.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 545976 **Cus Ident** 6144103 **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:** 4JGAB54E8WA [REDACTED]
Mileage 37974 **Prod Date** 03/03/1996 **Warr Date** 03/21/1996 **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	08/23/2002 09:10:48	Frank Parents	4675

Summary Notes

08/23/2002 09:10:58 Frank Parents 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 08/28/1998 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	4882

Summary Notes

09/10/2002 17:01:20 Toniann Corrigan 4882

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 Callber 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 Callber 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 [REDACTED] or his home phone - [REDACTED]

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 dealers diagnosis. Furthermore MBUSA supports the goodwill offer made by dealer.

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

Nota ID 553819 Cus Ident 15996739 Legal Note Type Summary Note

Customer

Address

New Canaan

CT

Phone

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 World Vin: 4JGAB54E9WA
 Mileage 70081 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 E	Summary Note from Old System-NOT ACTIV	09/24/2002 17:54:26	Lois Grillo	4627

Summary Notes

09/24/2002 17:53:52 Lois Grillo 4627

this sum note cancels SN #553811 (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 16:15:25 Lois Grillo 4627

Customer alleges that S/M at dealer has not returned his calls regarding post warranty consideration.

10/30/2002 18:25:26 Lois Grillo 4627

Customer requests that S/M return his call

01/30/2003 17:21:44 Lois Grillo 4627

Writer spoke with S/M John Antalik - 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 4827

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 1631541A [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 09:59:57	Cynthia Feuss	6288

Summary Notes

09/25/2002 09:59:06 Cynthia Feuss 6288

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

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID	555867	Cus Ident	3200990	Legal		Note Type	Summary Note
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Customer**Address**

Myrtle Creek

OR

Phone**Phone Location**

Assign Dir 86103	MERCEDES-BENZ OF EUGENE	EUGENE	OR
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Sell Dir 86604	MERCEDES-BENZ OF PORTLAND	PORTLAND	OR
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Last Sell Dir 86604	MERCEDES-BENZ OF PORTLAND	PORTLAND	OR
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Note to Market Ind:	Amount
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Vehicle Information**DBAG Vin** 1831541A**World Vin:** 4JGAB54E6WA**Mileage** 107392 **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 10:04:56	Michael Reger	8383

Summary Notes

10/01/2002	10:04:53	Michael Reger	8383
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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	8298
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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

CONFIDENTIAL

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 11:14:53	Miriam Clark	4999

Summary Notes

10/01/2002 11:15:03 Miriam Clark 4999

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 556503 **Cus Ident** 2986808 **Legal** **Note Type** FSS **Class** Actor
Customer [REDACTED]
Address [REDACTED]

Naperville IL [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 22115 **MERCEDES-BENZ OF NAPERVI** **NAPERVILLE** IL
Sell Dir 01303 **JACK INGRAM MOTORS, INC.** **MONTGOMERY** AL
Last Sell Dir 01303 **JACK INGRAM MOTORS, INC.** **MONTGOMERY** AL
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5XA [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	Field Service System Notice	11/06/2002 09:11:36	Lois Grillo	4627

Summary Notes

10/02/2002 16:04:01 Lois Grillo 4627

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 4627

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 09:38:12 Lois Grillo 4627

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 4627

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 that letter go.

Wade Messing
 Service & Parts Operations Manager

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 558709 Cus Ident 5563368 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: 4JGAB54E2WA [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	Summary Note from Old System-NOT ACTV	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

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 558762 Cus Ident 8978555 Legal Note Type Summary Note

Customer

Address

Wrightsville Beach NC

Phone

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 1631541A World Vin: 4JGAB54E7WA
 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 System	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 Hoay 4805

Customer called the CAC regarding the harmonic balancer. He claims the dir 59229 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

00150000

Mercedes Benz of U.S.A

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:** 4JGAB54E2XA [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 1998 & 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, IF MELBOURNE FL

Last Sell Dir 14113

CONTINENTAL MOTORCARS, IF MELBOURNE FL

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED]

World Vin: 4JGAB54E1WA [REDACTED]

Mileage 63069 Prod Date 04/09/199E Warr Date 04/17/199E 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	10/24/2002 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 Blasie 4820

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 10/29.

Another copy of his letter comes 209962 was referred to writer - duplicate of fax copy.

11/13/2002 15:50:48 James Blasie 4820

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 14:56:28 Cleveland Best 6344

Mr. Glammarco called CAC. Customer requested reimbursement for the repair of the front crank pulley (\$2900). 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**

00111111

Note ID 567424 **Cus Ident** 14531957 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Jr**
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:** 4JGAB54E4WA [REDACTED]
Mileage 92589 **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	11/06/2002 15:00:45	Cynthia Feuss	6289

Summary Notes

11/06/2002 14:55:18 Cynthia Feuss 6289

Owner of preowned 1998 ML320 sends Crown 01316 RO for harmonic balancer repair performed 10-08-02, 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 6289

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 East	5344

Summary Notes

CONFIDENTIAL

11/06/2002 15:43:28 Cleveland Best 6344

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 1-800-367-6372.

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>, "marie.pullen@mbusidaimlerchrysler.com" <marie.pullen@mbusidaimlerchrysler.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.....84.175.248.31
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# 4JGAB64E8W/[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 65,000 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 [REDACTED]

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

Note 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	Lola Grillo	4627
Summary Note from Old	Summary Note from Old System-NOT ACTIV	11/08/2002 17:20:23	Lola Grillo	4627

Summary Notes

11/08/2002 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.

11/08/2002 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 Lola Grillo 4627

S/M Randy Berkley dealer 08512 confirms that on 12/17/02 (81,371 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

11/14/2002 12:58:34
Gregg Mault 6350

Note ID 569605 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 12:58:34	Gregg Mault	6350

Summary Notes

11/14/2002 12:58:44 Gregg Mault 6350

Writer received call from husband [Redacted] 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 MIL 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 Dearing	6200

Summary Notes

11/18/2002 13:03:24 Craig Dearing 6200

Client was reimbursed for a vibration 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

Note ID 572810 **Cus Ident** 10137915 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Lithonia** **GA** [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 1631541A [REDACTED] **World Vin:** 4JGAB54E2YA [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 S	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 6369 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 576643 Cus Ident 11838141 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Drexel Hill PA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ

Sell Dir 56118 MERCEDES-BENZ OF SOUTHAI SOUTHAMPTON NY

Last Sell Dir 51209 MERCEDES-BENZ OF CHERRY CHERRY HILL NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E5WA [REDACTED]
 Mileage 53221 Prod Date 09/09/1997 Warr Date 10/21/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/09/2002 15:34:28	Cynthia Feuss	6289

Summary Notes

12/09/2002 15:34:02 Cynthia Feuss 6289

Owner claims 51209 has advised of need for \$1k repairs, water pump, tensioner pulley, etc. Owner thought this would be covered under Starmark, but Starmark expired on 10-21-2002. Owner claims "this car is a headache, every time I bring it to them for repairs, they mess things up, they forgot to align it once, it took forever for them to repair the steering, I think I had to go back 4 or 5 times. I have just had it with this car." Owner states he has not yet spoken with SM.

I apologize to owner for his concerns , suggest he speak directly with dealer SM who has full auth. to review any request for post warranty assist.

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

Note ID 578873 **Cus Ident** 4840987 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Havelock **NC** [REDACTED]

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

Assign Dir 59213 **VALLEY MOTORS INC** **FAYETTEVILLE NC**
Sell Dir 59213 **VALLEY MOTORS INC** **FAYETTEVILLE NC**
Last Sell Dir 59213 **VALLEY MOTORS INC** **FAYETTEVILLE NC**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5XA [REDACTED]
Mileage 25000 **Prod Date** 12/08/1998 **Warr Date** 12/29/1998 **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	12/09/2002 16:31:04	Cynthia Feuss	6259

Summary Notes

12/09/2002 16:30:36 Cynthia Feuss 6259

Owner wants to talk to TS re: "deterioration of Crankshaft dampeners on the 1999 ML320, claims he knows of "several friends who have had theirs replaced by an independent, and I want to know what is wrong with the system and how many of these things have you had to replace. I am worried about when this will happen to my car

I advise owner I am not aware of any wide spread reports of this concern, that we do not have the repair #'s he is requesting, dealer SM in best position to address any technical issues. Owner displays displeasure with my response, claims "you dealer that you are referring to gives bad information. They told me to use synthetic oil in my 16 year old Benz which resulted in a lot of problems for me that an independent fixed...so I do not trust your dealers..." Owner is quite vocal for several minutes.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 578715 **Cus Ident** 797194 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Glendale** **CA** [REDACTED] **Phone Location** Business
Assign Dir

Sell Dir 05101 **FLETCHER JONES MOTOR CAF NEWPORT BEA CA**

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXWA [REDACTED]
Mileage 95000 **Prod Date** 03/17/1998 **Warr Date** 04/07/1998 **Model** ML320 **1998**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	12/18/2002 21:12:00	Kathleen Durning	4633

Summary Notes

12/16/2002 21:10:58 Kathleen Durning 4633

Thank you for your recent e-mail.

We regret to learn of the need for repairs to your ABS system on your M-Class, however, lacking direct involvement in the inspection and service of your vehicle prevents us from commenting with specifics.

All post warranty repairs must be reviewed by the dealer Service Manager for any consideration which may be provided. The decision of the service manager is upheld by Mercedes-Benz USA (MBUSA). We suggest you discuss your request for assistance with the Service Manager at Rusnak/Pasadena, if you have not spoken to him already. A Service Advisor at the dealer is not in a position to provide post warranty assistance but the Service Manager has been given the authority to review these issues on behalf of MBUSA.

The opportunity to respond is appreciated.

Kathleen Durning
MBUSA,LLC

E-mail: electra@pacbell.net

Comments

I LEASED A ML-320 ON 1998 , FOR TWO YEARS, THEN I BOUGHT IT FROM FLETCHER JONES IN S. CALIFORNIA, WITH BUMPER TO PUMPER EXTENDED WARRANTY FROM DFS. I DID NOT HAVE GOOD EXPERIENCE WITH THISCAR, I LOVE THE HADELING IT IS A GRATE CAR, BUT SO FAR GAVE ME A LOT OF HEAD ACHE WHICH I DO NOT EXPECTED FROM MB, SO FAR I BOUGHT 6 NEW MB AND ONE SECON HAND, ALL OF THEM WAS PERFECT. THIS ONE IS LESS THAN A 5 YEARS WITH 95000 MILES ON IT, FOF ALL THE SERVICES I AM TAKING IT TO RUSNAK PASADENA (S. CALIFORNIA, LOS ANGELES). SO FAR I HAD THE FOLLOWING PROBLEMS IN THE LAST FOUR YEARS WITH THIS CAR: ALL THE REPAIR HISTORIES AND DOCUMENTS ARE WITH THE DEALER. 1-CRACK ON ENGINE MANIFOLD 2-PROBLEM WITH TRANSMISSION 3-PROBLEM WITH SUN ROOF 4-PROBLEM WITH PASSENGER WINDOW 5-PROBLEM WITH FUEL SYSTEMS 6-PROBLEM WITH POWER STEERING SYSTEM 7-PROBLEM WITH THE REAR SEAT 8-PROBLEM WITH TENSIONER 9-PROBLEMS WITH THW IGNITION KEY 4 TIMES I AM NOT MENTIONING THE OTHER REGULAR AND SMALL REPAIRES. YESTERDAY I FOUND CRACK ON TH ABS PASSENGER SIDE WHICH BROUGHT THE SFTY ISSUE FOR ME, I TOOK IT TO THE DEALER THEY SAID IT IS NOT UNDER WARRANTY, I CALLED AND SPOKE WITH ONE OF YOUR CUSTOMER SERVICE REPS TO DAY HE SAID, IF IT IS NOT UNDER WARRANTY, MB CAN NOT DO ANYTHING. FOR ME THE SAFETY OF THE PASSENGERS IS MY FIRST PRIORITY I HAVE TWO YOUNG KIDS. THE QUESTION IS: HOWCOME A NEW CAR LIKE MB WITH LESS THAN A 100,000 MILES, HAVING ONLY ONE OWNER, BEING CUSTOMER WITH MB FOR A LONG TIME, CAN NOT GET WARRANTY ON ONE OF THE MOST IMPORTANT AND SAFETY ISSUES?

Summary Note Information**Mercedes Benz of U.S.A****Note ID 579025 Cus Ident 7479304 Legal Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]

Tuscaloosa AL [REDACTED]

Phone [REDACTED] **Phone Location Residence****Assign Dir** 01316 CROWN AUTOMOBILE CO. INC. HOOVER AL**Sell Dir** 01325 LEIGH AUTOMOTIVE TUSCALOOSA AL**Last Sell Dir** 01325 LEIGH AUTOMOTIVE TUSCALOOSA AL**Note to Market Ind: Amount****Vehicle Information**

DBAG VIN 1631541A [REDACTED] **World VIN:** 4JGAB54E4XA [REDACTED]
Mileage 99217 **Prod Date** 09/10/1998 **Warr Date** 10/09/1998 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/17/2002 16:24:12	Mike Siracusa	6326

Summary Notes

12/17/2002 16:33:46 Mike Siracusa 6326

Writer received a call from Larry Allredge, Service Manager for Crown Automobile in reference to post warranty consideration regarding client's 1999 ML320. According to service manager, client visited dealer with an issue regarding noise in engine compartment. Service writer advised client that her vehicle is in need of a harmonic balancer to correct noise. Client was dissatisfied when advised that repair would be at her expense and requested post warranty consideration (as per Larry Allredge.) Service manager requested documentation of this matter in the event client should phone CAC requesting her dealer assume charges on repair as service manager reviewed situation and has denied any post warranty consideration at this time.

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

Note ID 580280 Cus Ident 4757027 Legal Note Type Summary Note

Customer

Address

Lewisville

TX

Phone

Phone Location

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

World Vin: 4JGAB54E3XA

Mileage

39267

Prod Date 01/22/1999

Warr Date 02/05/1999

Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	12/26/2002 10:04:37	James Blaise	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	12/26/2002 10:06:28	James Blaise	4620

Summary Notes

12/26/2002 10:04:22 James Blaise 4620

Customer called din and alleged vehicle has safety defect - power steering hose burst several weeks ago, then a week "harmonic balancer detached from crankshaft", both times incapacitating vehicle; he has spoken to Svc mgr who advised he call MB; customer stated he has written letter to NHTSA to file complaint on balance as a safety defect; that he has appointment with MB regional rep when rep returns from vacation.

Writer apologized for any possible inconvenience and advised him that his call would be documented.

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

0011

Note ID 581780 **Cus Ident** 12997175 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone **Phone Location**
Assign Dir 30104 ARISTOCRAT MOTORS SHAWNEE MISS KS
Sell Dir 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX
Last Sell Dir 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXXA [REDACTED]
Mileage 71000 **Prod Date** 06/15/1996 **Warr Date** 06/25/1996 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	01/03/2003 12:28:41	Lois Grillo	4827

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fuel System	Fuel System	01/03/2003 12:29:15	Lois Grillo	4827
Air Bags	Airbag	01/03/2003 12:28:59	Lois Grillo	4827

Summary Notes

01/03/2003 12:28:06 Lois Grillo 4827

Customer, [REDACTED] phoned the CAC to express her disappointment that dealer 301104 charged her a diagnostic fee (\$200) when she recently brought her vehicle to dealer with an SRS light complaint. Customer alleges that her vehicle has repaired in Texas (12/26/02 for a faulty fuel one, pump and harmonic balancer while traveling in TX). Customer alleges that on the return trip to KS (877 miles) the SRS light came on intermittently & she made an appointment with dealer 30104. Customer alleges that the light went off that day & the dealer could not find any problems but did tell her that they cleared out some old codes. Customer also alleges that her air conditioning was not working properly in TX but dealer 3-104 could not find anything wrong.

Writer referred customer to the S/M of dealer 30104 for an explanation of what dealer found.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 582680 **Cus Ident** 9798360 **Legal** **Note Type** Summary Note

Customer [REDACTED]
Address [REDACTED]

Sacramento CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Sell Dir 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX

Last Sell Dir 75565 MERCEDES-BENZ OF SAN ANT SAN ANTONIO TX

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXX [REDACTED]
Mileage 57000 **Prod Date** 01/15/1999 **Warr Date** 01/29/1999 **Model** ML320 1999

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	01/07/2003 12:55:34	Thomas Trivento	

Summary Notes

01/07/2003 12:55:23 Thomas Trivento

Customer called to document that vehicle allegedly needs harmonic balancer replacement and he will work with dealer regarding possible financial asst. In repairs needed. Customer will recontact CAC if further discussions necessary.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 583677 **Cus Ident** 14763733 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Roanoke VA [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 80211 **WEST MOTOR SALES** **ROANOKE VA**
Sell Dir 25100 **SHAVER IMPORTS** **FORT WAYNE IN**
Last Sell Dir 25100 **SHAVER IMPORTS** **FORT WAYNE IN**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E3WA [REDACTED]
Mileage 62000 **Prod Date** 10/29/1997 **Warr Date** 11/20/1997 **Model** ML320 1998

General issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/09/2003 16:43:53	Amy McNally	4636

Summary Notes

01/09/2003 15:58:41 Amy McNally 4636

Customer contacted CAC in regards to his warranty. Customer claims that vehicle was purchased used from Shaver Imports in Ft. Wayne, IN. Customer stated "When I purchased the car, I made sure to get a extended limited warranty. I was under the impression that I was covered until 75,000/5 years. During the Christmas holiday my wife was driving the vehicle and there was a audible pop. The dealer determined that it is the balancer in the motor brake. So needless to say the \$2200 estimate was a shock, I thought I was still covered. It was brought to my attention that the warranty is five years from the original date, so my warranty expired 11/22/02". Customer claims that West Motor Sales is willing to cover about \$800 of the cost adding that customer is being charged the wholesale rate of service. Customer stated "Scott has been nothing but helpful, it was his suggestion to contact yc guys for what is called a post warranty consideration". Writer added to customer that any warranty decision is final by the dealership and should be addressed accordingly. Writer will send a NTMT.

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

00171

Note ID 592068 **Cus Ident** 10089684 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address

Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Sell Dir 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA
Last Sell Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1831541A [REDACTED] **World Vin:** 4JGAB54E2WA [REDACTED]
Mileage 50401 **Prod Date** 01/16/1998 **Warr Date** 02/26/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/04/2003 19:32:23	Thomas Nardi	6297

Summary Notes

02/04/2003 19:32:11 Thomas Nardi 6297

Customer called seeking goodwill towards the replacement of her belt tensioner and dampener. Customer alleges that she was only 500 miles out of warranty, got stuck out of town, dealer 49702 charged her for the repairs and supposedly advised her that her normal dealer would probably have not charged her. Customer states that 49702 advised her to contact her selling dealership.

Writer confirmed that she should discuss her situation with Steve Crosby the SM @ the selling dealer. Writer explained that if necessary the SM can research with a regional manager. Writer emailed SPOM's from both dealers.

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

Note ID 593905 Cus Ident 14667826 Legal Note Type Summary Note

Customer

Address

Naples

FL

Phone

Phone Location Business

Assign Dir 14340

MERCEDES-BENZ OF NAPLES NAPLES FL

Sell Dir 09127

MERCEDES-BENZ OF NORTH F NORTH HAVEN CT

Last Sell Dir 09127

MERCEDES-BENZ OF NORTH F NORTH HAVEN CT

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541A

World Vin: 4JGAB54E8WA

Mileage 71329 Prod Date 10/08/1997 Warr Date 10/24/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/11/2003 14:42:22	Cynthia Feuss	8289
Internet	Internet Inquiry	02/11/2003 14:42:12	Cynthia Feuss	8289

Summary Notes

02/11/2003 14:42:00 Cynthia Feuss 8289

Corr # 214851: Dated 2-10-03; rec'd & replied 2-11-03

Dear [REDACTED] Thank you for your message. We are sorry to learn of the technical difficulty you have experienced with your 1998 ML320 and understand that the need for repairs is seldom pleasant. The Service Manager at Mercedes-Benz of Naples has the full authority to review any request for post-warranty consideration. Please contact the Service Manager directly to discuss your concerns. Once again, we apologize for any inconvenience you have experienced and thank you for this opportunity to respond. Sincerely,
Cynthia Feuss Customer Relations

Comments: 2/10/03 I towed my vehicle to a private repair shop due to a loud rattle in the front of the engine compartment and a smell of something burning. The garage that I brought it to stated that the harmonic balancer has split and damaged a cover in the front of the engine. The mechanic said that this is a common occurrence on the ML320's and he has heard that Mercedes is correcting this problem w/o charge for the owners. I then had the vehicle towed to Naples Mercedes and am dealing with Tino. His number is [REDACTED] Please contact him in the morning to okay this repair. Thank for your time. Gerald ☐☐☐☐

Survey Information: Day Phone Number: [REDACTED] Evening Phone Number: [REDACTED] Preferred number: Work Preferred time to call: Morning Fax: - VIN Number: 4JGAB54E8WA [REDACTED] Vehicle Year: 1998 Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 595698 Cus Ident 6320594 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Eden Prairie MN [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

Sell Dir 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN

Last Sell Dir 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E7WA [REDACTED]

Mileage 45283 Prod Date 04/13/1998 Warr Date 05/07/1998 Model ML320 1998

Summary Notes

02/19/2003 11:00:52 Geoff Lewis T427

Owner is requesting goodwill assistance with rear shock repl, MAS airflow sensor, and belt tensioner. Dir offered 100% parts, customer accepted (Mrs. Nerison), then husband called back wanting complete repair paid for. Svc Mgr states he will hold his original offer of parts only open for now.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 599644 **Cus Ident** 11875496 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fort Lauderdale FL [REDACTED]

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

Sell Dir 05102 KEYES EUROPEAN, LLC VAN NUYS CA
Last Sell Dir 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E7WA [REDACTED]
Mileage 48000 **Prod Date** 10/22/1997 **Warr Date** 11/11/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internal	Internet Inquiry	08/03/2003 14:27:34	Frank Parente	4675

Summary Notes

00:00:00

03/03/2003 14:27:27 Frank Parente 4675

Comments: My partner and I are both realtors.. we drive MBZs for 3 reasons: 1) SAFETY -we drive a lot- 2) RELIABILITY -we can't get stuck from point a to b with customers in the car.. 3) EASY TO HANDLE -ability to maneuver. We both used to say : if we buy a car again -we lease them now- It will only be a MBZ.. because we felt confident that Mercedes Benz backed their product and they made good reliable, safe and easy to handle cars. Then we bought a 1998 ML320 2 years ago with only 27000 miles on it. Paid cash for it.. and then we moved to SoFla (from California) and our problems began. The ML320 has drained almost \$3,000 in major repairs that includes: RACK AND PINION SYSTEM with STEERING COUPLING, BELT TENSIONER, HARMONIC BALANCER , POWER WINDOW MOTOR REPLACEMENT and BACK PANEL is yet to be replace (got loose by itself). Folks!! what am I driving here ?? a Ford.. a Hyundal ?? This car is only 48,000 miles for heavens sake !! I've talked to a lot of people.. this things are not supposed to go wrong with a car this young. The last straw is th Rack and Pinion... and the service manager appears to believe that this is normal wear and tear and that after the warranty period we are on our own even with major items like these ?? that this was normal because it was the first year Mercedes made this car and many things supposed to go wrong because of this?? don't you suppose to recall this parts?? and if my car is the only one .. don't I fall under the lemon law?? I left a message for Mr. Cambridge -regional manager- and still no call , nothing! not a word! Our other car c280 -leased- is due back this month.. we are looking now in to an alternative car like the BMW530, instead of the E-mercedes.. we are not feeling the way we used to about your product.. and with the problems we had w/the C280.. and the lack of response from Mercedes Benz.. it is getting to a level of total disappointment with your product and customer service at all levels. Kindly, [REDACTED] Realtors, e-PRO Certified Coldwell Banker Florida Fort Lauderdale 1-954-202-2858 ☐☐☐☐☐☐

Survey Information:

Day Phone Number: [REDACTED] ext. [REDACTED]
Evening Phone Number: [REDACTED] ext. [REDACTED]
Preferred number: Home
Preferred time to call: Morning
Fax: -
VIN Number: 4jgab54e7w[REDACTED]
Vehicle Year: 1998
Model You Own : Multiple Vehicles

03/04/2003 15:33:12 Frank Parente 4675

Thank you for your Internet message.

We regret to learn of the circumstances which prompted your correspondence and apologize for any inconvenience these issues may have caused.

As we are sure you realize, no manufacturer can guarantee uninterrupted service. We provide our Limited New Vehicle Warranty, 4 years or 50,000 miles (whichever comes first) for any defects attributable to the manufacturer of the vehicle which may become evident during that time period. Additionally, we will also provide technical assistance to your local authorized dealer, if requested, to ensure that your vehicle is operating properly.

Should you have any additional inquiries, please contact your authorized Mercedes-Benz dealer and speak to the Service Manager.

Thank you for the opportunity to comment .

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

Note ID 603524 **Cus Ident** 2243225 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Jupiter

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 14323 MERCEDES-BENZ OF PALM BE WEST PALM BE FL**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:** 4JGAB54E0WA [REDACTED]
Mileage 50086 **Prod Date** 11/12/1997 **Warr Date** 12/10/1997 **Model** ML320 1998

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	03/14/2003 09:42:50	John Hoey	4805

Summary Notes

03/14/2003 09:42:39 John Hoey 4805

Writer received a copy of a letter sent to the SM at dir 14323 (corresp # 216451.)
 Customer claims a belt fell off his vehicle so he took it to Tires Plus. He claims 14323 informed the independent the problem is due to the harmonic balancer, and is a frequent problem.

Writer cc'd Andrew Kambich.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 607873 **Cus Ident** 5287174 **Legal**
Note Type Summary Note
Customer [Redacted]
Address [Redacted]

San Francisco CA [Redacted]

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

Sell Dir 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISC CA
Last Sell Dir 05612 MERCEDES-BENZ OF SAN FRA SAN FRANCISC CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [Redacted] **World Vin:** 4JGAB54EXWA [Redacted]
Mileage 48363 **Prod Date** 09/16/1997 **Warr Date** 10/27/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	03/28/2003 00:33:52	Kathleen Durning	4633

Summary Notes

CONFIDENTIAL

03/28/2003 00:33:42 Kathleen Durning 4833

Kathleen,

There are a number of criteria I would use to consider this. 1) Is this the original owner? 2) What is the repair history of the vehicle & 3) Did the pulley damage other components on the vehicle? When these come apart, they make lots of noise, if the customer continues to drive, further damage may ensue.

As I am not aware of these issues, I can only assume the dealer has made a good decision.

Thank you.

Adam Noderer
SPOM Market 1 - San Francisco Region
415-710-7824 (cell)

□□

□ Kathleen Durning
□ 03/25/2003 10:28 PM

□□

□□ To: Adam Noderer/171/DCAG/DCX@WK-COOP

□□ cc:

□□ Subject: Naotaka Kumagai- VIN# 4JGAB54EXW [REDACTED] 1998 - ML320

Adam,

We received a fax letter from this customer regarding repairs on this vehicle due to the "front pulley" breaking. Customer states that MB of San Francisco repaired the vehicle and she was provided 50% off the cost of repairs. However, customer is asking that MB pick up the additional 50% since speaking with mechanics she has been informed that this pulley should not have broken with only 48,000 miles on the car.

I realize that the dealer reviews post warranty concerns and they have already been involved with this one but before I respond I wanted to run it past you. The customer paid \$1921 of an estimated \$4000 repair - I am somewhat aware of previous issues we had with our E-Class and the crankshaft pulley and was not sure if any other consideration was warranted.

Thanks for your time in reviewing this - Let me know what you think.

Kathleen Durning
MBUSA,LLC
extension 4833

Summary Note Information**CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID 611096 Cus Ident 16744689 Legal - Note Type Summary Note****Customer** [REDACTED]**Address** [REDACTED]

San Ramon

CA [REDACTED]

Phone [REDACTED]**Phone Location Residence****Assign Dir 05641** MERCEDES-BENZ OF PLEASANTON PLEASANTON CA**Sell Dir 05102** KEYES EUROPEAN, LLC VAN NUYS CA**Last Sell Dir 05102** KEYES EUROPEAN, LLC VAN NUYS CA**Note to Market Ind: Amount****Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin: 4JGAB54E6WA** [REDACTED]
Mileage 77000 Prod Date 12/02/1997 Warr Date 12/23/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	04/09/2003 22:21:07	Kathleen Durning	4633
	Overall Dissatisfaction with Quality	04/09/2003 22:21:06	Kathleen Durning	4633

Summary Notes

04/09/2003 22:20:47 Kathleen Durning 4633

Customer phoned the CAC asking why MB has not issued a recall on the harmonic balancer on the M-Class. Writer informed customer that if he provides me the VIN # I will check and see if there are any outstanding recalls on the vehicle.

Customer was informed that there are no recalls. Mr. Task asked why since his friends who have been MB technicians for years informed him that MB knows there is a problem with this part but have not issued a recall yet. Customer wants to know why this harmonic balancer would fail and cause repairs costing \$6000 - the front of his engine was allegedly damaged on account of this part failure.

Customer asked to speak with someone in engineering- writer informed customer we could have a technical specialist call him tomorrow to discuss. Customer agreed - writer will e-mail Bernard requesting he call customer on cell #.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 611240 **Cus Ident** 16698924 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Jacksonville **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 1631541A [REDACTED] **World Vin:** 4JGAB54E2WA [REDACTED]
Mileage 55000 **Prod Date** 11/20/1997 **Warr Date** 11/30/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	04/10/2003 13:42:30	Cynthia Feuss	6289
	Overall Dissatisfaction with Quality	04/10/2003 13:42:30	Cynthia Feuss	6289
Internet	Internet Inquiry	04/10/2003 13:37:24	Cynthia Feuss	6289

Summary Notes

CONFIDENTIAL

04/10/2003 13:37:15 Cynthia Feuss 6289

Corr # 217823:

Comments: To Whom It May Concern: I am writing to discuss my dissatisfaction with the ML320 I purchased from Brumos Motor Cars in Jacksonville Florida. The car was purchased with approximately 12,600 miles in October 2000, therefore we have owned it approximately 2.5 years. Thankfully there was some warranty left on the vehicle because we have had numerous problems since our purchase. Some of the problems that were corrected are as follows: 1. 2 fuel pumps 2. idle sensor (my suggestion after being to the shop over 2 times but they service department could not identify the problem) 3. suspension bushing 4. window switch 5. Rear window 6. Crankshaft pulley - the pulley came apart and caused additional damage to engine casings that totaled over \$2,200 to fix. Mercedes has agreed to pay for the parts which I am grateful. I have come to the conclusion that overpaid for the vehicle (\$33,000). Due to the problems I felt it might be time to sell or trade the vehicle and move on but when I asked Brumos to give me an estimated on the vehicles trade in value they only offered \$11,000. Having a current loan balance of approximately \$20,000, I am somewhat under water. When I purchased the vehicle I thought I was buying quality and safety therefore I looked by the price. What I received has been anything but. In contrast, I also own a 1999 Nissan Frontier 4X4 (a \$24,000 vehicle) with 45,000 miles and have only changed the battery to date since June 1999. That being said, I wouldn't be the person to ask to give a testimonial for the ML320. I realize that it was the first year you offered this vehicle, but for a company that has a name that is known for quality it is shocking how poorly engineered this vehicle is. I am a person that is very mechanically inclined that grew up on a farm fixing trucks, tractors, motorcycles and snowmobiles therefore I can somewhat provide constructive criticism. If I felt that I have fixed all the potential problems and that the vehicle could be driven another 50,000 miles with only standard maintenance I would be happy but at this point I do not have the confidence in the vehicle. I have written this letter to request that Mercedes buy back my vehicle for the amount due on my loan of approximately \$20,000 and I will go away with a good feeling about your company. I know this will be difficult at the dealer level but maybe this can be handled at the corporate level. Thanks in advance for your consideration. Sincerely, Bruce J. Moffat ☐☐☐☐☐

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: (904) 538-0059 ext:

Preferred number: Home

Preferred time to call: Morning

Fax: (904)538-0059

VIN Number: 4JGAB54E2WA [REDACTED]

Vehicle Year: 1998

Model You Own : M-Class

04/10/2003 13:40:33 Cynthia Feuss 6289

I call owner & advise we are not in position to honor his request to buy back his ML. Owner is very nice, polite, expresses his disappointment w/ vehicle, states he is currently talking to dealer about trade in & states that SM Ronnie Underwood is involved; owner speaks highly of SM Ronnie. I apologize to owner for his disappointment, assure I will document/share his concerns w/ SPOM as he has requested. Owner states he appreciated the personal phone call.

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

0017

Note ID 612090 Cus Ident 8792586 Legal ~ Note Type Summary Note

Customer

Address

[REDACTED]

St Louis

MC

Phone

Phone Location Residence

Assign Dir 45102 PLAZA MOTOR COMPANY CREVE COEUR MO

Sell Dir 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO

Last Sell Dir 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO

Note to Market Ind: Amount

Vehicle information

DBAG Vin 1831541A [REDACTED] World Vin: 4JGAB54E8XA [REDACTED]
 Mileage 51201 Prod Date 02/10/1999 Warr Date 02/19/1999 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/14/2003 17:09:38	Surya Boonphadung	4661

Summary Notes

04/14/2003 17:09:28 Surya Boonphadung 4661

customer called the ccc stating that last wednesday (04/09/03) he visited dealer because of power steering issue (replaced clamp, etc) however on saturday 04/12/03, the harmonic balancer allegedly broke and jammed into the cooling fan. He states he visited dealer and was advised vehicle no longer has any warranty (expired by 2 months/1200 miles), he is awaiting call from service manager.

Writer apologized for inconvenience. writer stated that service manager is empowered by MBUSA to review these kind of request and provide assistance, on a case by case basis. Writer advised customer to speak to service manager regarding this.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 613261 Cus Ident 6392727 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Hobe Sound FL [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

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

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

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E7WA [REDACTED]

Mileage 49544 Prod Date 04/30/1998 Warr Date 05/18/1998 Model ML320 1998

Summary Notes

04/17/2003 16:30:37 Glenn Zitzman 7234

Veh. towed in with crank pulley failure. Veh. shows that maint should have been done 7300 miles ago. (past due)
Owner offered 50% particip. goodwill. Owner demanded 100% goodwill. Owner refused 50% offer. Offer recorded
by SPOM.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 617438 Cus Ident 5304900 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

C/O Sycamore Engineering Inc

Terre Haute IN [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dir 15317 AUTOHAUS POMPANO POMPANO BEA FL

Sell Dir 15317 AUTOHAUS POMPANO POMPANO BEA FL

Last Sell Dir 15317 AUTOHAUS POMPANO POMPANO BEA FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E1WA [REDACTED]

Mileage 23538 Prod Date 10/31/1997 Warr Date 11/13/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	05/03/2003 13:13:31	Jennifer Montano	6312

Summary Notes

05/03/2003 13:13:11 Jennifer Montano 6312

Customer called in alleging that front crank pulley disintegrated and does not want to pay 1500.00 repair. Writer advised customer that vehicle is out of warranty.

Customer also alleging that window switch has been replaced 2x and wants reimbursement for the second time. Writer advised customer to speak with the SM Greg Klein.

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

Note ID 620400 **Cus Ident** 10768982 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Farmingdale

NY [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 55109 RALLYE MOTORS LLC ROSLYN 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 1831541A [REDACTED] **World Vin:** 4JGAB54E4W [REDACTED]
Mileage 81000 **Prod Date** 11/26/1997 **Warr Date** 11/29/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	05/13/2003 16:48:24	Surya Boonphadung	4861

Summary Notes

05/13/2003 16:46:15 Surya Boonphadung 4861

Customer called the CAC stating that the vehicle, which is at Rallye Motors, experienced a bent pulley causing the crank shaft to be "scored". Customer states that this should be covered by MB since it is an unusual issue that should not have happened.

Writer advised post warranty financial assistance can be requested through service manager at dealer, as they are empowered by MBUSA to review such issue/request and on a case by case basis, provide assistance.

05/13/2003 21:50:05 Les Natowich 4897

Customer states/alleges:

-that she was promised a callback from Surya.

-Writer reiterated above remarks, and advised that her SM is the person to communicate with.

05/14/2003 08:48:58 Surya Boonphadung 4861

Writer has a call into service dept asking for a call back to discuss customer's concerns....writer will call dealer again today.

05/14/2003 10:28:44 Surya Boonphadung 4861

Writer called Ken and left vm asking for call back, writer was advised Ken is currently on phone with customer. Writer will contact customer back after

05/14/2003 10:51:02 Surya Boonphadung 4861

Writer spoke to Ken. He states dealer found the crank case (not crank shaft like customer had originally stated) scored, which initially looks like the dampener had malfunction, however he stated that after inspection, found the dampener to be functioning fine.

Summary Notes

CONFIDENTIAL

05/14/2003 12:23:57 Surya Boonphadung 4661

Writer spoke to Charlie Ludeman. He advised that he as well as the shop foreman looked at the vehicle and noticed that the pulley has been replaced before, perhaps due to accident with vehicle. He states he feels that since this has been replaced, assistance is not warranted.

05/20/2003 12:33:36 Surya Boonphadung 4661

Charlie left vm for writer stating that he reviewed the paperwork for the accident repair, and confirmed that the pulley was not replaced at that time.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 827384 **Cus Ident** 13106581 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Creve Coeur MO [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dir
Sell Dir 45102 **PLAZA MOTOR COMPANY** **CREVE COEUR MO**
Last Sell Dir 45102 **PLAZA MOTOR COMPANY** **CREVE COEUR MO**

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9WA [REDACTED]
Mileage 79707 **Prod Date** 04/06/1996 **Warr Date** 04/14/1996 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	05/05/2003 18:57:24	Gregg Hault	6350

Summary Notes

CONFIDENTIAL

06/05/2003 16:57:16 Gregg Mault 5350

Thank you for your internet message. We are sorry to learn of your dissatisfaction with your 1998 ML320. The dealer is in the best position to address these issues and if needed they can contact our regional manager for technical advice/assistance, at dealers request.

Diane Lima
 05/28/2003 12:11 PM

 To: Gregg Mault/171/DCAG/DCX@WK-COOP
 cc:
 Subject: Corr # 220155 Other Comments & Questions (OCAQ)

--- Forwarded by Diane Lima/171/DCAG/DCX on 05/28/2003 12:11 PM ---

Rheanna.Wadlow@anheuser-busch.com
 05/27/2003 03:19 PM

 To: mailmaster@mbusa.com
 cc:
 Subject: Other Comments & Questions (OCAQ)

Subject: Other Comments & Questions (OCAQ)
From: Rheanna.Wadlow@anheuser-busch.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: MRS

First Name: [REDACTED]

Initial: [REDACTED]

Last Name: [REDACTED]

Suffix: [REDACTED]

Street: [REDACTED]

Address 2: [REDACTED]

City: Creve Coeur

State: MO

Zip: [REDACTED]

E-mail: [REDACTED]

Comments

4JGAB54E9WA [REDACTED] vin#) I have a 1998 ML320 Lemon I bought this car Sept. 9th 2001 with 30,000 miles on it and a bought the extra 100,000 mile warranty. This is my list of issues. I know I have more or the dates mayt slight off but the proof and all my documentation is inside the car at the dealer (imagine that) 09/12/01- Cup Holder broken, driver's side window went down never came back up took to dealer it was corrected 10/01/01- Check Engine Light came on took to dealer said it was one of the 64 sensors needed replacement 11/15/01- cup holder broke again never was fixed properly had to argue with dealer about fixing it wanted to charge me \$150 but didn't after I explained to them it was never fixed right. 02/15/02- Check Engine Light again (one of the 64 sensors) 05/31/02- Car completely broke down left us stranded in a bad part of Saint Louis had to wait for tow truck. Fly Wheel Balancer broke and flew off the car. Dealer gave me a nice e-class to drive (first time ever) usually give me dirty Toyotas. Dealer fixed in one day warranty covered. 09/01/02- Popping sound coming from wheel well they said it was a nail in the tire charged me \$30 03/01/03- Squeaky chirping sound coming from computer also popping sound still coming from the wheel well area. Fixed the computer said it was a battery going dead. popping sound was something wrong with the transfer case. Could not get part so they had to replace whole transfer case. Gave me a nasty smoky Toyota to drive it was driving my allergies crazy got a new C Class sedan drove 70 miles and the thing cut out and died had to restart engine light come on a C Class loaner went and got a different car. Finally the ML320 was fixed about a week later and they said they found a leaky hose too. 05/21/03- Check engine light on again weird idling problems who car idles and shakes at stop lights. Dealer said it was one of the 64 sensors (ah should of known) no motor problems. 05/23/03 On my way home for work check engine comes back on, still horrible idling problems take to dealer today and that is where it is. I had this car and I do think by law it is a lemon. It only has 79,000 miles on it and it is a Mercedes for goodness sakes thought I was buying better quality. Other interesting points had to get new tires and tire company told me the original tires where not on the car and should ride a lot better now suspected dealer took them off? Dealer told m I needed breaks last April and I didn't need them until now. Dealer wants to charge me \$575 for brake pads only my rotors are fine. Other place (Midas) will only charge \$200 for brakes. I would like to return this car to the dealer for good it is nothing but a big headache.

Survey Information

Summary Notes

MB Vehicle you are most interested in:

When do you plan to purchase or lease your next car?

I would like a test drive: No

I would like to be contacted by a salesperson: Yes

Day Phone Number:

Evening Phone Number: 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: M-Class

Do you currently own a Mercedes-Benz? Yes

Vehicle Year: 1998

Model You Own: M-Class

CONFIDENTIAL

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 624714 Cus Ident 337215 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

West Palm Beach FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 15317 AUTOHAUS POMPANO POMPANO BEACH FL

Last Sell Dir 17343 HENTSCHEL MOTORCARS, INC ALBANY GA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E5WA [REDACTED]
 Mileage 65335 Prod Date 04/30/1998 Warr Date 05/12/1998 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenance	Vehicle Relationship Update	05/28/2003 10:11:57	John Hoey	4805

Summary Notes

05/28/2003 10:11:52 John Hoey 4805

[REDACTED] called the CAC because she received the ML loyalty certificate , but no longer has the above vehicle. She wanted to update her records.

Customer stated they got rid of the vehicle last year after a pulley broke , and damaged the timing cover, oil pan, valve cover gaskets, belt tensioner , and v-belt. She stated it was all covered under warranty, but she lost confidence in the vehicle, and replaced it with a BMW.

Customer was already expired as owner in FASTRACC.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 627508 **Cus Ident** 9455266 **Legal** -- **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Williamsburg

VA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD**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 1631541A [REDACTED] **World Vin:** 4JGAB54E4WA [REDACTED]
Mileage 49000 **Prod Date** 02/03/1998 **Warr Date** 02/28/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/06/2003 10:34:23	John Hoey	4605

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	06/06/2003 10:34:30	John Hoey	4605

Summary Notes

06/06/2003 10:33:28 John Hoey 4605

Customer sent an Internet message to the CAC (corresp # 220440.) He also left a voice mail for the writer on 06/05/03 - writer was out of the office.

Customer's voice mail states the initial estimate is \$3200. He is seeking assistance beyond what the dir has offered. He claims he has seen on the internet that this is not an uncommon occurrence.

Writer left voice mail for SM, Bill Coaklow, at dir 34104 to call the writer at 4605 to discuss if any post warranty consideration was offered.

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2: [REDACTED]

City: columbia

State: MD

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Hi! Our well maintained 98 ML320 has 49K miles (out of warranty). The smell of burnt rubber from under the hood alerted us to a major problem. Without warning, the rubber gasket between the crankshaft pulley and the balancer apparently fell out causing the balancer to migrate towards the engine. It appears to be about 1-cm towards the engine, and where it was rubbing against the engine, oil is leaking. I can't believe that on this class of vehicle there was nothing to prevent the balancer from grinding away at the engine once a rubber gasket failed. Questions are as follows: 1. Is this a freak failure or a more common occurrence with this design of pulley/balancer? 2. In the absence of a recall or service bulletin or post warranty action, will MBUSA offer assistance (parts and/or labor) in resolving this apparently major failure (due to a rubber gasket). I have scheduled to tow the car to Herb Gordon MB, Silver Spring, MD (Gordon Chertoff - service advisor) for them to evaluate the failure. ☐☐☐☐☐ Sincerely, Lad Falat

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number:

Preferred time to call:

Fax: -

VIN Number: 4JGA854E4WA [REDACTED]

Vehicle Year: 1998

Model You Own : M-Class

06/08/2003 11:26:40 John Hoey 4605

Writer received voice mail from SM, BILL. He stated the director of operations reviewed the customer's file, and he offered him a 50/50 split which they feel is very generous because the customer does not have any history with the dir, and he is the 2nd owner of the vehicle. The harmonic balancer needs to be replaced, and the dir stated they are making a considerable financial contribution. Writer spoke to the S/A Gordon who stated the customer has a grill guard that needs to be replaced and towing (both the customer's responsibility.) The customer's portion of the bill is approximately \$1800.

Writer left voice mail [REDACTED] or customer to call ext 4605.

06/06/2003 14:58:44 John Hoey 4605

Writer spoke to the custom [REDACTED]

Informed him that the SM's at authorized MB dirs are empowered to make post warranty decisions on behalf of MBUSA. Informed him the SM verified that they offered a 50/50 split (approximately \$1800) towards the repairs. Informed him that the SM's decision would not be overturned, and we believe his offer is fair due to the fact the vehicle's warranty expired over 1 year and 3 months ago, and he is not the original owner.

Customer is dissatisfied. Informed him that his comments would be documented.

Summary Note Information**Mercedes Benz of U.S.A**CONFIDENTIAL
CONFIDENTIAL**Note ID** 631270 **Cus Ident** 8202735 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]**Pittsburgh** **PA** [REDACTED]**Phone** [REDACTED] **Phone Location** **Residence****Assign Dir** 82221 **FRED MARTIN FORD, INC.** **YOUNGSTOWN OH****Sell Dir** 51099**Last Sell Dir** 68206 **BUD SMAIL MOTORCARS, LTD.** **GREENSBURG PA****Note to Market Ind:** **Amount****Vehicle Information****DBAG Vin** 1631541 [REDACTED] **World Vin:** 4JGAB54E4WA [REDACTED]
Mileage 64682 **Prod Date** 11/11/1997 **Warr Date** 12/11/1997 **Model** ML320 **1998****General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	06/18/2003 17:47:21	Kathleen Durning	4833

Summary Notes

06/19/2003 17:47:07 Kathleen Durning 4833

[REDACTED] phoned the CAC stating that his vehicle was towed into the dealer on Sat. 6/14/03 and now it is near a week and the dealer claims they have been unable to secure the correct part for the repair.

Allegedly the harmonic balancer needs repair but the SEAL for this piece is the part in question. The dealer claims they have ordered the correct part # but the wrong part has been shipped. Customer said the SA- Dennis Dimms claims that they confirmed the part # and received the part # ordered but the seal was not correct for this vehicle repair.

Customer is requesting assistance in expediting this part delivery so the repair can be completed. cc: T.

06/19/2003 17:48:25 Kathleen Durning 4833

writer cc: T. Trivento and M. Reger for parts assistance.

06/25/2003 08:52:10 Michael Reger 6383

Customer: [REDACTED] □□□
Model: □□1998 ML320 □□ □
VIN: □ 1631541/[REDACTED] □□□
Dealer: □82221 Fred Martin Ford □□□
Sum Note/Referral: □SN631270
SPDM: □Zahner, Ira□□ □□□

Customer asking for MBUSA intervention to assist dealer in obtaining b/o part the seal before the harmonic balancer

SPDM - This is new process, eliminating need for referrals and action on your part, unless you feel action needs

Thanks...

Summary Notes

CONFIDENTIAL

08/26/2003 15:56:08 Thomas Trivento

I spoke with Junior at dealer #62221 today.

This issue is already resolved.

Repair Order for this vehicle was closed out on Saturday 8/21 and vehicle was taken by customer on 8/21.

There is no outstanding issue for this customer.

Please try to confirm with customers that they still have a current outstanding issue with a dealer before sending a request to the PAC.

I see the customer called on 8/19 with this issue. Message not sent to PAC until 8/25.

????????????????????????????

Tighe S. Whiteford
Dealer Parts Services
Parts Assistance Center

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

Note ID 633009 Cus Ident 7725813 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Bradenton FL [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir

Sell Dir 15309 GLAUSER, INC. SARASOTA FL

Last Sell Dir 15309 GLAUSER, INC. SARASOTA FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E8XA [REDACTED]
 Mileage 73852 Prod Date 11/21/1996 Warr Date 11/30/1996 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	06/25/2003 14:14:21	William Maher	6250

Summary Notes

06/25/2003 14:14:16 William Maher 6250

Writer received email from customer.

I didn't expect such poorly engineered car from Mercedes-Benz! Three years after I bought it, it developed broken crankshaft pulley with damper - an expensive repair cost. Three and half years into my ownership it developed power window switch failure. I found out Mercedes-Benz knew about this problem for a long time but didn't do anything to correct it, so that the company can make large sums of money repairing it. You are sending me letter asking me to buy another car from you - you must be kidding!

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 633313 **Cus Ident** 6594466 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **FL** [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 1631541A [REDACTED] **World Vin:** 4JGAB54E5WA [REDACTED]
Mileage 113000 **Prod Date** 06/25/1996 **Warr Data** 07/06/1996 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/26/2003 11:23:48	Frank Parente	4675

Summary Notes

06/26/2003 11:29:27 Frank Parente 4675

Customer called to claim that his harmonic balancer has failed and was asking for post warranty consideration. Writer suggested that this request be directed to SM at dealership.

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

CONFIDENTIAL

Note ID 635454 **Cus Ident** 12800235 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Tampa

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 14318

MERCEDES-BENZ OF TAMPA

TAMPA

FL

Sell Dir 62414

ROSS MOTOR CARS

CENTERVILLE

OH

Last Sell Dir 62414

ROSS MOTOR CARS

CENTERVILLE

OH

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E1WA [REDACTED]**Mileage**50845 **Prod Date** 04/17/1996 **Warr Date** 04/30/1996 **Model** ML320 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	07/02/2003 15:58:38	John Hoey	4805
Warranty	Post Warranty Consideration Request	07/02/2003 15:49:45	John Hoey	4805

Summary Notes

07/02/2003 15:48:34 John Hoey 4805

[REDACTED] sent a letter to the CAC requesting reimbursement for labor \$1,082.71 for repairs to the v-belt, and tensioner performed at dir 14318. 14318 covered the cost of the parts, and only charged the customer for labor.

Customer included an R/O which shows that dir 14318 replaced the tightener, v-belt, and tension roll on 02/17/03.

Customer states she should be reimbursed for the labor costs because of the 2nd repair for the same problem.

Writer left voice mail on Alan Baker's cell phone. Writer

07/02/2003 15:58:54 John Hoey 4805

CC'd Alan Baker.

07/02/2003 17:57:48 John Hoey 4805

Writer spoke to Alan Baker. He stated the repair the customer had in February at 14316 was for the belt tensioner. He stated the recent repair at 14318 was for the crank pulley. He stated he wasn't sure why 14318 replaced the tensioner - maybe the belt tensioner was damaged from the crank pulley, but the repairs are unrelated. He stated 14318 already made a good will offer, and he does not see the need for additional assistance. He stated refer the customer to 14318 if she is seeking additional assistance.

Writer will draft a response to the customer and run it by the SPOM for approval.

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

Note ID 636950 **Cua Ident** 3827381 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Mandeville

LA [REDACTED]

Phone [REDACTED]

Phone Location

Assign Dir 32507	BENSON MOTOR COMPANY	METAIRIE	LA
Sell Dir 75534	EWING AUTOHAUS	PLANO	TX
Last Sell Dir 75534	EWING AUTOHAUS	PLANO	TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E7YA [REDACTED]
Mileage 59000 **Prod Date** 01/05/2000 **Warr Date** 01/28/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	07/08/2003 10:10:28	Cleveland Best	6344
Warranty	Post Warranty Consideration Request	07/09/2003 10:46:24	Cleveland Best	6344

Summary Notes

07/08/2003 10:09:31 Cleveland Best 6344

Primary Phone: [REDACTED]
Current Mileage: 59000
Dealer(s) involved: 32507

Situation: [REDACTED] called CAC. Customer claims the steering failed on wife while driving 7/7/03. Customer claims this is a safety issue.

Customer claims he has spoken with several mechanics and they alleged it may be the harmonic balancer that needs replacing (with possible damage to the crank shaft pulley), claiming this is a common problem on this model. Customer questioned this.

Writer apologized for any inconvenience. Writer asked customer where is the vehicle, and he stated it was towed into Benson on 7/8. Writer advised customer he could review his inquiry with the service manager, who is empowered to review mechanical matters on our behalf.

Action Taken: NTMT

Customer Follow-up Y/N:

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

Summary Notes

07/09/2003 10:46:12 Cleveland Best 6344

██████████ called CAC to report dlr inspected vehicle, found that it will cost \$4000 to repair the balancer pulley that separated. Customer claims he cannot afford this repair, claiming he will report this matter to NHTSA and wanted to know if there is any assistance he could get towards the repair.

Writer advised customer that he could review his inquiry and request for post warranty assistance with the service manager of the dlr.

11/18/2003 14:28:57 William Maher 6250

email received:

This model series should be recalled for replacement of the harmonic balancer. My wife was driving when the harmonic balancer failed and flew off, causing loss of steering. This was a \$4000 repair. The MB client assistance center told me that they had no previous knowledge of this type of problem and they could not reveal to me if this had ever happened before....citing this information was confidential. [MB Client assistance is not telling the truth]

Please recall this vehicle to:

1. save lives
2. save \$ with a \$300 replacement, instead of a \$4000 catastrophe , that endangers lives
3. retain future MB customers

The dealer did a good job on the repair and helped reduce the cost.....but this is an MB corporate issue to be addressedPlease respond.

Writer responded:

Dear ██████████

Thank you for your recent internet:

We recognize that attending to repairs is not pleasant and apologize for any inconvenience you may have experienced. However, lacking direct involvement in the situation described , we cannot comment with specifics.

As we are sure you will understand , there is no way a manufacturer can predict when a part may require replacement. It has been our experience that faults attributable to the manufacturing process will evidence themselves early on, typically during the warranty period (4 years/60,000 miles, whichever occurs first).

Our records indicate that there are more than 65,000 miles on your vehicle, and it is therefore beyond the terms of that coverage. Additionally, according to our records and as you indicate, post-warranty financial assistance was provided toward the repairs mentioned.

The opportunity to correspond is appreciated. Please be assured, your comments have been documented and forwarded to the appropriate areas of our company.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 637429 Cus Ident 6301309 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Annandale

VA [REDACTED]

Phone [REDACTED]

Phone Location Mobile

Assign Dir 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

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 1631541A [REDACTED] World Vin: 4JGAB54E9WA [REDACTED]
 Mileage 57004 Prod Date 04/06/1998 Warr Date 04/21/1998 Model ML320 1998

General issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	07/10/2003 11:19:43	Ed Duffy	6298
Warranty	Post Warranty Consideration Request	07/10/2003 11:19:34	Ed Duffy	6296

Summary Notes

07/10/2003 11:18:53 Ed Duffy 6296

Primary Phone: [REDACTED]
 Current Mileage: 57004
 Dealer(s) Involved: 80101

Situation: Customer called stating while driving in the area his wife and children experienced the harmonic balancer failure and were forced to a stop on the road. Customer stated the local Exxon station towed the vehicle off the road and currently has it on their property. Customer is requesting that the repair be covered by MB. Writer advised customer that first it is the owners responsibility to have the vehicle taken to the dealer, then it must be diagnosed and the Service Manager can then review and make a decision as to who is responsible for the repair, and what ever that decision is will be upheld by this corp. Customer requested the dealer (80101) contact him to arrange the vehicle be towed to the dealer.

NTMT to dealer and SPOM

Action Taken:

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

10/10/03

Note ID 637448 **Cus Ident** 8774135 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Irvine CA [REDACTED]

Phone	Phone Location	Residence
Assign Dir 05127	PENSKE MOTORCARS	WEST COVINA 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 1631541A [REDACTED]	World Vin: 4JGAB54E4XA [REDACTED]
Mileage 65000	Prod Date 12/04/1998
Warr Date 12/31/1998	Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/10/2003 11:54:54	Honora Duffy	6307

Summary Notes

07/10/2003 12:00:48 Honora Duffy 6307

Primary Phone: [REDACTED]
Current Mileage: 65000
Dealer(s) involved: 05127

Situation: [REDACTED] called - car @ his house & is going to Penske "for sound - I was driving car & car is not drivable - it's in my garage. I spoke to Mike Dola @Penske - he said it sounds like harmonic balancer which could cost about \$4,000 to \$6,000 - they have to check it over. They offered to give me discount - I would have to pay about \$2,500"

"This car has had horrible service history - I found websites on MBshop.com and complaints about this harmonic balancer - it's apparently a known problem & there are attorneys asking customers to contact them if they have the problem - I wouldn't be surprised if there's a Recall on this at one point"

Customer, bottom line, is seeking additional assistance other than what dealer is offering.

Action Taken: I sympathized, but discussed with customer that dealer has full authority to inspect vehicle, determine what needs to be replaced, and then decide whether post-warranty good faith gesture would be offered

I discussed with [REDACTED] that any offer made by dealer is final & non-negotiable - we will uphold that decision. Customer continued to push - writer advised him that once warranty expires, manufacturer/dealer is not required to offer any type of financial assistance towards repairs - so he has 2 choices - he can either accept or decline the dealer's offer. Customer was pleasant, but pushed hard for further assistance - kept trying to get this writer to comment on what he's allegedly read on websites, but I declined to do so.

After we hung up, I called Steve Uribe @Penske - he confirmed dealer hasn't looked at car yet, but offered 100% parts & also discount on labor (because [REDACTED] is an in-law of one of the dealer's employees).

I told Steve that Home Office has upheld whatever decision dealer makes.

Customer Follow-up Y/N: n

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 838565 **Cus Ident** 8202724 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Virginia Beach VA [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEAC VA
Sell Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEAC VA
Last Sell Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEAC VA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E3XA [REDACTED]
Mileage 85265 **Prod Date** 12/17/1999 **Warr Date** 12/23/1999 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/14/2003 14:40:47	Ed Duffy	8298

Summary Notes

07/14/2003 14:40:32 Ed Duffy 8296

Primary Phone: [REDACTED]
Current Mileage: 85285
Dealer(s) involved: 80218

Situation: Received the following e-mail Com# 222642, sent to dealer and SPOM as NTMT.

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: virginia beach

State: VA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: We purchased a new 99 ML 320 on December 23rd, 1998. I was 45 years old at the time and had never owned a NEW vehicle before. We were thrilled with the performance of the car. However, not for long. First, a transmission module went bad (would not change from 2nd to 3rd gear) covered under warranty. Then the recurring WINDOW problem. One of the keys would not work anymore. Could not get it reprogrammed. Dealer did not offer to get me a new key. Rear door locks not working. with car locked the door will open, Alarm will go off but shuts off after a minute or so. Windshield wipers used to be very quiet until they were changed at one of my services. Very noisy since then. Sun roof, rubber gasket falls off, etc. Then in December 2002, ESP malfunctioned Dealer replaced switch. Light went out after that, but ESP was not working. I found out the hard way during this winter on icy roads. Dealer then determined that a sensor was bad. Had it replaced, however I have no way of knowing if it is working. In Feb. 2003, Fuel Pump went out. Then they told me that my low range sensor??? or motor (I can't remember what the part was called) was bad. They replaced that. (This vehicle has never been taken off road, thru water, etc. The low range mode has never been engaged) Now last week on July 2nd, 3 miles from home we heard a strange noise that sounded like the valves sticking, knocking. Went away after we left the stop light. Heard it the next morning on my way to work. Drove about 2 miles and stopped at a service station to have it checked. They determined that the harmonic balancer had fallen apart. We saw some metal shavings and found out the bad news after car was towed to Dealer. The metal to metal friction had worn so much metal from other parts (I believe the oil pan, etc.) That all that has to be replaced. The bad part was \$95.00. The damage caused by the part falling apart is a whopping \$3,200.00. I was beside myself when the service rep called me with the bad news (Carl at Phillips Mercedes in Virginia Beach, VA). He was very helpful and I have no complaints about the service and treatment from Phillips. He checked with Mercedes and they agreed to pay for the parts which still leaves me a labor bill of \$1,800.00. I have spoken to several experienced Mechanics and no one has ever heard of such a problem occurring. I have always had the FSS done when required and the car has never been serviced anywhere but at Phillips Mercedes. I am very disappointed in the quality of this vehicle. So far this year, my repair bills have amounted to well over \$3,000. The vehicle has about 92,000 miles on it. I expected to get at least 200,000 miles out of this Mercedes, but that is not going to happen. I really expect Mercedes to not only cover the parts, but also the labor on this latest disaster. I have gathered a lot of info on the internet and it appears that except for the last problem, the fuel pump, etc is a common problem with the M-Class. Also, the other day, a list was published on one of our radio stations which had Mercedes on the BOTTOM of the list as far as customer satisfaction was concerned. Please respond and help. I most likely will NEVER buy another Mercedes product!!!! Ursula K. Provo P. S. I have been borrowing vehicles from various co-workers because the dealer could not give me a loaner until day 5 in the shop. I do not know when they will be done!!!! ☐☐ ☐☐ ☐☐

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Work

Preferred time to call: Morning

Fax: (757)486-1343

VIN Number: 4jgeb54e3x[REDACTED]

Vehicle Year: 1999

Model You Own : M-Class

Action Taken:

Customer Follow-up Y/N:

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

Summary Notes

07/22/2003

14:53:47

Thomas Ishler

7128

Writer discussed with dealer today 7/22/03. The dealer offered and provided the customer with a 50/50 split on the timing cover repair.

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

Note ID 639909 Cus Ident 11384732 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Pleasanton CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 49101 MERCEDES-BENZ OF RENO RENO NV

Sell Dir 51099

Last Sell Dir 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E7WA [REDACTED]
 Mileage 128000 Prod Date 10/21/1997 Warr Date 11/25/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	07/17/2003 16:18:57	Honora Duffy	6307

Summary Notes

07/17/2003 18:21:46 Honora Duffy 6307

noPrimary Phone: [REDACTED]
 Current Mileage: 128000
 Dealer(s) Involved: 49101

Situation:

[REDACTED] called - they were on trip & broke down in Reno. He claims that Reno did work on harmonic balancer, but when he compared price to dealers in California area "they said they would have charged about \$750 less"

customer questioning "whether dealer overcharged us because we were from out of town"

Action Taken: I told [REDACTED] we have no way to determine this - dealer privately owned & solely responsible for repairs & setting labor rates/parts pricing. I guided him to speak to Mr. Woo, Service Manager @Reno

Customer Follow-up Y/N: none

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

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

00171

Note ID 641692 **Cus Ident** 6550009 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Huntsville

AL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 01329 REGAL AUTO PLAZA HUNTSVILLE 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:** 4JGAB54E5WA [REDACTED]**Mileage** 115000 **Prod Date** 08/10/1998 **Warr Date** 06/13/1998 **Model** ML320 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/24/2003 11:24:27	Cleveland Best	8344

Summary Notes

07/24/2003 11:24:07 Cleveland Best 8344

Primary Phone: [REDACTED]
Current Mileage: 113072
Dealer(s) Involved: 01329

Situation: [REDACTED] called CAC. Customer claims the vehicle is consuming too much oil, and claims the dir wants to charge him to perform an oil consumption test. Customer is requesting MBUSA assistance, and wants the test covered under the terms of the FSS Class Action settlement.

Customer further claims the belt tensioner needs replacing. Customer is requesting MB cover the cost of this repair.

Writer advised customer the FSS settlement does not require MBUSA to pay for an oil consumption test if no problem is found. Writer advised customer he would need to pay for the test and would be reimbursed if an oil slugging problem is found.

Writer further advised customer regarding the tensioner repair, he would need to review his request for assistance with the SM. Customer claims he has and he declined to provide assistance. Writer advised customer based on the facts as we know them, including the age and mileage on the vehicle, we support the SM's decision. Customer claims we will see him in court.

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

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

Note ID 642124 **Cus Ident** 10066178 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lutherville Timonit MD [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 34209 VALLEY MOTORS, INC. COCKEYSVILLE MD**Sell Dir** 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC**Last Sell Dir** 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E2WA [REDACTED]
Mileage 75000 **Prod Date** 09/25/1997 **Warr Date** 09/30/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	07/25/2003 13:06:53	Arnold Almaguer	4621

Summary Notes

07/25/2003 13:06:34 Arnold Almaguer 4621

[REDACTED] called to request financial assistance regarding his recent issue with repairing his 1998 ML320 75,000m. The customer alleges that Valley Motors informed him that his harmonic balancer may have to be replaced. The customer alleges that the dealer quote him a price of about \$3000 for the repair. The customer alleges that he spoke with the service manager and was told to contact the CAC.

07/25/2003 13:11:27 Arnold Almaguer 4621

Continued from above note. The writer informed the customer that the vehicle is out of warranty and any repairs needed at this point in time will be his responsibility. The writer informed the customer that his request will be documented and sent to the appropriate parties. The writer informed the customer that the dealer is in the best position to evaluate this and make the appropriate decision.

07/25/2003 13:13:19 Arnold Almaguer 4621

Inadvertently sent to sales also...please disregard. FYI for SPOM &DLR ONLY

11/05/2003 10:50:10 James Dowles 4621

Customer called regarding above entered information.

Customer called to lodge dissatisfaction with alleged issue.

Writer informed customer there are no outstanding recalls with vehicle. Writer informed customer MBUSA is unaware of any issue's regarding this.

Writer informed customer his concerns would be documented appropriately.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 642753 **Cus Ident** 8554751 **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 14113 **CONTINENTAL MOTORCARS, II** **MELBOURNE** **FL**
Last Sell Dir 14113 **CONTINENTAL MOTORCARS, II** **MELBOURNE** **FL**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXXA [REDACTED]
Mileage 46044 **Prod Date** 01/09/1998 **Warr Date** 01/13/1998 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	High Cost of Repairs	07/28/2003 17:11:10	Joseph Burka	6248

Summary Notes

07/28/2003 17:10:57 Joseph Burka 6248

Primary Phone: [REDACTED]

Current Mileage: 46044

Dealer(s) Involved: N/A

Situation: Owner called to "register a complaint". Owner claims harmonic balancer failed at 62,000 miles. Owner claim damages in total of \$3800. Owner feels MBUSA should participate. Writer explained terms of warranty to owner, and emphasized that repair would be at her expense. Writer suggested owner discuss with dealer SM to review any financial help they deem appropriate.

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 644073 **Cus Ident** 4817233 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Alexandria

VA [REDACTED]

Phone [REDACTED]**Phone Location** Residence

Assign Dir 80101	MERCEDES-BENZ OF ALEXANDRIA	ALEXANDRIA	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 1631541A [REDACTED] **World Vin:** 4JGAB54EXWA [REDACTED]
Mileage 71518 **Prod Date** 09/11/1997 **Warr Date** 09/22/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/01/2003 08:34:48	Cleveland Beat	6344

Summary Notes

08/01/2003 08:34:33 Cleveland Beat 6344

Primary Phone: [REDACTED]
Current Mileage: 59845
Dealer(s) involved: 80101

Situation: [REDACTED] called CAC claiming the vehicle was towed into dlr 7/9/03 allegedly because the front crank pulley separated, causing damage to the oil pan (customer claims it was difficult to steer vehicle).

Customer claims someone at another dlr allegedly advised her this is a common problem on MLs and E-Class sedans. Customer claims this is her 4th MB and is requesting financial assistance with the repairs.

Writer advised customer matters like this are reviewed on a case-by-case basis and we cannot support the claim of the unknown source. Writer advised customer she would need to review her inquiry and request with the SM of the dlr, who is empowered to review such matters on our behalf.

Action Taken: Writer called SM, Mike Martin, and left voice mail alerting that the customer was referred to him to review for post warranty consideration.

Customer Follow-up Y/N:

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

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

Note ID 844835 Cus Ident 1826540 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Palm Beach Gardn FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEAC VA

Sell Dir 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Last Sell Dir 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E1XA [REDACTED]
 Mileage 98000 Prod Date 08/28/1998 Warr Date 09/21/1998 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/04/2003 16:01:58	Thomas Trivento	

Summary Notes

08/04/2003 16:01:42 Thomas Trivento

Primary Phone: [REDACTED]
 Current Mileage: 98000
 Dealer(s) involved: 80218

Situation: Customer called CAC to request financial asst. in repairs needed to Harmonic Balancer, approx. cost #3200.

Action Taken: T. Trivento advised authorized MB dealer empowered by MBUSA to make decisions regarding assistance once warranty has expired and suggested discussing further with Service Manager at dealer.

Customer Follow-up Y/N: n

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

08/06/2003 10:38:05 Thomas lahler 7120

Writer contacted dealer and was advised by SM that the repairs were discounted and that the customer was satisfied.

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

Note ID 845552 **Cus Ident** 18550431 **Legal** **Note Type** Summary Note
Customer Mr. [REDACTED]
Address [REDACTED]

Bridgewater **NJ** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 52101 **MILLENNIUM AUTOMOTIVE GR** BRIDGEWATER NJ
Sell Dir 52101 **MILLENNIUM AUTOMOTIVE GR** BRIDGEWATER NJ
Last Sell Dir 52101 **MILLENNIUM AUTOMOTIVE GR** BRIDGEWATER NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1831541A [REDACTED] **World Vin:** 4JGAB54E1WA [REDACTED]
Mileage 102000 **Prod Date** 12/09/1997 **Warr Date** 12/31/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	08/08/2003 10:11:00	James Blasia	4820

Summary Notes

08/08/2003 10:10:45 James Blasia 4820

Primary Phone: [REDACTED]
Current Mileage: 78502
Dealer(s) Involved: 52101

Situation: writer was given VM left by customer on 8/5 - customer alleged vehicle was at dealership and need repairs, that it was due to a "manufacturing defect, not wear and tear." He demanded MB call "svc mgr." Rick Scucs for information.

Customer also stated he was refusing to pick up the vehicle, and will take a products liability case if he has to.

Action Taken: writer contacted R. Scucs and also svc mgr Joe Carranante - they advised vehicle has 102,000 miles, needs ETC control module and air mass sensor, that customer was advised repair at his cost; customer he given permission for repair of belt tensioner but only for diagnosis of other issue re: ETC.

Writer noted he would attempt contact with customer.

Writer called 908-253-0758 - customer had screening call svc and was unable to leave a msg.

Writer called J. Carranante and advised him of attempt to contact customer and reviewed customer's msg and allegations, and refusal to pick up vehicle (as per his VM msg).

Customer Follow-up Y/N:

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

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

Note ID 645984 **Cus Ident** 14789398 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Superior CO [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dir 08512 MURRAY MOTOR IMPORTS CO DENVER CO
Sell Dir 32571 HOLMES EUROPEAN MOTORS, SHREVEPORT LA
Last Sell Dir 32571 HOLMES EUROPEAN MOTORS, SHREVEPORT LA
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1831541A [REDACTED] **World Vin:** 4JGAB54E0XA [REDACTED]
Mileage 50509 **Prod Date** 02/01/1998 **Warr Date** 02/13/1998 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	08/07/2003 08:40:13	Thomas Trivento	

Summary Notes

08/07/2003 08:39:57 Thomas Trivento

Primary Phone: [REDACTED]
Current Mileage: 50509
Dealer(s) involved: 08512

Situation: Customer called CAC to document that vehicle allegedly experienced broken crank pulley.

Action Taken: T. Trivento provided name of SM at dealer should customer require additional information on repair.

Customer Follow-up Y/N: n

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

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

Note ID 646308 **Cus Ident** 15942816 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Orange Park

FL [REDACTED]

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

BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Sell Dir 30408

ARISTOCRAT MOTOR COMPAN SHAWNEE MISS KS

Last Sell Dir 30408

ARISTOCRAT MOTOR COMPAN SHAWNEE MISS KS

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E9XA [REDACTED]**Mileage** 44646 **Prod Date** 11/04/1998 **Warr Date** 12/16/1998 **Model** ML320 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall	ML Power Steering Hose Clamp	08/07/2003 15:48:51	Cynthia Feuss	6289
Warranty	Post Warranty Consideration Request	08/07/2003 15:48:56	Cynthia Feuss	6289

Summary Notes

08/07/2003 15:49:32 Cynthia Feuss 6289

Phone: [REDACTED] Current Mileage: 44646 Dealer(s) Involved: N/A

Situation: CORRES # 224096: Owner writes to Klaus Ulkann requesting reimbursement for power steering hose repair 4/25/03. Owner also encloses copy of an invoice from Orange Park Amoco (\$421.58) for Harmonic balancer, v-belt repairs, claims he had to take car to Ind. for repairs because Brumos was closed and he needed the car to work.

Action Taken: I left v-mail for owner this time/date at his office.

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

08/08/2003 12:09:24 Cynthia Feuss 6289

Owner called me back earlier this a.m. I advise owner that dealer SM has full authority to review request for reimbursement of P/S Hose Clamp repair made prior to Recall. I also advise owner that he still needs to have Recall performed so new part can be installed. I advise owner that harmonic balancer repair is not related to PS Recall, vehicle is out of warranty, and again, that only dealer SM can review request for assist with this repair. Owner understands, states he will call 15320 SM.

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

Note ID 548694 **Cus Ident** 13080012 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Carolina Beach NC [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC
Sell Dir 17330 MERCEDES-BENZ OF SOUTH A ATLANTA GA
Last Sell Dir 17330 MERCEDES-BENZ OF SOUTH A ATLANTA GA

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

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E6W [REDACTED]
Mileage 73700 **Prod Date** 02/16/1998 **Warr Date** 02/24/1998 **Model** ML320 1998

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolr	Engine and Engine Cooling	08/15/2003 10:58:44	John Hoey	4605

Summary Notes

08/15/2003 10:58:20 John Hoey 4605

Primary Phone: [REDACTED]
Current Mileage: 73700
Dealer(s) involved: N/A

Situation [REDACTED] called the CAC asking to speak to John Atkinson. He stated he has spoken to him previously (C/A referral 182564.)

Writer informed the customer he could leave a message for the SPOM, but does not know his schedule, and could not promise a return call.

Customer claims the crankshaft pulley came apart last night, and caused a hole in the oil pan. He stated the vehicle was towed to dir 59210.

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

08/15/2003 10:59:01 John Hoey 4605

Writer left voice mail for John Atkinson.

Summary Notes

CONFIDENTIAL

08/15/2003 14:52:15 John Hoay 4605

Writer spoke to John Atkinson. He stated the previous referral was for a different issue - oil consumption.

Writer left voice mail for SM, Jack Buchanan, to call writer at ext 4605 to discuss the current need for repair as th SPOM is on the road at the moment.

Writer will contact the SPOM again after touching base with the SM. SPOM will be in the regional office on Monday.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 651245 **Cus Ident** 8822157 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Palm Desert CA [REDACTED]

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

Sell Dir 09100 NEW COUNTRY MOTOR CARS, HARTFORD CT
Last Sell Dir 09100 NEW COUNTRY MOTOR CARS, HARTFORD CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A104904 **World Vin:** 4JGAB54E1XA [REDACTED]
Mileage 68099 **Prod Date** 03/10/1999 **Warr Date** 03/31/1999 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/25/2003 17:11:10	Miriam Clark	4899

Summary Notes

08/25/2003 17:10:50 Miriam Clark 4899

Primary Phone: [REDACTED]
Current Mileage: 68099
Dealer(s) involved: N/A

Situation: Customer wrote letter dated 7/27/03 corr# 224084, regarding post warranty assistance...for crankshaft pulley repair..

Action Taken: called customer and left message...for callback

Customer Follow-up Y/N:

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

08/27/2003 10:34:48 Miriam Clark 4899

Customer called we went over the letter and I referred him to SM who completed repairs or his regular servicing dealer for PWA.
 Customer will follow up.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 653985 **Cus Ident** 8816068 **Legal -** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Panama City FL [REDACTED]

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

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 1631541A [REDACTED] **World Vin:** 4JGAB54E4XA [REDACTED]
Mileage 29287 **Prod Date** 02/04/1998 **Warr Date** 03/28/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/04/2003 17:11:24	James Blais	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolir	Engine and Engine Cooling	08/04/2003 17:11:27	James Blais	4620

Summary Notes

CONFIDENTIAL

09/04/2003 17:11:19 James Blasia 4820

Primary Phone: [REDACTED]
Current Mileage: 29287
Dealer(s) Involved: N/A

Situation: copy of his e-mail:

Comments: I am very disappointed in the response I received from the only dealership that is close enough to do service on my Mercedes. I know my warranty is for 48 months or 50,000 whatever comes first, however for the harmonic balancer to go out before 35,000 miles and not be able to receive warranty work is unplausible. First I bought the automobile knowing Mercedes' good service, then they close the dealership close to me. Then I have get my Mercedes serviced over 100 miles away, had I known this I would have not bought the automobile in the first place. Now the only close dealership wants me to get my car towed up there at my expense so they can decide if they want to do the work again at my expense without even considering this work should be done under warrant I thought Mercedes had a little bit more class than this. I know I will have to take in consideration my past history with Mercedes before I decide to trade for another one.

Action Taken: copy of reply:

Thank you for your recent internet communication.

We regret to learn of the circumstances that prompted your communication and apologize for any inconvenience you may have experienced. However, lacking any direct involvement in the circumstances that you describe prevents us from commenting with specifics.

[REDACTED] your vehicle originally came with a Limited New Car Warranty of 4 years/50,000 miles (whichever comes first) which, according to information provided by you, has expired. We suggest that you contact the Service Manager at your local authorized Mercedes-Benz dealership who is in the best position to address your concerns and who has also been empowered by Mercedes-Benz USA to review requests and make decisions where post warranty assistance has been requested.

We appreciate the opportunity to review this matter.

Customer Follow-up Y/N:

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

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID: 655385 Cus Ident 12322023 Legal Note Type Summary Note

Customer

Address

[REDACTED]

Saint Paul

MN

[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 1631541A

[REDACTED]

World Vin: 4JGAB54E9WA

[REDACTED]

Mileage

74775

Prod Date 05/27/1998 Warr Date 06/15/1998 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/09/2003 16:56:29	Lois Grillo	4627
Internet	Internet Inquiry	09/11/2003 14:40:00	Lois Grillo	4627

Summary Notes

CONFIDENTIAL

09/09/2003 16:58:13 Lois Grillo 4827

Primary Phone: [REDACTED]
Current Mileage: 74775
Dealer(s) involved: 42418 & 82423
Situation: Corres #225884
Hello Eileen,

So I think we / you should find somebody who takes care of this new email to Mr. Hubbert and who will keep us updated for our response to Germany.

Thank you!

:) Heike

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07845-0350

phone: +1 201 573 2203
fax: +1 201 573 6770

Eileen Finnegan@WK-COOP
 09/04/2003 03:27 PM

 An: Heike Lauf/171/DCAG/DCX@WK-EMEA2@WK-BACKBONE
 Kopie:
 Thema: Re: Kundenbeschwerden Customer Dissatisfaction Abs: Jeff Mills
USA

Hi Heike,

The only correspondence I find from [REDACTED] is the same internet you found (vin 1B3154-1A-[REDACTED]). The internet message received by us in December 2002 is similar to the one you attached and was responded to by Honora on the same date.

Please let me know if there is anything else I can help you with.

Regards,
Eileen

Eileen Finnegan
Mercedes Benz USA, LLC
Customer Assistance Center
Tel: 201-476-6327
Fax: 201-478-6213

Heike Lauf@WK-EMEA2
 09/04/2003 02:36 PM

 To: Eileen Finnegan/171/DCAG/DCX@WK-COOP
 cc:
 Subject: Kundenbeschwerden Customer Dissatisfaction Abs: Jeff Mills
USA

Hello Eileen,

Could you please help me out with the latest update for this customer - the only thing on FASTRACC (what I found II) is from 2002.

Summary Notes

CONFIDENTIAL

Mr. Hubbert's office would like to have an update regarding [redacted] (attached).

Thank you!!!!

Helke

Mercedes-Benz USA, LLC
One Mercedes Drive
P.O. Box 350
Montvale, NJ 07645-0350

phone: +1 201 573 2203
fax: +1 201 573 6770

— Weitergeleitet von Heike Lauf/171/DCAG/DCX am 03/04/2003 02:30 PM —

Marie-Luise Kittel@WK-DC
 03/03/2003 11:35 AM

An: Helke Lauf/171/DCAG/DCX@WK-EMEA2

Kopie:

Thema: Kundenbeschwerden Customer Dissatisfaction Abs: Jeff Mills
USA

Das Dokument ist als Multipage-TIFF-Datei an dieses Mail angehängt. Sie können es durch Doppelklick auf den Dateianhang starten, sofern ein TIFF-fähiger Viewer installiert ist.

Aktivität: mit der Bitte um direkte Bearbeitung und Kopie an uns

Termin:

Bemerkungen des Absenders: Hello again,
melde mich zurück aus dem Urlaub. Erster Tag, eine echte Qual... :-))

Darf ich Euch wieder mal um Unterstützung bei einer Kundenbeschwerde bitten. Procedere wie immer. Herzlicher Dank und Grues Marie-Luise

Action Taken:

Writer contacted SPOM (Geoff Lewis) who declines to help trade customer out of the vehicle.

Summary Notes

08/09/2003 17:00:06 Lois Grillo 4827

Below is customer's letter to Jurgen Hubbert at DaimlerChrysler AG:
Frank An: Ingrid Hilzinger417/DCAG/DCX@WK-DC
Bothmann@WK-EMEA Kopie:
2 Themes: Customer Dissatisfaction

03.09.2003 10:36 MCG

03. Sep. 2003

Weitergeleitet von Frank Bothmann@98IDCAC/DCX am 03.09.2003 10:35

Jeff.Mills@bluesprings An: Jurgen.Hubbert@mercedes-benz.de
w.com Kopie:

02.09.2003 21:57 Thema: Customer Dissatisfaction

'Bitte antworten an

Jeff.Mills

Please pass along to the Vice-president of Customer Relations:

Dear Sir,

I am writing to you to express my frustration with my Mercedes vehicle and request your assistance in addressing the matter. I am writing directly to you because I feel that you would be mortified at the brand experience I have realized so far.

This is my first Mercedes and when we purchased the car, we intended to keep the car for years, believing that the quality would be far more superior than any other car we have ever owned. What we have found is that both the car and the service from your dealers (multiple of them) have been poor. This was especially surprising because my expectations were so high in the beginning (and I believe they should be). Here is a list of my experience in just under 2 years. During the same timeframe, I have owned a BMW 528i and nothing has gone wrong with it.

Car Problems

- * Electrical system needed to be replaced
- * Driver side power seat failed
- * Windshield wipers needed replacement two times
- * Driver side inner door has detached three times
- * Power steering system failed
- * Blower motor failed
- * Oil leak under the car (currently being addressed, but likely vibration dampener or crank shaft seal)

Car Value

- * We purchased the car for \$26,000US less than 2 years ago. Currently, the car is worth \$12,000US.
- * We have owned the car for 22 months, meaning that it has depreciated \$840US per month. Even Fords do not depreciate that fast.

Service Problems at Feldmann Imports (Minnesota)

- * Technicians do not understand the StarMark program. The first time I had a covered repair fixed, I was charged a deductible (later refunded). The second time I had a repair fixed, I was told it was not

covered (later refunded). Both incidents required arguments to fix.

Service Problems at Crown Eurocars (Ohio)

- * Performed a Level A service and 5 days afterwards, the oil light came on. I took the car to the Cincinnati Mercedes dealer who told me we have an oil leak that should have been detected by Crown Eurocars.
- * The Cincinnati dealer found food wrappers under the hood of the car and told me "they must have been in a hurry at Crown to get this car done."
- * The service manager at Crown has refused to call me back.

To summarize, we purchased the Mercedes with high expectations and a desire to own Mercedes cars for life. Instead, we are stuck in a car that we dislike (our payments can't keep up with the depreciation) that continues to have expensive problems (StarMark has expired). Everyone we tell our story to is shocked at how poor our Mercedes experience has been. I have tried to seek council at various dealers, but they have told me that there is nothing they can do.

I am willing to even give your company another chance if you can help me get out of my ML320 (we currently owe \$17,000 on the car). I want to experience the true Mercedes difference, not the disaster thus far.

I look forward to hearing from you. Best regards, Jeff Mills (customer)

Summary Notes

CONFIDENTIAL

09/11/2003 11:31:48 Lois Grillo 4827

9-11-03 e-mail to Geoff Lewis:
Hi Geoff:

I have prepared a response to [REDACTED] (which will be sent via internet with a copy to Germany) for your approval.

Regards,
Lois Grillo
Customer Relations
201-505-4827

Subject: Model 1998 ML320
 Serial No. 4JGAB64E9WA044420

Dear [REDACTED]

Thank you for your recent Internet message addressed to Juergen Hubbert of DaimlerChrysler A.G. in Germany. Given the weight of duties incumbent upon him, Mr. Hubbert is unable to be personally involved with individual customers. Since responsibility for Mercedes-Benz vehicles in the U.S. rests with Mercedes-Benz, USA, we have been asked to respond.

We regret to learn of your disappointment with your pre-owned ML320. We understand the need for repairs is seldom pleasant, and apologize for any inconvenience you may have experienced. It is our understanding that when your vehicle was brought to Feldmann Imports for its first StarMark Warranty repair (windshield wiper motor you originally opted to pay for the repair rather than activate the StarMark Warranty, but later requested that it be reimbursed under the warranty.

Mercedes-Benz dealers are privately owned businesses, solely responsible for their daily business affairs (including personnel and service). Since you seem to suggest the Crown Eurocars was remiss in their servicing of your ML320, we have forwarded a copy of your letter to them for their information and whatever action they may deem appropriate.

Additionally, please be assured that all pertinent elements related to your request to have your ML320 replaced have been thoroughly reviewed, and we respectfully decline to replace or to assist in trading you out of the vehicle.

We appreciate the opportunity to review this matter, and solicit your understanding and acceptance of our company position.

Sincerely ,

Lois Grillo
Customer Relations

CC: Geoff Lewis, SPOM Rgn 4, Mkt 7
 Ira Zahner, SPOM Rgn 4, Mkt 5
 Al Katz, Reg S&P Mgr., Rgn 4
 Heike Lauf, DaimlerChrysler A.G.

09/11/2003 11:32:58 Lois Grillo 4827

Geoff Lewis left V/M for writer that the above letter to customer looks fine & it is OK with him that I send it out.

Summary Notes

CONFIDENTIAL

09/11/2003 14:39:42 Lois Grillo 4627

Response to Mr. Mills follows - blind copy sent to Geoff Lewis, Ira Zahner , Al Katz & Heike Lauf (MBUSA):

Hello Heike ,

I have attached a copy of our response to [REDACTED] for your information. If I can be of further assistance, please let me know.

Regards ,

Lois

Subject: Model [REDACTED] 1999 ML320

[REDACTED] Serial No. [REDACTED] 4JGAB54E9WA [REDACTED]

Dear [REDACTED]

Thank you for your recent internet message addressed to Juergen Hubbert of DaimlerChrysler A.G. in Germany. Given the weight of duties incumbent upon him, Mr. Hubbert is unable to be personally involved with individual customers. Since responsibility for Mercedes-Benz vehicles in the U.S. rests with Mercedes-Benz, USA, we have been asked to respond.

We regret to learn of your disappointment with your pre-owned ML320. We understand the need for repairs is seldom pleasant, and apologize for any inconvenience you may have experienced. It is our understanding that when your vehicle was brought to Feldmann Imports for its first StarMark Warranty repair (windshield wiper motor you originally opted to pay for the repair rather than activate the StarMark Warranty, but later requested that it be reimbursed under the warranty.

Mercedes-Benz dealers are privately owned businesses, solely responsible for their daily business affairs (including personnel and service). Since you seem to suggest the Crown Eurocars was remiss in their servicing of your ML320, we have forwarded a copy of your letter to them for their information and whatever action they may deem appropriate.

Additionally, please be assured that all pertinent elements related to your request to have your ML320 replaced have been thoroughly reviewed, and we respectfully decline to replace or to assist in trading you out of the vehicle.

We appreciate the opportunity to review this matter, and solicit your understanding and acceptance of our company position.

Sincerely,

Lois Grillo

Customer Relations

Summary Notes

CONFIDENTIAL

09/18/2003 10:46:08 Lois Grillo 4827

Corres 226231

Dear [REDACTED]

Thank you for your most recent internet message.

While we recognize your continued disappointment, our company's position, as outlined in our prior correspondence remains unchanged; your understanding is again solicited.

The final opportunity to confirm our company's position is appreciated.

Regards,
Lois Grillo
Customer Relations

And the new number is: 226231

— Forwarded by Eileen Finnegan/171/DCAG/DCX on 09/12/2003 03:20 PM —

Lois Grillo

09/12/2003 12:20 PM

To: Eileen Finnegan/171/DCAG/DCX@WK-COOP

cc:

Subject: RE: Internet 225884

Hi -

Please log into me.

Lois

— Forwarded by Lois Grillo/171/DCAG/DCX on 09/12/03 12:19 PM —

09/11/03 04:42 PM

To: "lois.grillo@mbusa.com" <lois.grillo@mbusa.com>

cc:

Subject: RE: Internet 225884

Thank you for your response, but some of the facts below are incorrect.

#1: Feldmanns didn't know the Starmark rule themselves. They asked me whether or not I would like to start the Starmark or hold off. I said I may as well hold off and pay for the repair. I found out later that they were wrong and that Starmark had kicked in anyway (it must), even though I paid for it anyway. Through an argument that lasted about 4 weeks, they told me that Starmark should have paid for the repair and that they would reimburse me what I paid. Thus, I did not simply "opt out" of paying for the repair.

#2: I did contact Crown Eurocars service manager about the problem. I never heard back from him.

Lastly, if the Mercedes response to my customer experience is trying to separate Mercedes from its dealers in the eyes of your customer, then your company has a serious flaw in its customer management. To me, you are all Mercedes and your dealer has just as big of an impact on your Brand as the car does. I am shocked that Mercedes does not understand that.

I've owned my last Mercedes.

I will continue to talk friends & family out of buying a Mercedes.

Regards,

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

Note ID 657395 **Cus Ident** 20156690 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Montgomery

AL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir****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:** 4JGAB54E5WA [REDACTED]**Mileage**47615 **Prod Date** 12/24/1997 **Warr Date** 01/15/1998 **Model** ML320 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/16/2003 10:35:15	James Dowles	4626

Summary Notes

02/16/2003 10:35:09 James Dowles 4626

Primary Phone: [REDACTED]**Current Mileage:** 47615**Dealer(s) involved:** N/A**Situation:** Regarding correspondence number 225672.**Customer's e-mail:** [REDACTED]**E-mail:** [REDACTED]

Comments: Dear Ladya and Gentleman, Last week on the way back from my vacation I lost the complete assembly of my tension roll, the V- belt as well as the pulley of the crankshaft broke. After a \$170,- towbill I found myself and my family back to from were we came. The local Mercedes- dealership provided me with a rental- car and told me that the problem could not be fixed at the same day. So we had to stay one day in a hotel. The next morning the car was fixed, and I looked under the hood were I found a differend tension roll than the one before wich tells me something was not right with the old models? Was there a recall like the one with the connection at the servo pump (I still wait on the notice from the dealership)? If there was no recall at anytime the tensioner should be replaced in some A- or B- service. Because this is not the fact, is this for me a clear failure of this design? The car has now 82,000 miles on it, and I guess it should not be that I have to invest every couple of weeks hundreta of dollars. O.K, things can go wrong, but please look up the service history of this car, and you will find pease (not including all the easy- fixes of my garage or the sealing of the gearbox from Feb. this year) is this the 0-ppm rate you expect from your suppliers? I would appreciate an answer during the next week to my above e-mail adress. regards, Peter Forsthoft ☐

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

Summary Notes

CONFIDENTIAL

09/16/2003 11:16:03 James Dowles 4828

Writer left message.

09/18/2003 16:30:46 James Dowles 4828

Writer left message

09/22/2003 14:15:53 James Dowles 4828

Writer spoke with customer's alleged wife. Customer's wife claimed she did not speak English. Writer left phone number and name for further contact if need be.

09/22/2003 15:09:21 James Dowles 4828

Writer spoke with customer. Writer informed customer that there was no design change specifically due to a "design flaw."

Writer informed customer his concerns would be documented.

Writer referred customer to S/M if he has any other concerns.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 658303 **Cus Ident** 10792076 **Legal****Note Type** Summary Note**Customer****Address**

Mineola

NY

Phone**Phone Location****Residence****Assign Dir** 55109

RALLYE MOTORS LLC

ROSLYN

NY

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:** 4JGAB54E3XA**Mileage** 33480 **Prod Date** 07/30/1996 **Warr Date** 09/17/1996 **Model** ML320 **1999****General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/18/2003 13:15:15	William Maher	8250

Summary Notes

09/18/2003 13:15:08 William Maher 8250

Primary Phone:**Current Mileage:** 33480**Dealer(s) involved:** N/A

Situation: Customer called to request that Mercedes-Benz pays for the replacement of his Harmonic Balancer or his vehicle at no charge to him. Customer informed the writer that the part is not broken, but he has read that there are allegedly known problems with it and he wants to change it pro-actively.

Action Taken: Writer informed the customer that the SM of the dealership is empowered to make post warranty decisions on our behalf. However, if a part is not in need of replacement, the dealership, nor Mercedes-Benz, will replace it for him at no cost.

Mr. Sie claims the SM declined assistance towards this work and the writer upheld the decision and informed the customer that we are not in the position to honor his request.

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

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

Note ID 659102 **Cus Ident** 6399759 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Christiansburg VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 80211 WEST MOTOR SALES ROANOKE VA**Sell Dir** 34203 EURO MOTORCARS, INC. BETHESDA MD**Last Sell Dir** 34203 EURO MOTORCARS, INC. BETHESDA MD**Notes to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5WA [REDACTED]
Mileage 65000 **Prod Date** 05/08/1998 **Warr Date** 05/25/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/22/2003 11:37:07	Frank Parente	4676

Summary Notes

09/22/2003 11:34:44 Frank Parente 4676

Primary Phone: [REDACTED]
Current Mileage: 65000
Dealer(s) involved: N/A

Situation:

Customer called to claim that his harmonic balancer has failed and is seeking good will on repair. Writer called SM who will investigate and get back to customer.

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

09/23/2003 09:19:34 Thomas Ishler 7128

Writer talked with SM today and was advised that the dealer offered the customer a 50/50 split on the repairs and the customer was satisfied with this offer.

Summary Note Information

CAC

Mercedes Benz of U.S.A

Note ID 660858 Cus Ident 20224901 Legal Note Type Summary Note

Customer [REDACTED]
Address [REDACTED]

Baton Rouge LA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 32100 AUDUBON IMPORTS BATON ROUGE LA

Sell Dir 32100 AUDUBON IMPORTS BATON ROUGE LA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541 [REDACTED] World Vin: 4JGAB54E4WA [REDACTED]
Mileage 93473 Prod Date 10/01/1997 Warr Date 10/08/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Non-Warranty Related Issue	09/25/2003 13:49:18	Miriam Clark	4889

Summary Notes

09/25/2003 13:48:11 Miriam Clark 4889

Primary Phone: [REDACTED]
Current Mileage: 93473
Dealer(s) Involved: 32100

Situation: Customer called CAC with concern regarding the repairs on his vehicle....He alleges the torque converter is malfunctioning as it keeps locking and unlocking causing the RPM's to fluctuate between 50 and 100. Customer did not have VIN and stated he has been speaking with the SA, Gwan... He stated all the papers were in his car..at dealer.

Action Taken: I checked in Fastracc and name did not yield information...I advised the customer that he should direct his concerns to the SM as he is qualified to assist with any concerns pertaining to repairs...

Customer Follow-up Y/N:
Will follow up with SM....
Follow-up by: CAC, market team or dealer:

I spoke with Brian Mock who advised that customer is due in at 2:00 pm to test drive vehicle with Shop Foreman...regarding his complaint... Brian stated customer was at dealer in August for switchover motor and crankshaft pulley, but never replaced the differential.... Brian stated the customer completes his own oil changes but has not done a B service since May 02.... He will speak with customer when he comes in.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 661814 Cus Ident 7817499 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Evans GA [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir

Sell Dir 17311 RADER, INC. AUGUSTA GA
 Last Sell Dir 17311 RADER, INC. AUGUSTA GA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2XA [REDACTED]
 Mileage 65096 Prod Date 12/09/1998 Warr Date 12/15/1998 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/29/2003 21:52:48	Kathleen Durning	4633

Summary Notes

09/29/2003 21:52:37 Kathleen Durning 4633

Primary Phone: [REDACTED]
 Current Mileage: 65096
 Dealer(s) involved: N/A

Situation: ran a recall check - power steering recall appears to be open- vehicle currently in the dealership for the boot to the harmonic balancer causing the oil pan to be torn off. Customer believes from the info he claims to have gathered from other customers or service advisors that this is common and believes this should be a recall. Customer was informed to speak to the SM regarding post warranty assistance.

Action Taken:

Customer Follow-up Y/N:

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

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 662009 Cus Ident 12185217 Legal - Note Type Summary Note

Customer

Address

Mobile

AL

Phone

Phone Location Residence

Assign Dir 01317

MC CONNELL AUTOMOTIVE CC MOBILE

AL

Sell Dir

Last Sell Dir

Note to Market Ind:

Amount

Vehicle information

DBAG Vin 1831541A

World Vin: 4JGAB54E0XA

Mileage

60000

Prod Date 02/28/1998 Warr Date 03/01/1998 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	09/30/2003 13:50:47	John Hart	4689
	Overall Dissatisfaction with Service	09/30/2003 13:50:47	John Hart	4689

Summary Notes

09/30/2003 13:48:41 John Hart 4689

Mr. Keith Jones phoned the CAC alleging Mobile Dealership is charging \$2400 for service. Customer alleges service is indicating A and dealership advises service B should be performed. Customer is requesting writer contact dealership for clarification on service concerns.

Writer contacted service manager Jimmy Anderson who advised mileage indicates coolant change is needed and therefore advised for service B.

Jimmy also states dealership diagnosed balancer damaged the oil pan and states customer als not wish to listen once price was quoted.

Writer advised customer to speak with Jimmy service manager who is able to discuss concerns further.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 662290 **Cus Ident** 2754806 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Needham **MA** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 36122 FOREIGN MOTORS WEST, INC. NATICK MA
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 1631541A [REDACTED] **World Vin:** 4JGAB54E9WA [REDACTED]
Mileage 100911 **Prod Date** 01/07/1998 **Warr Date** 01/27/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	10/01/2003 09:27:47	Robyn Letz	6209

Summary Notes

10/01/2003 09:27:30 Robyn Letz 6209

Lack of parts:

Customer called the CAC, left message.

Customer alleges dealer is unable to obtain "Harmonic Dampener" which may be harmonic balancer for his vehicle. Customer was insistent that we document that this is not a complaint against the dealer.

Customer is asking for intervention from MBUSA.

10/01/2003 09:37:41 Thomas Trivento

Below to Spec. Proc. to assist.

Customer: [REDACTED]
Model: ML320 MY 1998 - 163154 1A 020201
Dealer: DC36122 FM West, Natick, MA
NTMT 662290
SPOM J. McIntosh

Customer asking for MBUSA intervention to assist dealer in obtaining b/o Harmonic Balancer for vehicle, dealer unable to provide eta on item.

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

Tom

Summary Notes

10/01/2003 16:00:48 Thomas Trivento

Hello Tom/Mike,

I placed an order for 112 035 13 00 harmonic balancer for Dealer# 36122 from the Orlando PDC. The part should arrive tomorrow.

Regards,
Lou Diez

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 662330 **Cus Ident** 9232012 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Henderson **KY** [REDACTED]

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

Assign Dir 04507 **RIVERSIDE MOTORS, INC.** **LITTLE ROCK** **AR**

Sell Dir 25419 **D - PATRICK, INC.** **EVANSVILLE** **IN**

Last Sell Dir 25419 **D - PATRICK, INC.** **EVANSVILLE** **IN**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E0XA [REDACTED]
Mileage 82000 **Prod Date** 06/30/1999 **Warr Date** 07/15/1999 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	10/01/2003 11:14:26	Robyn Letz	8200

Summary Notes

10/01/2003 11:14:20 Robyn Letz 8200

Primary Phone: [REDACTED]
Current Mileage: 82000
Dealer(s) involved: 04507

Situation: SM of dealer called to report that customer is dissatisfied with quality of out of warranty vehicle. Customer's harmonic balancer failed, no assistance was offered by dealer, customer may be sending letter asking for assistance. Request was declined by SM.

Action Taken:

Customer Follow-up Y/N:

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

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A**Note ID** 663105 **Cus Ident** 10989704 **Legal** **Note Type** Summary Note**Customer****Address**

College Station TX

TX

Phone**Phone Location** Residence**Assign Dir** 76504 GARLYN SHELTON IMPORTS TEMPLE TX**Sell Dir** 75110 CLASSIC-TYLER MOTORS, INC. TYLER TX**Last Sell Dir** 75110 CLASSIC-TYLER MOTORS, INC. TYLER TX**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631541A	World Vin: 4JGAB54E3WA
Mileage 48017	Prod Date 12/09/1997 Warr Date 01/26/1998 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/02/2003 17:55:44	Miriam Clark	4699

Summary Notes

10/02/2003 17:55:35 Miriam Clark 4699

Primary Phone:**Current Mileage:** 48017**Dealer(s) Involved:** 76504

Situation: Customer called the CAC to advised the harmonic balancer broke in his vehicle and he was seeking financial assistance....He stated the vehicle is currently at an independent shop.

Action Taken: I advised the customer that he should take the vehicle to an authorized MB dealer and speak with the SM about his concerns....He asked for the number to dealer 76504 and I provided the same.

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

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

000000

Note ID 665963 **Cus Ident** 10311776 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Hackettstown NJ [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 51113 **MERCEDES-BENZ OF MORRISTOWN** MORRISTOWN NJ
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 1631541A [REDACTED] **World Vin:** 4JGAB54E0W [REDACTED]
Mileage 147949 **Prod Date** 04/08/1998 **Warr Date** 05/05/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/13/2003 14:05:25	Robyn Letz	6209

Summary Notes

10/13/2003 14:05:06 Robyn Letz 6209

Primary Phone: [REDACTED]
Current Mileage: 147949
Dealer(s) Involved: 51113
Situation: Cancelled referral 184967

Mr. Nicholls sent a letter to the CAC dated 10/09/03 and received 10/13/03.

Customer is demanding assistance for repair to Harmonic balancer and timing chain and oil pan.

Customer alleges MBUSA has known of this issue and has refused to perform inspections. (Customer has documents printed from internet sources.)

Customer's vehicle is outside of warranty.

Writer will copy G. Bowne

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 668195 **Cus Ident** 6307890 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Clayton

DE [REDACTED]

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

DBAG Vin 1631541 [REDACTED] **World Vin:** 4JGAB54E0WA [REDACTED]
Mileage 82000 **Prod Date** 04/08/1998 **Warr Date** 04/30/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/14/2003 09:04:48	Michael Reger	6383

Summary Notes

10/14/2003 09:04:27 Michael Reger 6383

Primary Phone: [REDACTED]**Current Mileage:** 82000**Dealer(s) Involved:** 12202**Situation:** The customer called the CAC alleging that dampener off the crank pulley failed and damaged the front oil pan.

The writer suggested to the customer to speak to the SVC Manager to review his concerns for post warranty consideration.

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

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

20040210

Note ID 666395 **Cus Ident** 9289935 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Oak Park

CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dlr****Sell Dlr** 05749

HOEHN MOTORS INC.

CARLSBAD

CA

Last Sell Dlr 05749

HOEHN MOTORS INC.

CARLSBAD

CA

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E1X [REDACTED]**Mileage** 61780 **Prod Date** 08/27/1998 **Warr Date** 09/15/1998 **Model** ML320 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/14/2003 14:16:21	Michael Reger	6383
	High Cost of Repairs	10/14/2003 14:16:21	Michael Reger	6383
	Poor Design of Component(s)	10/14/2003 14:16:22	Michael Reger	6383
	Overall Dissatisfaction with Quality	10/14/2003 14:16:22	Michael Reger	6383
	Fit and Finish / Upholstery Issues	10/14/2003 14:16:21	Michael Reger	6383
Internet	Internet Inquiry	10/17/2003 10:05:16	Michael Reger	6383

Summary Notes

10/14/2003 14:16:08 Michael Reger 6383

The customer called the CAC to voice his opinion of his vehicle. The customer feels let down by the amount of repairs that were completed on his vehicle.

Summary Notes

10/17/2003 10:06:10 Michael Reger 6383

Corr. # 227962 Warranty Questions (CWAR)

□ [REDACTED]
□ 10/14/2003 02:52 PM
□ □
□ □ To: mailmaster@mbusa.com
□ □ cc:
□ □ Subject: Warranty Questions (CWAR)

Subject: Warranty Questions (CWAR) From: njuwadi@hotmail.com

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Oak Park

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Hi, This is a complaint. After I brought ML320 it has had problems regularly. Now I have been taking it to the dealership pretty regularly to the problems fixed. The current problem is Crane pulley and balance came loose on my car. They have to replace the crane pulley which costs me \$350. And they are also asking me to replace front engine cover and oil pan, it will cost me around \$3000.00. This is become insane to go dealership every other month and pay \$500 to get this SUV repaired. I never did off roading all the miles are freeway miles. I'm 35 years, I have lot off cars to buy ahead in my life. Basically Mercedes Benz will be counting me out as customer if they are not going to do anything about this car. I hear from the service guy, first two years of this car have lots of problems. Thanks [REDACTED]

Survey Information:

Day Phone Number: (818) 929-9140 ext:

Evening Phone Number: (818) 735-5427 ext:

Preferred number: Work

Preferred time to call: Morning

Fax: -

VIN Number: 4JGAB54E1X [REDACTED]

Vehicle Year: 1999

Model You Own : M-Class

Mr. [REDACTED]

Thank you for your recent internet e-mail.

Repairs to a vehicle are seldom pleasant. Not being directly involved with the vehicle's repair it's impossible to comment with specifics. However, we'd suggest that you speak to the Service Manager at your authorized Mercedes-Benz dealer to review your concerns for post warranty consideration.

Michael Reger

Customer Relations

Mercedes-Benz USA, LLC

regerm@mbusa.com

PH: (800) 387-6372 ext. 6383

Summary Notes

10/22/2003

10:05:58

Michael Reger

6383

Hi Michael,

Thanks for prompt reply.

I'm not concerned about current repairs, because they are already done and I already paid for it.

I'm worried by the reliability of the car. When I buy a Mercedes I expect a quality product. When the service advisor is telling me that first two years of this ML320's have lot of problems, that is very sad to listen. And it had been true statement. I owned this car for 4 years and this is the one I took to the dealership for repairs more than any car I owned in my life. Before this car I had a BMW I never had to take it dealership for repairs.

Owning a luxury car should be pleasant experience, that's the reason consumers pay premium for these cars. As a consumer I am expressing my concerns about the car that I brought.

Let me know.

Thanks

Mr. [REDACTED]

Thank you again for your internet e-mail.

Not having that direct involvement with your vehicle, prevents us from commenting with specifics. Please speak with the SVC Manager where you had your vehicle serviced or repaired. To speculate over e-mail would be impossible.

Thank you for allowing us the opportunity to clarify.

Michael Reger
Customer Relations
Mercedes-Benz USA, LLC
regem@mbusa.com
PH: (800) 367-6372 ext. 6383

Summary Note Information**Mercedes Benz of U.S.A**10/20/2003
10/20/2003

Note ID 888297 **Cus Ident** 5575948 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cary **NC** [REDACTED]
Phone [REDACTED] **228** **Phone Location** **Business**
Assign Dir 59106 **MERCEDES-BENZ OF CARY** **CARY** **NC**
Sell Dir 59218 **LEITH, INC.** **RALEIGH** **NC**
Last Sell Dir 59218 **LEITH, INC.** **RALEIGH** **NC**

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

DBAG Vin 1831541A [REDACTED] **World Vin:** 4JGAB54E5WA [REDACTED]
Mileage 50000 **Prod Date** 11/01/1997 **Warr Date** 12/22/1997 **Model** ML320 **1998**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	10/20/2003 16:02:04	Rice Byerly	7225
Warranty	Post Warranty Consideration Request	10/30/2003 16:56:06	John Hoey	4605
Internet	Internet Inquiry	10/30/2003 16:56:12	John Hoey	4605

Summary Notes

10/20/2003 16:00:58 Rice Byerly 7225

Karim Pathan went to the Cary Dealer asking for reimbursement for a crankshaft balancer repair which was performed at an Independent up the street from this Dealer. She also wanted the dealership to check the vehicle for "other damages" for free. Mr Marty Hay, SM, declined the reimbursement and the "free check" due to the fact that the Owner doesn't service at the Dealership and the close proximity of the Independent. Owner dissatisfied

Summary Notes

10/30/2003 16:57:49 John Hoey 4806

Customer sent an Internet message (corresp # 228356.)

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2: [REDACTED]

City: Cary

State: NC

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: It has been five years I have owned the ML-350 so the warranty has expired. I have only 50800 miles on the car. Due to the separation of pulley, the engine block is damaged. I found this out where I had some other work done at outside garage (not at dealer). According to the mechanic the problem seems to be a manufacturing problem. So I took the car to the dealer in Cary, NC. Initially, the service manager said there is no problem but then talking to the mechanic, he agreed to the initial assessment of manufacturing problem. The service manager wanted me to send them the bill where I had the work done which I did. I was just informed that the dealer will not do any thing. A reputable company like Mercedes Benz needs better customer relation than that. So if you can kindly send me the name and phone number of your company representative for this area, I can get together and explain the problem. Hoping to hear from you soon. [REDACTED] □□ □□ □□ □□ □□ □□

Survey Information:

Day Phone Number: (919) 733-2178 ext: 228

Evening Phone Number: (919) 489-8143 ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: 4JGAB54E5WA [REDACTED]

Vehicle Year: 1998

Model You Own : M-Class

Replied:

Dear [REDACTED]

Thank you for your Internet message.

We regret to learn of the difficulties you experienced with your 1998 ML320, and apologize for any inconvenience you may have experienced in attending to repairs, however, not being given an opportunity to technically inspect your automobile, and lacking direct involvement in the operation and service history, it is virtually impossible for us to comment on repairs that were accomplished by an independent repair facility, with which we have no working relationship, via correspondence - after the fact.

We realize that repairs and/or replacements are seldom pleasant, but once a vehicle leaves our possession, many factors that are beyond the control of a manufacturer have a direct bearing on repairs which become necessary.

As you know, your vehicle was originally covered by a 4 year or 50,000 mile (whichever occurs first warranty.) Your vehicle originally went into service on December 22, 1997, and the warranty has been expired for more than 22 months based on elapsed time.

During the warranty period, it is stipulated that warranty repairs must be performed at an authorized Mercedes-Benz dealership; it is equally, if not more so, important when requesting post-warranty consideration that repairs be done by an authorized dealer. Post warranty requests are reviewed by the Service Managers at our authorized Mercedes-Benz dealers. The Service Manager at Mercedes-Benz of Cary has advised us that he has declined post warranty assistance towards your repairs.

Your patronage of our products does mean a great deal to us, and we recognize your disappointment. Since repairs, however, were done at an independent garage, and your vehicle has exceeded the terms of its' warranty, we must respectfully decline providing financial assistance towards any expenses incurred; your understanding is solicited.

John M. Hoey

National Customer Relations Representative

Customer Assistance Center

Mercedes-Benz USA, LLC

Summary Note Information

Mercedes Benz of U.S.A

Note ID 669426 Cus Ident 16992746 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Loveland OH [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH

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: 4JGAB54E1XA [REDACTED]
 Mileage 67000 Prod Date 03/16/1996 Warr Date 03/22/1996 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/22/2003 18:24:42	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	10/22/2003 18:24:28	Lois Grillo	4627

Summary Notes

10/22/2003 18:24:11 Lois Grillo 4627

Primary Phone: [REDACTED]
 Current Mileage: 67000
 Dealer(s) Involved: 62410

Situation:

Customer phoned the CAC claiming that the harmonic balancer malfunctioned and the crank pulley went through the oil pan and damaged the timing cover. Customer is looking for assistance with repair. Customer claims that his S/A, Albert, referred him to the CAC.

Customer is alleging that this is a common problem with this vehicle.

Action Taken:

Writer stated that the S/M at authorized MB dealers has been empowered by MB to review all requests for posalb P/W/C and these are reviewed on a case by case basis. Writer also stated the MB will uphold dealers decision.

Customer Follow-up Y/N:

yes with S/M.

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

Note ID 670460 **Cus Ident** 13106561 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Creve Coeur **MC** [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dir 45102 **PLAZA MOTOR COMPANY** **CREVE COEUR MO**
Sell Dir 45102 **PLAZA MOTOR COMPANY** **CREVE COEUR MO**
Last Sell Dir 45102 **PLAZA MOTOR COMPANY** **CREVE COEUR MO**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9WA [REDACTED]
Mileage 86650 **Prod Date** 04/08/1998 **Warr Date** 04/14/1998 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/25/2003 11:03:08	Maria Cruz	4604
	High Cost of Repairs	10/25/2003 11:03:08	Maria Cruz	4604
	Overall Satisfaction with Quality	10/25/2003 11:03:08	Maria Cruz	4604

Summary Notes

10/25/2003 11:02:37 Maria Cruz 4604

Mrs. Wadlow contacted the CAC

Advised that she has had many things go wrong in this vehicle. Customer concerned that warranty will soon be up. Customer stated that "everything has been replaced in this vehicle from flywheel balancer to sway bar, fuel pump, switches etc.)

Customer is requesting that MB extend the warranty I encouraged customer to speak with SM at dir as he is on th best position to review her request. Customer stated she has already spoken with the dir, specifically the receptionist and service rep Rich Drazek who customer alleges told her she would need to call us for that request

Customer request that we contact SM and advise him of the issues she had. I advised customer that I would leave message for SM and provide him her tel # for callback.

Customer provided tel # [REDACTED]

10/25/2003 11:07:31 Maria Cruz 4604

Writer left message for SM Jim Boehm-advised of the above and request customer contact.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 673271 Cus Ident 17513506 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Cos Cob CT [REDACTED]
 Phone [REDACTED] Phone Location Business
 Assign Dir 01325 LEIGH AUTOMOTIVE TUSCALOOSA AL
 Sell Dir 01100

Last Sell Dir 01100

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E5XA [REDACTED]
 Mileage 36536 Prod Date 01/14/1999 Warr Date 01/27/1999 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/04/2003 11:40:51	James Blaise	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	11/04/2003 11:40:58	James Blaise	4620

Summary Notes

11/04/2003 11:40:41 James Blaise 4620

Copy of customer's e-mail:

Comments: My wife was driving on I95 with my two young children yesterday when the power steering quit and the battery light came on. At 60 mph the car became all but uncontrollable. She veered off the road and onto an embankment, fortunately no one was hurt. Turns out the Crank Pulley had broken and basically fallen out of the bottom of the car (after wearing a deep gash in the oil pan) rendering all of the belt driven accessories useless. After doing a little research, I see this is a common and recurring problem with this vehicle. I am afraid to put my wife back in this vehicle without an explanation from MB with regard to the history of this problem and a part number that will solve this problem for me once and for all. The car is out of warranty but I certainly do not expect to have to pay for this part as it is clearly defective on all '99 ML320's. The vehicle has only 68,000 miles on it and has been driven very conservatively (never off-road) by my wife. Please let me know how I can get this part replaced so that I do not have to take any further legal action. Thank you.

Survey Information:

11/3/03 - Writer checked with local dealers - vehicle was last in at Leigh in 1/01; Crown had no record of any svc. Writer left VM for customer to call back - also left VM for SPOM to call writer.

Summary Notes

CONFIDENTIAL

11/08/2003 13:07:31 James Blaisie 4620

11/4 -Writer contacted customer who advised he was looking for reimbursement of cost of part - \$80.60 -

11/4 - writer left VM for SPOM M. Wilard (in CT) - he left VM advising that MB would cover cost of part - he will contact Pat Devlin and advise him of approval.

11/5 - writer spoke to SPOM who confirmed the process/decision and writer spoke to Pat Devlin, provided customer's contact number [REDACTED] eh will contact customer fro details.

Writer left msg w/Ronnie for customer with information that P. Devlin would contact him re: his request.

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

Note ID 675048 **Cus Ident** 6562406 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Norcross

GA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 17315 ATLANTA CLASSIC CARS, INC. DULUTH 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 1631541A [REDACTED] **World Via:** 4JGAB54E0WA [REDACTED]
Mileage 72000 **Prod Date** 06/18/199E **Warr Date** 06/27/199E **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	11/08/2003 10:05:41	Arnold Almaguer	4621
Warranty	Post Warranty Consideration Request	11/08/2003 10:05:48	Arnold Almaguer	4621

Summary Notes

11/08/2003 10:05:33 Arnold Almaguer 4621

[REDACTED] called the CAC to express her dissatisfaction with her 1998 ML320. Customer stated that her vehicle required a tow into dealer 17315 for an alleged "broken belt/ crankshaft pulley". [REDACTED] claims that she read on the Internet that MBUSA is experiencing know issues regarding this item for this year and model. Customer is seeking financial assistance for the cost of the repair. Writer informed customer that MBUSA isn't aware of an outstanding issue with this item, despite what customer is claiming. Write Informed customer that "belts" are consider a wear item and requires replacement at some point in the vehicle's li cycle. Writer informed customer that vehicle is out of LNCW, and request for post warranty consideration should be address with SM. Writer advised customer that her concerns will be documented.

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

Note ID 675322 **Cus Ident** 7496061 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Palo Alto CA** [REDACTED] **Phone Location** **Residence**
Assign Dir 05636 **CLARIDGE S LTD.** **FREMONT CA**
Sell Dir 05117 **HERWALDT MOTORS** **FRESNO CA**
Last Sell Dir 05117 **HERWALDT MOTORS** **FRESNO CA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9XA [REDACTED]
Mileage 90000 **Prod Date** 10/05/1998 **Warr Date** 10/21/1998 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/10/2003 14:12:18	Honora Duffy	6307

Summary Notes

11/10/2003 14:12:09 Honora Duffy 6307
Primary Phone: (850) 493 - 1375
Current Mileage: 90000
Dealer(s) involved: 05636

Situation: Harmonic balancer gone - Claridge has offered discount on repairs - customer still unhappy.

Action Taken: I told him we recognize his feelings, but dealer's offer is made on behalf of MBUSA & considering mileage on his car, this is fair.

Customer Follow-up Y/N: none

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

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 678072 **Cus Ident** 8818343 **Legal** - **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Chicago

IL [REDACTED]

Phone [REDACTED]

Phone Location Business

Assign Dir 22117 MERCEDES-BENZ OF CHICAGO CHICAGO IL
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 1631541A [REDACTED] **World Vin:** 4JGAB54E2WA [REDACTED]
Mileage 87500 **Prod Date** 12/03/1997 **Warr Date** 12/11/1997 **Model** ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Pool Warranty Consideration Request	11/17/2003 18:39:34	James Blasie	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coofir	Engine and Engine Cooling	11/17/2003 18:38:37	James Blasie	4620

Summary Notes

11/17/2003 18:39:26 James Blasie 4620

Customer alleged that dealer advised her "vibration dampener, mono-belt and idler pulley, belt tensioner, water pump and oil pan had to be repaired/replaced - she was requesting MB rep examine vehicle as she was advised her former dealer, Bob Ross that "MB was looking into it" - these parts/repairs.
 Writer left VM for svc mgr. M. Peoples to call writer back.

11/18/2003 10:59:33 James Blasie 4620

[REDACTED] called back 11/17 - he stated he would review issue with S&P director
 11/18 - he called writer and he advised that they would offer to cover parts in the repair - he stated he would be contacting customer to advise her of the offer.

Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 678917 **Cus Ident** 4241317 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Brooklyn NY [REDACTED]

Phone	Phone Location	
Assign Dir 56113	MERCEDES - BENZ MANHATTA NEW YORK	NY
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 1631541A1 [REDACTED]	World Vin: 4JGAB54E8XA [REDACTED]
Mileage 44799	Prod Date 03/02/1998 Warr Date 03/31/1998 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/19/2003 11:52:22	John Hart	4889

Summary Notes

11/19/2003 11:52:04 John Hart 4889

Primary Phone:
 Current Mileage: 44799
 Dealer(s) Involved: N/A

Situation:
 Customer [REDACTED] phoned the CAC wishing to express dissatisfaction with Manhattan dealership.

Customer is requesting post warranty assistance with repair of pulley dampener.

Action Taken:
 Writer advised customer post warranty assistance is on a case by case basis and the service manager is empowered to review requests of this nature.
 We fully support the decision of the service manager.

Writer phoned service manager Dan Edwards of Manhattan dealership who advised concerns will be reviewed and dealership will contact customer.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 681131 **Cus Ident** 2535515 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Irving **TX** [REDACTED]
Phone [REDACTED] **Phone Location** Business
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:** 4JGAB54E3XA [REDACTED]
Mileage 41391 **Prod Date** 07/23/1998 **Warr Date** 08/06/1998 **Model** ML320 **1999**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/25/2003 18:31:11	Robyn Letz	6209

Summary Notes

11/25/2003 18:30:51 Robyn Letz 6209

Primary Phone: [REDACTED]
Current Mileage: 41391
Dealer(s) Involved: 75118

Situation: [REDACTED] is second owner of vehicle out of warranty by time. Customer has been offered post-warranty assistance for repair to vehicle. Customer is dissatisfied claims repair is related to factory defect. Customer quote out side shop that they see this a lot.

Writer apologized but advised customer SM has full authority to make decisions post-warranty, suggested she speak to SM about her concern.

Writer asked repeatedly for customer to be specific about repair ,but customer kept avoiding the question.

Action Taken:

Customer Follow-up Y/N:

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

Summary Notes

12/01/2003

07:44:38

Craig Dearing

B200

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Dealer follow up text:

This client had her vehicle at Zim's Autotechnic for her initial diagnosis.

She called over here after Zim's informed her what was wrong.

The initial diagnosis was the harmonic balancer separated and damaged the front engine cover.

They allegedly informed her that Mercedes Benz has a problem with this and they should take care of it.

I visited with the client and we obtained her authorization to inspect the vehicle.

I informed her that we would be happy to look into MB participation once the vehicle was diagnosed by our tech.

The diagnosis confirmed the separation of the harmonic balancer and front engine cover damage.

Dealer information indicated that the vehicle has been out of warranty since 8-5-2002

History review showed little participation from client at this dealer.

Even though dealer visits were minimal assistance was offered due to low mileage.

We offered MB assist in purchasing the parts and client pays labor.

Client declined and contacted MB.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 681572 **Cus Ident** 21696596 **Legal** **Note Type** Summary Note

Customer [REDACTED]
Address [REDACTED]

Los Banos **CA** [REDACTED]

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

Assign Dir 05137 **BESHOFF MOTORCARS** **SAN JOSE** **CA**

Sell Dir 05747 **MERCEDES-BENZ OF LAGUNA** **LAGUNA NIGUE** **CA**

Last Sell Dir 05747 **MERCEDES-BENZ OF LAGUNA** **LAGUNA NIGUE** **CA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E8XA [REDACTED]
Mileage 50000 **Prod Date** 12/18/1998 **Warr Date** 12/31/1998 **Model** ML320 **1999**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/26/2003 16:08:52	Frank Parente	4675

Summary Notes

11/26/2003 16:07:28 Frank Parente 4675

Customer called seeking post warranty consideration on Harmonic Balancer repair-writer contacted SM and SPO -request that Gary Bowns be contacted concerning goodwill.

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

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Note ID 882093 **Cus Ident** 12461680 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Williamstown **NJ** [REDACTED]

Phone (856)829-5793 **Phone Location** Residence

Assign Dir 51220 **PRECISION CARS OF ATLANTIC WEST ATLANTI** NJ

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:** 4JGAB54E2XA [REDACTED]
Mileage 60000 **Prod Date** 12/14/1998 **Warr Date** 12/28/1998 **Model** ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/01/2003 10:43:17	Miriam Clark	4699

Summary Notes

12/01/2003 10:42:57 Miriam Clark 4699

Customer called the CAC seeking to get out of lease....He alleges that now the carrier bearing is malfunctioning. He alleges the harmonic balancer needed repair and that is now another \$900 repair.... He alleges the SM is not willing to assist further with any of the repairs....

I apologized to the customer and advised that the SM at dealer is the best person to review his concerns and whatever decision is made, we could not overturn it..

Customer was also advised that I would share his comments with dealer SM...

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

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Note ID 662289 **Cus Ident** 8795975 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Brewton

AL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 14342

CENTENNIAL IMPORTS INC.

PENSACOLA FL

Sell Dir**Last Sell Dir****Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E6XA [REDACTED]**Mileage** 47790 **Prod Date** 02/13/1999 **Warr Date** 02/27/1999 **Model** ML320 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/01/2003 15:50:23	Cynthia Feuss	6289
	Overall Dissatisfaction with Quality	12/01/2003 15:50:23	Cynthia Feuss	6289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	12/01/2003 15:50:44	Cynthia Feuss	6289

Summary Notes

12/01/2003 15:50:15 Cynthia Feuss 6289

Phone: [REDACTED] (No answer, no answering machine)

Current Mileage: 47790; Dealer(s) involved: 14342

Situation: CORRES # 230353: Owner sends letter to Klaus Ulkann, expresses dissatisfaction with need for post warranty repairs to crankshaft pulley, mass air flow sensor. (Warranty History indicates \$1386 post warranty assist). Owner indicates she paid \$745 for pulley & \$182 for sensor. Owner states she feels the crank shaft pulley is a "design flaw" and she is sending a letter to the NHTSA & Consumer Safety Board. Owner closes letter "Who wants to own a vehicle when all you are worried about is what is going to break down next. I don't know if this letter will do any good. My feelings are still so raw. But I needed to write it."

I will send reply to owner.

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

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 682294 Cus Ident 10593280 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Odenton

MD [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Last Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E9Y [REDACTED]
 Mileage 75000 Prod Date 04/17/2000 Warr Date 04/22/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/01/2003 16:00:44	Arnold Almaguer	4621

Summary Notes

12/01/2003 16:00:33 Arnold Almaguer 4621

Primary Phone: [REDACTED]
 Current Mileage: 75000
 Dealer(s) involved: 34104

Situation: [REDACTED] called the CAC requesting post warranty financial assistance for alleged issue with interior insulation, rubber windshield moldings, and harmonic balancer. Customer stated that she spoke to SM and was informed that post warranty has been declined. Writer supported SM decisions and informed customer that SM is empowered to review post warranty considerations. Writer informed customer that her concerns will be noted appropriately.

Action Taken:

Customer Follow-up Y/N:

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

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 685124 Cus Ident 17245891 Legal Note Type Summary Note
 Customer [REDACTED] , Jr.
 Address [REDACTED]

Highlands NC [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 15309 GLAUSER, INC. SARASOTA FL
 Sell Dir 14100 FREELAND MOTORS FORT MYERS FL
 Last Sell Dir 14100 FREELAND MOTORS FORT MYERS FL
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E9XA [REDACTED]
 Mileage 40326 Prod Date 01/12/1999 Warr Date 02/24/1999 Model ML320 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/08/2003 14:58:18	John Hart	4689

Summary Notes

12/08/2003 14:58:05 John Hart 4689
 Primary Phone: [REDACTED]
 Current Mileage: 40326
 Dealer(s) Involved: N/A

Situation:

Customer [REDACTED] Campbell phoned the CAC alleging Albany Georgia repaired a broken balancer and currently is an oil leak. Customer alleges vehicle is at an independent who diagnosed oil leak.

Action Taken:

Writer advised customer we do not deal with independent shops and concerns must be reviewed by an authorized Mercedes-Benz dealership, directing customer to speak with service manager Joe Rice.

Writer phoned assistance service manager Billy Getwiler advising of situation.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 687255 Cus Ident 10171853 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Addison TX [REDACTED]
 Phone [REDACTED] Phone Location Residence
 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: 4JGAB54E3YA [REDACTED]
 Mileage 61000 Prod Date 11/08/1998 Warr Date 01/24/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/18/2003 13:14:32	Lois Grillo	4827

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cooling	Engine and Engine Cooling	12/16/2003 13:14:25	Lois Grillo	4827
Electrical System	Electrical System	12/16/2003 13:14:34	Lois Grillo	4827

Summary Notes

12/16/2003 13:13:58 Lois Grillo 4827

Primary Phone: [REDACTED]
 Current Mileage: 61000
 Dealer(s) involved: 75568

Situation:

customer phoned the CAC claiming that her dealer 75568 has offered to provide parts if she would pay for labor to repair the harmonic balancer on her vehicle. Customer is dissatisfied with this vehicle and wanted MB to pay for the total cost of this repair.

Action Taken:

Writer stated that the vehicle is out of warranty and there is no recall on the harmonic balancer on her vehicle. Writer stated that MBUSA has empowered the S/M at dealer to review all requests for PWW/C and his decision is final. Writer also stated that he has the right to rescind the offer.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 688689 **Cus Ident** 10066178 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lutherville Timonit MD [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 34209

VALLEY MOTORS, INC.

COCKEYSVILLE MD

Sell Dir 59215

MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Last Sell Dir 59215

MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A [REDACTED]**World Vin:** 4JGAB54E2WA [REDACTED]**Mileage** 80000 **Prod Date** 09/25/1997 **Warr Date** 09/30/1997 **Model** ML320 1998**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/19/2003 13:51:05	Nicole Shababb	4619

Summary Notes

12/19/2003 13:50:29 Nicole Shababb 4619

Customer contacted the CAC alleging he paid over \$6,000 towards a repair to his harmonic balancer performed by 34209 back in August 03'.

Customer requesting reimbursement towards repair.

Writer advised customer that we are not in a position to reimburse for his repair and also indicated to customer that his vehicle is no longer covered under the terms of the Limited New vehicle Warranty.

Writer advised customer that he may want to review his request with the dealership that performed the repair - 34209, as customer is alleging he was overcharged.

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

Note ID 697312 Cus Ident 16899781 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Golden

CO [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 08103 MERCEDES-BENZ OF LITTLETON LITTLETON CO

Sell Dir 22441 MID / TOWN IMPORTS INCORPORATED PEKIN IL

Last Sell Dir 22441 MID / TOWN IMPORTS INCORPORATED PEKIN IL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E4WA [REDACTED]
 Mileage 130000 Prod Date 05/22/1998 Warr Date 05/28/1998 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/20/2004 15:18:05	Robyn Letz	6209

Summary Notes

01/20/2004 15:18:12 Robyn Letz 6209

Primary Phone: [REDACTED]
 Current Mileage: 130000
 Dealer(s) involved: 08103

Situation: Mr. O'Neil called the CAC.

Customer alleges that he brought vehicle to dealer because engine was misfiring 12/15/03.

Customer claims dealer found no malfunction. Customer alleges 2 weeks later tensioner broke and caused \$800 worth of damage to engine.

Customer claims that MB knows this issue exists. Claims he spoke to SM of dealer in Denver who he claims told him that he offers assistance for this issue all the time. Customer alleges this issue is discussed in several chat rooms.

Writer told customer we will contact SPOM to ask him to review.

Writer will copy G. Bowns.

Action Taken:

Customer Follow-up Y/N:

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

01/23/2004 15:50:54 Robyn Letz 6209

CORR# 233186

Customer sent letter about issue above.

Writer has already contacted SPOM and G. Bowns to review issue.

Customer is seeking additional assistance from MBUSA.

Writer will fax letter to Hans Meyer.

Summary Notes

01/30/2004 12:12:30 Robyn Letz 6209

Writer has had no response from SPOM or G. Bowne
writer will contact SPOM to ask for his response to customer's issue.

01/30/2004 14:01:39 Robyn Letz 6209

From writer to SPOM:
Hi Hans,

I faxed customer's letter to you.

Are we going to intervene in anyway for customer's repairs? Need to know so that I can respond.

Thanks
Response:
Robyn,

I handled this matter yesterday with the dealer and the customer. I
authorized reimbursement of parts only. The dealer advised the customer who
was very pleased and satisfied.

Please update the file.

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

Note ID 697882 Cus Ident 10030312 Legal -- Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Alpharetta

GA [REDACTED]

Phone [REDACTED]

Phone Location Residence

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

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

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

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1531541A [REDACTED] World Vin: 4JGAB54E0WA [REDACTED]
 Mileage 119000 Prod Date 07/28/1997 Warr Date 09/18/1997 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/21/2004 17:55:05	Nicole Shababb	4819

Summary Notes

01/21/2004 17:51:40 Nicole Shababb 4819

Customer contacted the CAC alleging his vehicle is currently at an independent service center for repair. Customer alleging the facility is advising the harmonic balancer on his vehicle needs to be replaced and that MBUSA is aware of "this issue".

Customer requesting financial assistance towards the repair. Writer advised customer that vehicle will first have to be brought to an authorized MB dealer for diagnosis and once this occurs the service manager can review his request for financial assistance.

Customer advised he will bring vehicle to dealer 173025.

Writer contacted Mike Ellis, SPOM to advise him of customer's concerns. Mike advised that customer should bring vehicle to dealer for diagnosis and suggested customer speak with Pam Knowles, asst. service manager. Mike advised the decision to cover this repair will be ultimately up to the dealership.

Writer contacted customer back to advise him of contact name at dealer (Pat Knowles). Customer pleased and advised he will follow-up with dealer.

Writer contacted Gary Bowne to advise him of situation. Gary advised he will review situation with Mike Ellis.

Summary Notes

CONFIDENTIAL

01/23/2004 10:56:44 Nicole Shababb 4618

Following e-mail response received by Gary Bowne:

Hi Mike,

Under the circumstances (mileage, etc.), I think the offer of 50% P & L is more than fair.

Thanks for getting involved in this one.

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

Phone: (201) 573-2719

Cell: (201) 218-2077

Fax: (201) 476-2866

email: bowneg@mbusa.com

----- Forwarded by Gary Bowne/171/DCAG/DCX on 01/23/2004 10:36 AM -----

Nicole Shababb

01/23/2004 10:33 AM

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

cc:

Subject: Mr. Judd Preuss

Gary,

Copy of sumnote as follows:

Customer contacted the CAC alleging his vehicle is currently at an independent service center for repair. Customer alleging the facility is advising the harmonic balancer on his vehicle needs to be replaced and that MBUSA is aware of "this issue".

Customer requesting financial assistance towards the repair. Writer advised customer that vehicle will first have to be brought to an authorized MB dealer for diagnosis and once this occurs the service manager can review his request for financial assistance.

Customer advised he will bring vehicle to dealer 173025.

Writer contacted Mike Ellis, SFOM to advise him of customer's concerns. Mike advised that customer should bring vehicle to dealer for diagnosis and suggested customer speak with Pam Knowles, asst. service manager. Mike advised the decision to cover this repair will be ultimately up to the dealership.

Writer contacted customer back to advise him of contact name at dealer (Pat Knowles). Customer pleased and advised he will follow-up with dealer.

Writer contacted Gary Bowne to advise him of situation. Gary advised he will review situation with Mike Ellis.

I received the following e-mail from Mike Ellis today,

Nicole,

This client contacted RBM and it has 120,000 miles not 58,000. Dealer to offer client 50 % P&L

Mike Ellis

Thanks for your assistance Gary.

Thank You,

Summary Notes

~~Nicole Strabato~~

National Customer Relations Representative

Customer Assistance Center

Mercedes-Benz USA, LLC

201-605-4619 phone

shababbn@mbusa.com

02/05/2004

11:10:20

Cynthia Feuss

6288

CORRES # 233768: Owner writes to Nicole, asks MB to reimburse \$475.46 for repairs performed by an independent, Roswell Auto Center of Roswell GA, copy of invoice attached. I called owner, advised the Svc Mgr: 17302 has full authority to review and warn that since repairs were performed by an ind & subject vehicle has 119 miles, assist is unlikely. Owner states he was offered 60% by RBM, I advised I was aware of this, but that we advised him at the time that the diagnosis must be confirmed and the repair performed by an auth. MB dealer. Owner states he will call dealer SM. states he will call dealer SM.

02/05/2004

11:15:34

Cynthia Feuss

6288

I faxed owners letter to 17302 SM Debby Peek with request she review, perhaps with SPOM Mike Ellis (Due to above notes). I called SPOM Mike Ellis, who is currently at RBM, he is aware of situation...he will review but state assist is unlikely as repair was performed by an independent.

CONFIDENTIAL

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 703336 Cus Ident 927204 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Fallbrook CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 05762 MERCEDES-BENZ OF ESCONDIDO ESCONDIDO 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 1831541A [REDACTED] World Vin: 4JGAB54E5WA [REDACTED]

Mileage 80000 Prod Date 05/27/1998 Warr Date 06/10/1998 Model ML320 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/09/2004 14:38:11	Honora Duffy	6307

Summary Notes

02/09/2004 14:37:58 Honora Duffy 6307

[REDACTED] called - he took car to local independent who told him harmonic balancer is cracked

Customer hinting at post-warranty assist - repairs have not been done. I told him he has to bring car to authorize MB dealer - they would inspect & give 2nd opinion & at that time, Service Manager would determine whether \$\$\$ would be offered.

Customer is going to call Escondido dealership to arrange appointment

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

Note ID 581682 **Cus Ident** 14749717 **Legal** **Note Type** Summary Note
Customer [REDACTED] **JR.**
Address [REDACTED]

Phone [REDACTED] **Kailua HI** [REDACTED] **Phone Location** **Residence**
Assign Dir 20604 THEO DAVIES EUROMOTORS, | HONOLULU HI
Sell Dir 20604 THEO DAVIES EUROMOTORS, | HONOLULU HI
Last Sell Dir 20604 THEO DAVIES EUROMOTORS, | HONOLULU HI

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

DBAG Vin 2083701F [REDACTED] **World Vin:** WDBLJ70G7XP [REDACTED]
Mileage 19705 **Prod Date** 07/28/1998 **Warr Date** 09/25/1998 **Model** CLK430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/02/2003 18:54:56	Thomas Nardi	6297

Summary Notes

01/02/2003 18:54:40 Thomas Nardi 6297

Customer called asking to speak to a regional manager. Customer is seeking goodwill towards the replacement of a crank pulley. Customer alleges that his sales person advised him to call us and ask for a regional manager.

Writer explained that normally once the vehicle goes out of warranty he would be responsible for the cost of all repairs. Customer stated "I only have 20k miles on this vehicle. I have a S430 on order and if MB does not cover this I will cancel my order."

Writer advised the customer to have Randall Tachino the SM, review his situation. Writer explained that if necessary the SM can consult with the regional manager. Customer was upset because the writer refused to provide the SPOM's name or phone #.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 655534 **Cus Ident** 20188637 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Burbank

CA [REDACTED]

Phone**Phone Location****Assign Dir** 05102 KEYES EUROPEAN, LLC VAN NUYS 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 2083701F [REDACTED] **World Vin:** WDBLJ70G6XF [REDACTED]
Mileage 44293 **Prod Date** 12/04/1998 **Warr Date** 01/22/1999 **Model** CLK430: 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/10/2003 11:44:59	María Cruz	4804

Summary Notes

09/10/2003 11:44:47 María Cruz 4804

Customer contacted the CAC

Advised that warranty expired 6 months ago and has since had major issues. Customer alleges that all sorts of sensors (check engine light and fuel) are coming on, and that the lower harmonic balancer came off and "hit some things in the motor."

Customer alleges he was advised to call us for financial assistance by Clark N. in service.

I advised customer that his concerns would be documented and shared and encouraged him to speak with SM Paul Tanner regarding his concerns.

Summary Note Information

Mercedes Benz of U.S.A

6000

Note ID 669463 **Cus Ident** 20782669 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lake Mary

FL [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 75540

ED HICKS IMPORTS

CORPUS CHRIS TX

Last Sell Dir 75540

ED HICKS IMPORTS

CORPUS CHRIS TX

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 2083701F [REDACTED]

World Vin: WDBLJ70G3XF [REDACTED]

Mileage 74000 **Prod Date** 07/31/1998 **Warr Date** 09/08/1998 **Model** CLK430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/22/2003 19:40:12	Lola Grillo	4827
Vehicle Information Inqui	Recall Inquiry	10/22/2003 19:40:06	Lola Grillo	4827

Summary Notes

10/22/2003 19:39:41 Lola Grillo 4827

Customer phoned the CAC inquiring if there was a recall or silent recall on his vehicle. Writer confirmed that there is no open recall on this vehicle. Customer claims that the harmonic balancer has failed on his vehicle and he has purchased a part from dealer 14115 which his friend will install.

Writer stated that the S/M at authorized MB dealers has been empowered by MBUSA to review all requests for P/W/C.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 676255 **Cus Ident** 1866802 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Huntingdon Valley PA [REDACTED]

Phone [REDACTED] **Phone Location** Business**Assign Dir** 51146 RAY CATENA MOTOR CAR COF EDISON NJ**Sell Dir** 67227 MOTORWORLD WILKES BARRE PA**Last Sell Dir** 67227 MOTORWORLD WILKES BARRE PA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2083701 [REDACTED] **World Vin:** WDBLJ70G6XF [REDACTED]
Mileage 65000 **Prod Date** 11/12/1998 **Warr Date** 12/31/1998 **Model** CLK430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/12/2003 13:58:03	Frank Parente	4875

Summary Notes

11/12/2003 13:57:34 Frank Parente 4875

Customer called seeking post-warranty consideration on a harmonic balancer repair. Customer claims that SM he offered to pay half of \$2,300 cost but client feels that MB should pay for all. Writer told customer that decision is made by SM but his comments will be noted.

11/13/2003 07:32:21 Frank Parente 4875

Writer and SPOM (TZ) received response from GB suggesting that MB cover entire cost of repair. Writer will contact SPOM for decision.

11/13/2003 11:24:38 Frank Parente 4875

SPOM Response:

SPOM spoke to Glen Gatto SM 51146.
 Dealer will cover as post goodwill.

Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 693158 **Cus Ident** 27012 **Legal** **Note Type** Summary Note

Customer [REDACTED]

Address [REDACTED]

Pasadena **CA** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05102 **KEYES EUROPEAN, LLC** **VAN NUYS** **CA**

Sell Dir 05102 **KEYES EUROPEAN, LLC** **VAN NUYS** **CA**

Last Sell Dir 05102 **KEYES EUROPEAN, LLC** **VAN NUYS** **CA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2083701F [REDACTED] **World Vin:** WDBLJ70G5XF [REDACTED]

Mileage 52000 **Prod Date** 09/30/1998 **Warr Date** 11/13/1998 **Model** CLK430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/07/2004 13:55:10	John Hart	4869

Summary Notes

01/07/2004 13:54:48 John Hart 4869

Primary Phone: [REDACTED]
Current Mileage: 52000
Dealer(s) involved: N/A

Situation:

Customer: [REDACTED] phoned the CAC alleging vehicle power steering malfunctioned and needed to be towed to Keye's.

Customer is now requesting post warranty assistance with front engine pulley which damaged engine/oil pan. Customer claims dealer offered parts and will need to pay for labor.

Customer states she will be selling her vehicle after it is repaired.

Action Taken:

Writer advised customer we would document concerns and advised customer post warranty assistance is on a case-by-case basis and empower the service manager to review concerns and fully support their decision.

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

Note ID 642769 **Cus Ident** 51284 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

The Colony TX [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir
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 2084651T [REDACTED] **World Vin:** WDBLK65G7X [REDACTED]
Mileage 27517 **Prod Date** 03/10/1996 **Warr Date** 04/14/1996 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/28/2003 17:43:34	James Blasie	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolr	Engine and Engine Cooling	07/28/2003 17:43:38	James Blasie	4620

Summary Notes

07/28/2003 17:43:29 James Blasie 4620

Primary Phone: [REDACTED]
Current Mileage: 20820
Dealer(s) Involved: N/A

Situation: customer sent letter alleging harmonic balancer was replaced at independent and he was requesting reimbursement of repair.

Action Taken: writer wrote response denying request.

Customer Follow-up Y/N:

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

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

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Note ID 656437 **Cus Ident** 10081455 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Bethesda **MD** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 75568 **PARK PLACE MOTORCARS** **DALLAS** **TX**
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 2084651T [REDACTED] **World Vin:** WDBLK65G0XT [REDACTED]
Mileage 25032 **Prod Date** 08/16/1998 **Warr Date** 11/02/1998 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	StarMark Inquiry	08/12/2003 10:37:33	John Hoey	4805

Summary Notes

08/12/2003 10:37:17 John Hoey 4805

Primary Phone: [REDACTED]
Current Mileage: 25032
Dealer(s) Involved: 75568

Situation: Customer called the CAC. He is dissatisfied that dir 75568 told him certain components are not covered by his STARMARK warranty.

Customer claims the dir told him the front crank pulley, the shifter linkage bushings, exhaust heat shields, upper console cover, left door panel, and type designation on the trunk need to be replaced.

Writer checked the STARMARK warranty booklet. Writer advised the customer the crank pulley is not covered, the shifter linkages are shown as covered but not the bushings, and the trip pieces - console cover, door panel, and type designation are not covered. Advised the customer only the intake and exhaust manifolds are covered not the heat shields.

Customer asked what is the purpose of the warranty. Writer informed the customer the STARMARK warranty list specific components that are covered and anything not listed is not covered.

Customer hung up.

Action Taken:

Customer Follow-up Y/N:

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

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

CONFIDENTIAL

Note ID 659748 **Cus Ident** 7206118 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

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

Sell Dir 17330 **MERCEDES-BENZ OF SOUTH A ATLANTA** **GA**
Last Sell Dir 17330 **MERCEDES-BENZ OF SOUTH A ATLANTA** **GA**

Note to Market ind: **Amount**

Vehicle Information

DBAG Vin 2084651 [REDACTED] **World Vin:** WDBLK65G0X [REDACTED]
Mileage 49967 **Prod Date** 05/18/1999 **Warr Date** 06/24/1999 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	09/23/2003 14:27:28	John Hoey	4805

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	09/23/2003 14:27:31	John Hoey	4805

Summary Notes

09/23/2003 14:27:21 John Hoey 4805

CONFIDENTIAL

Primary Phone: [REDACTED]
Current Mileage: 49967
Dealer(s) Involved: N/A

Situation: Customer called the CAC. He stated the crankshaft dampener came loose and put a hole in the timing cover. Customer stated there was a rubber ring laying there, and there were metal shavings by the engine block, and oil pan.

Customer took the vehicle to an independent. Customer claims he was told this is a common problem, and allegedly was told there is an MB technical bulletin about the alleged condition. Customer claims he was told by the independent that 150,000 of these parts were replaced by MB.

Writer informed the customer he has no knowledge of such a condition being prevalent on his vehicle. Writer checked the VMI, old startek info and informed the customer there are no open service or recall campaigns on the vehicle, and the writer could not locate the alleged technical bulletin the independent is referring to.

Writer informed the customer that the SM's at authorized MB dlrs review post warranty consideration requests on behalf of MBUSA. Writer informed the customer that MBUSA does not work with independent repair facilities so the matter would need to be reviewed by the SM at an authorized MB dlr.

Customer expressed his dissatisfaction that he has already lost 1 1/2 days because of the alleged repairs. Writer apologized to the customer for any inconvenience.

Action Taken:

Customer Follow-up Y/N:

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

09/23/2003 16:20:48 Nicole Shababb 4819

Customer contacted CAC reiterating above concerns.

Writer upheld above position and advised customer that post warranty consideration is reviewed on a case by case basis by the service manager at his authorized MB dealer.

Customer not willing to accept position, writer apologized for customer's frustration however reiterated position.

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

02/11/04

Note ID 663700 **Cus Ident** 8838822 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Santa Ana **CA** [REDACTED]

Phone [REDACTED] **Phone Location** Business

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

Sell Dir 05127 **PENSKE MOTORCARS** **WEST COVINA** **CA**

Last Sell Dir 05127 **PENSKE MOTORCARS** **WEST COVINA** **CA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2084651T [REDACTED] **World Vin:** WDBLK65G9XT [REDACTED]
Mileage 8538 **Prod Date** 02/25/1999 **Warr Date** 04/18/1999 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/06/2003 13:02:25	Ed Duffy	8298

Summary Notes

10/06/2003 13:01:55 Ed Duffy 8298

Primary Phone: [REDACTED]
Current Mileage: 8538
Dealer(s) involved: 05734

Situation: Customer alleging to be the boy friend of this owner called requesting 100% post warranty financial consideration for this vehicle and not just the parts.

Customer was advised by writer that although the vehicle has low mileage it is out of warranty by time and therefore neither the dealer or manufacturer has any responsibility to absorb the cost of the repair. Writer advised that since the dealer (per customer) has offered to supply the part and customer pay labor that, that was the best offer. Customer was relentless and writer advised he, if truly speaking for his girl friend, that he should discuss his concerns directly with the service manager, but to keep in mind that the offer can be rescinded by the person who made it.

Action Taken: NTMT to Dealer and SPOM

Customer Follow-up Y/N: N

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

10/06/2003 13:15:54 Frank Parente 4675

Customer called again on same subject writer informed customer that SM has already offered post warranty assistance.

10/06/2003 14:16:20 Robyn Letz 8209

Customer called again, same issue, assured customer issue is being addressed.

Summary Notes

CONFIDENTIAL

10/07/2003 14:17:14 Frank Parente 4675

Carl : This sum note refers to a [REDACTED] who had a harmonic balancer fail on a 99 CLK, (I called SM who confirmed that this was the issue). Customer called to complain that she was charged \$1,500 for labor and dealer good willed parts. This is where issue is with customer - no additional claims have been made to her.

I saw Gary Bowne the other day and he informed me that we would be picking up entire cost of these repairs. I called him again to confirm this and he repeated that we would pick up all repair costs on these issues. (He said that if SPOM's have questions on this to call him.)

I am just wondering if customer is due credit for what she paid. What say you ?

10/10/2003 08:32:24 Frank Parente 4675

As indicated above, writer contacted SPOM and Gary Bowne concerning goodwill on this issue. Issue is now with SPOM and dealer. Customer should check with SM at House of Imports.

10/16/2003 15:19:42 James Blasia 4620

Von Lee called and stated he was rep for his aunt, owner of vehicle - he was questioning dealer offer for coverage of parts; he stated he last spoke to dealer 10/4 - Writer reviewed above notes from 08j and advised customer to contact SM for possible review of initial decision on issue.

10/16/2003 15:26:36 Cynthia Feuss 8289

Von Le states he is the nephew of owner, asks for a supervisor, repeats that he feels MB should pay for labor as well as parts. I advise customer that our offer is as stands, no one here will change that decision, etc. If he wants to review, the person to review it with is the dealer SM. Customer states he is going to call dealer SM.

10/17/2003 08:27:18 Frank Parente 4675

Notes from Service Manager:

Good morning,

This is to confirm that, per MB request, I will be contacting cust and issuing a refund check for the amount of \$1000.00 . (thereby converting this claim to 100% goodwill.)

Regards
Fred Potter

10/17/2003 13:48:26 James Blasia 4620

e-mail from SPOM:

Hi !!

i spoke to the S/M (Fred Potter) @ 05734 yesterday, they are in the process of reimbursing the customer the full amount they paid for the repair.

CARL

— Forwarded by Carl Partyka/171/DCAG/DCX on 10/18/2003 02:52 PM —

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

Note ID 669413 **Cus Ident** 20774726 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Humble

TX [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX**Sell Dir** 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEAC VA**Last Sell Dir** 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEAC VA**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 2084651T [REDACTED] **World Vin:** WDBLK65GXXT [REDACTED]
Mileage 28000 **Prod Date** 04/27/1998 **Warr Date** 05/28/1998 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/22/2003 18:02:22	Lois Grillo	4827

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cooling	Engine and Engine Cooling	10/22/2003 18:02:28	Lois Grillo	4827

Summary Notes

10/22/2003 18:01:58 Lois Grillo 4827

Primary Phone: [REDACTED]
Current Mileage: 28000
Dealer(s) involved: 75116

Situation:

Customer [REDACTED] called the CAC requesting P/W/C for repairs related to harmonic balancer repair (\$900) on his vehicle. Writer stated that the S/M at authorized MB dealers has been empowered by MBUSA to review all requests for P/W/C & MB will uphold his decision.

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

Note ID 678409 **Cus Ident** 21485937 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lemont

IL [REDACTED]

Phone [REDACTED]**Phone Location** Business

Assign Dir 25435 TERRY SHAVER IMPORTS, LTD HIGHLAND IN
Sell Dir 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL
Last Sell Dir 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL

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

DBAG Vin 2084651 [REDACTED] **World Vin:** WDBLK65G9X [REDACTED]
Mileage 22480 **Prod Date** 02/23/1999 **Warr Date** 03/31/1999 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/18/2003 13:36:33	Frank Parente	4675

Summary Notes

11/18/2003 13:35:08 Frank Parente 4675

Customer called to claim that she had to have her harmonic balancer replaced at dealer at a cost of \$2,000. Customer requesting post warranty consideration from MB. Writer asked customer to fax copy of invoice. Upon receipt writer will speak to SPOM and Gary Bowne.)

11/19/2003 13:24:40 Frank Parente 4675

Wade: I am faxing you a copy of an invoice (MBCS157427) dated 10/17 from Terry Shaver for \$1,792.49 for the above repair on a 1999 CLK 320 with 22,000 miles Vin XTD14289.

Per Gary Bowne, we have been picking up the cost on these - are you willing to do this?

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

Note ID 679573 **Cus Ident** 21680158 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Osprey **FL** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 15309 **GLAUSER, INC.** **SARASOTA** **FL**
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 2084651T [REDACTED] **World Vin:** WDBLK65G2X [REDACTED]
Mileage 18124 **Prod Date** 11/10/1998 **Warr Date** 12/17/1998 **Model** GLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel issues or Complaints	11/20/2003 15:51:25	Robyn Letz	6209

Summary Notes

11/20/2003 15:51:09 Robyn Letz 6209

Primary Phone: [REDACTED]
Current Mileage: 18124
Dealer(s) Involved: 15309

Situation: [REDACTED] called the CAC.

Customer is asking for MBUSA assistance with repair of harmonic balancer.

Customer alleges that SM gave him about \$500 of post warranty assistance. (Customer paid \$1100) Customer alleges SM told him that offer was in force so long as he did not contact MBUSA. Vehicle is repaired.

Customer wants this to be reviewed by MB as this made him very uncomfortable, was grateful for discount, but still troubled by request for no contact with MBUSA.

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 687485 **Cus Ident** 14399185 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Old Bridge **NJ** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 14349 **MERCEDES-BENZ OF FORT LAUDERDALE** FORT LAUDERDALE FL

Sell Dir 51146 **RAY CATENA MOTOR CAR COF EDISON** NJ

Last Sell Dir 51146 **RAY CATENA MOTOR CAR COF EDISON** NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2084651 [REDACTED] **World Vin:** WDBLK65G1XT [REDACTED]
Mileage 39111 **Prod Date** 02/18/1998 **Warr Date** 03/19/1998 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/16/2003 16:20:47	Surya Boonphadung	4661

Summary Notes

12/16/2003 16:20:24 Surya Boonphadung 4661

[REDACTED] called the CAC to request post warranty financial assistance on a recent repair to the crankshaft pulley done at MB Fort Lauderdale. Customer states vehicle has less than 40k miles, but out of warranty by about 8 months, and he feels MB should assist with this.

Writer suggested customer speak with SM at servicing dealer to request financial assistance on this repair, as SP is fully empowered by MBUSA to make such decision, on a case by case basis, and their decision will be upheld by MBUSA.

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

Note ID 693308 **Cus Ident** 606290 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cashiers NC [REDACTED]**Phone** [REDACTED]**Phone Location** **Residence****Assign Dir** 17302 **R B M OF ATLANTA, INC.** **ATLANTA** **GA****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 2084851 [REDACTED] **World Vin:** WDBLK65G7XT [REDACTED]
Mileage 35000 **Prod Date** 09/09/1998 **Warr Date** 10/03/1999 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/07/2004 17:17:33	Cynthia Feuss	8289
Customer File Maintenance	Vehicle Relationship Update	01/07/2004 17:18:02	Cynthia Feuss	8289
	Mileage Update	01/07/2004 17:18:02	Cynthia Feuss	8289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/07/2004 17:17:39	Cynthia Feuss	8289

Summary Notes

01/07/2004 17:17:19 Cynthia Feuss 8289

Phone: 828-743-9280 Mileage: 35000 Dealer: 17302

Situation: Owner alleges he called CAC in Nov. 2002 when head and tail lamps were flashing. Owner claims symptoms stopped, then recurred, claims he consulted with Ashland dealer who "cleared the computer". Owner claims condition has returned, RBM diagnosed PSE pump, control unit & harmonic balancer, claims dealer provided full post warranty assist for harmonic balancer and seeks post warranty assist with remainder of labor for pump and parts and labor for control unit.

Action Taken: I advise owner that dealer SM has full auth. to review any request for post warranty assist; that he has apparently reviewed and provided the approved assist, no further assist is probable.

Owner was not in system as owner of this vehicle; I update FASTRACC

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

Note ID 698756 **Cus Ident** 10943674 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Richmond VA [REDACTED]
Phone [REDACTED] **Phone Location** **Mobile**
Assign Dir 15317 **AUTOHAUS POMPANO** **POMPANO BEACH FL**
Sell Dir 14316 **MERCEDES-BENZ OF TAMPA** **TAMPA FL**
Last Sell Dir 14316 **MERCEDES-BENZ OF TAMPA** **TAMPA FL**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 2084651 [REDACTED] **World Vin:** WDBLK65G3X [REDACTED]
Mileage 31090 **Prod Date** 10/14/1998 **Warr Date** 11/30/1998 **Model** CLK320, 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	02/02/2004 10:15:06	Lois Grillo	4827
Internet	Internet Inquiry	01/23/2004 18:30:15	Lois Grillo	4827

Summary Notes

01/23/2004 16:30:08 Lois Grillo 4827

Comes #233089

Writer called customer at [REDACTED] regarding his e-mail below. Writer stated that we never got his first e-mail. Customer states that he was on a boat now and could not talk but would either call the CAC next week or re-send the e-mail.

□ CSCHMIDTDEXTER@AOL.COM

□ 01/21/2004 01:33 PM

□ □

□ □ To: mailmaster@mbusa.com

□ □ cc:

□ □ Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ) From: CSCHMIDTDEXTER@AOL.COM

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: RICHMOND

State: VA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: TO WHOM IT MAY CONCERN, I MUST SAY THAT I'M SURPRISED AND DISAPPOINTED THAT I HAVE NOT RECEIVED A REPLY TO MY E-MAIL FROM LAST WEEK. PLEASE, REVIEW AND RESPOND TO MY EARLIER E-MAIL. THANK YOU, CRAIG R SCHMIDT

Survey Information:

Day Phone Number: (954) 974-6193 ext:

Evening Phone Number: (804) 347-6757 ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: WDBLK85G3X [REDACTED]

Vehicle Year: 1999

Model You Own: CLK

01/23/2004 16:30:38 Lois Grillo 4827

Lois,

The e-mail I just sent you (CSCHMIDTDEXTER@AOL.COM) I search and it seems like we did not receive and e-mail from him. Hope it helps.

Regards,

Marla Y. Cruz

01/28/2004 14:43:12 Lois Grillo 4827

Customer left V/M for writer to call him; writer left V/M at 954-874-6193 & 804-347-6757.

01/28/2004 16:02:44 Lois Grillo 4827

Customer alleges that he has not been able to send us a message through the web site; writer provided the internet address & CR fax number.

Summary Notes

02/02/2004 10:08:20 Lois Grito 4827

Comes #233558

□□

□ CSCHMIDTDEXTER@aol.com

□ 01/29/2004 07:44 PM

□□

□□ To: CACINTERNET@MBUSA.COM

□□ cc:

□□ Subject: Fwd: 1999 CLK 320 VIN # WDBLK65G3X [REDACTED]

Return-path: <CSCHMIDTDEXTER@aol.com>

From: CSCHMIDTDEXTER@aol.com

Full-name: CSCHMIDTDEXTER

Message-ID: <1a3.1fb30c05.2d4a7f11@aol.com>

Date: Thu, 29 Jan 2004 10:21:53 EST

Subject: 1999 CLK 320 VIN # WDBLK65G3X [REDACTED]

To: lois_jathan@hotmail.com

MIME-Version: 1.0

X-Mailer: 8.0 for Windows sub 6024

Content-Type: multipart/alternative; boundary="part2_72.37204e80.2d4a7f11_boundary"

CUSTOMER ASSISTANCE LOIS EXTENSION # 4827

LOIS,

THIS IS THE THIRD TIME THAT I HAVE TRIED TO SEND YOU THIS INFORMATION.

ON CHRISTMAS EVE, MY FAN BELT BROKE. ON CHRISTMAS DAY I DROPPED OFF THE CAR AT MERCEDES-BENZ OF NAPLES, NAPLES, FL. THE NEXT DAY THE ADVISOR MR. ALBERT FRIZALONE CALLED TO SAY IT WAS MUCH MORE THAN A BROKEN FAN BELT. HE SAID THAT THE CRANK PULLEY BROKE AND THEY WOULD HAVE TO REPLACE THE MAIN OIL PAN, CRANK SHAFT PULLEY, SEAL, BELT, BELT TENSIONER AND OIL TUBE SEAL/GROMMET. THE GRAND TOTAL WOULD BE \$1,872.24. I EXPLAINED TO MR. FRIZALONE, THAT I HAD BOUGHT, WHAT I BELIEVED WAS THE BEST EXTENDED WARRANTY POSSIBLE FROM, MERCEDES-BENZ IN POMPANO BEACH, FL (AUTOHAUS POMPANO). I EXPLAINED TO MR. FRIZALONE THAT I WAS FROM OUT OF TOWN AND ONLY THERE TO VISIT MY SISTER FOR THE HOLIDAY. I TOLD HIM I WOULD NEED A LOANER OR A RENT-A-CAR WHILE THEY HAD MY CAR IN THE SHOP. WHEN I WENT TO PICK THE CAR UP, THEY SAID I WOULD HAVE TO PAY \$327.74. APPARENTLY MERCEDES-BENZ OF NAPLES CHARGES \$98.00 AN HOUR LABOR AND THE WARRANTY COMPANY WILL ONLY PAY \$85.00 AN HOUR. I ALSO FEEL THAT THEY WILL NOT PAY FOR THE ENTIRE RENT-A-CAR FEE OF \$333.08 BECAUSE IT TOOK SO LONG TO GET A "OK" TO FIX THE CAR AND THEN TO REPAIR IT.

MY CONCERN IS WHY MERCEDES-BENZ HAS NOT DONE A RECALL TO FIX THE PROBLEM. I WAS TOLD THAT ANOTHER CAR CAME INTO MERCEDES-BENZ OF NAPLES, WITH THE EXACT SAME PROBLEM TWO OR THREE DAYS LATER. I ALSO FOUND TWO MORE INDIVIDUALS THAT HAVE HAD THE SAME PROBLEM. THEREFORE, I'M SURE MERCEDES-BENZ KNOWS THIS PROBLEM DOES EXIST.

NOW, LETS TAKE IT ONE STEP FURTHER, IN CHECKING MY RECORDS I FIND THAT THIS PART # 112-200-09-70 TENSION ROLL WAS REPLACED ON MY CAR IN DEC. 2002. NOW TWELVE MONTHS LATE AND AFTER ONLY 8,052 MILES I HAVE TO REPLACE IT AGAIN. THIS IS NOT FAIR AND IT IS NOT RIGHT. THINK MERCEDES-BENZ HAS CHOSEN TO IGNORE THIS PROBLEM AND IS HOPING IT WILL GO AWAY.

I WOULD APPRECIATE THE OPPORTUNITY TO DISCUSS THIS WITH YOU IN MORE DETAIL. PLEASE, CALL ME AT 804 347-6757 OR 954 974-6193 ANYTIME DAY OR NIGHT.

SINCERELY,

CRAIG R. SCHMIDT

Summary Notes

CONFIDENTIAL

02/02/2004 10:14:46 Lois Grillo 4627

Writer spoke with customer and advised that there is no outstanding recall on this vehicle and that the vehicle is out of warranty. Writer checked and customer has a aftermarket extended warranty. Writer referred customer to the Service Manager at his authorized dealer for possible PAWC.

Customer alleges that there should have been a recall on this part; writer stated that customer comments would be noted.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 457837 **Cus Ident** 8555202 **Legal N** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Tega Cay

SC [REDACTED]

Phone [REDACTED]**Phone Location****Assign Dir** 59210

BECK IMPORTS OF THE CAROL CHARLOTTE NC

Sell Dir 72307

DICK DYER AND ASSOCIATES, COLUMBIA SC

Last Sell Dir**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 1631721A [REDACTED]**World Vin:** 4JGAB72E9XA [REDACTED]**Mileage** 63509 **Prod Date** 01/06/1999 **Warr Date** 01/13/1999 **Model** ML430 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	10/28/2001 15:15:23	Gregg Mault	6350

Summary Notes

Date	Time	Author	Phone
10/28/2001	15:15:26	Gregg Mault	6350

Customer called stating the above vehicle is out of manufacture's warranty and he is having a problem with his phone, CD changer and engine lifter noise. Writer called dealer and found out that goodwill was offered on a previous harmonic balancer replacement.

10/28/2001	15:22:53	Gregg Mault	6350
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writer spoke with SPOM B Downing who stated we cannot make a goodwill determination until customer would agree to have repairs performed. SPOM stated that customer should be dealing with service manager to address his concerns.

11/01/2001	11:11:48	Andrew Dunleavy	6320
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Customer called CAC and was told by SA to call here regarding good will. I directed client back to SM after reading the above notes. Client will be doing so as "he expects" MBUSA will pay for his rocker arms.

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

Note ID 504037 **Cus Ident** 12499207 **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** 1631721A [REDACTED]**World Vin:** 4JGAB72E6X [REDACTED]**Mileage**26654 **Prod Date** 01/19/1999 **Warr Date** 01/26/1999 **Model** ML430 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	03/30/2002 14:32:04	Joseph Burka	8249

Summary Notes

03/30/2002 14:32:06 Joseph Burka 8249

Owner called CAC to apprise MBUSA of recent experience. Owner lacks faith in Starmerk Certification from deal 14349 on January purchase of 1999 ML. Owner claims vehicle was delivered with poor wiper blades, and has been to dealer on three separate occasions for various issues.

Customer claims yesterday (3/29) while travelling in Florida, with intent to go to Buffalo, NY on Holiday, that harmonic balancer failed, and caused major engine damage. Customer was very upset and wanted to apprise MBUSA, as he feels vehicle is unreliable and has kept him from travelling to Buffalo.

Summary Note Information

02/11/04

Mercedes Benz of U.S.A

Note ID 528860 **Cus Ident** 10075634 **Legal** **Note-Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Fremont CA [REDACTED]

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

Sell Dir 05765 AUTOBAHN MOTORS BELMONT CA
Last Sell Dir 05765 AUTOBAHN MOTORS BELMONT CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E8YA [REDACTED]
Mileage 43831 **Prod Date** 09/29/1999 **Warr Date** 11/03/1999 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/14/2002 12:45:49	Lola Grillo	4827

Summary Notes

02/14/2002 12:45:52 Lola Grillo 4827

Dear Sir:

Thank you for your recent internet message.

From the information you provided it is unclear as to how we can assist you, may we suggest that you call us at th Customer Assistance Center and speak with me or one of my colleagues directly. We can be reached at 1-800-367-6372, (my extension is 4827).

The opportunity to correspond is appreciated.

Regards,
 Lola Grillo
 Customer Relations coorres #528860

Whom should I contact, name and position of a person to follow up with this aggravating problem?

Thank You,
 Don L

Summary Notes

06/14/2002 13:01:47 Lois Grillo 4627

Comes #203195

Customer sent E-mail dated 6/29/02 (see CC below). Writer contacted customer and advised that this issue would have to be diagnosed at an authorized MB dealer. Suggested that customer contact S/M and request MBUSA technical assistance. Customer thanked me for the information.

May 28, 2002

Fremont, Ca

Dear Sir,

The questionnaire I returned on May 8, was for our 2001 CLK 430. Thus far everything is working well and we are very pleased with our purchase.

My concern is with our 2000 ML 430 @ 34,000 miles.

Along with my questionnaire, I included a letter to Mr. Jumon, General Manager regarding my frustration with an annoying vibration stemming from the front wheel drive area. I replaced the tires with Michelin Cross Terrain high performance. Had the wheels road matched balanced with no noticeable improvement. Smythe European, our servicing dealer has made every effort to attempt to correct the problem. They tell me the problem is harmonics coming from the engine. I agree with them. I can cause the problem to occur at idle revving the rpm's up @ 1900. Thereby Discounting any rotating parts.

Smythe replaced the engine mounts, transmission mounts and the harmonic balancer. Replacing these parts has made some improvement, however the problem has not been completely eliminated. Mr. John Figueroa one of Smythe's master mechanics assigned to look into this problem tested other ML 430's for comparison, only to discover they all had similar harmonics. Some worse than others.

I did not have this problem until recently. Something has changed in this vehicle and if similar ML's are developing these harmonics at what miles is this beginning to show up? The ML 320's don't have harmonics and the new ML500 doesn't. Perhaps the reason for the step away from the 430 series?

Perhaps there is nothing further that can be done to improve this problem. I am not very happy about it and fear that since I purchased the 7 year 100,000 mile extended warranty, I will have a very long time disliking this vehicle.

Smythe European is a fantastic dealer! They have the best service department in the bay area and are the truck service center. I think they just plain have an engine by design that can't be corrected and as we add more miles the problem will get worse.

I purchased the CLK 430 primarily because I liked the performance of the ML430. Now I hope we don't experience similar vibration in our CLK. With only 7,000 miles. Time will tell.

The short version, I am dissatisfied with this ML430. Our hope would be that Mercedes Benz not only acknowledge they in fact have an engine design flaw but, do what is necessary to make it right. This is your opportunity to clearly demonstrate how serious you want the customer to be satisfied. I will be awaiting your response.

Sincerely,

Donald Lessard

Summary Notes

CONFIDENTIAL

06/14/2002 14:56:38 Lois Grillo 4627

Comes #203852 - e-mail is a duplicate of above e-mail dated 5/29/02. Writer spoke with customer earlier today.

Where are we in the process?

> —Original Message—

> From: □□ Lessard, Don

> Sent: □□ Wednesday, May 29, 2002 11:02 AM

> To: □□ 'CACINTERNET@MBUSA.COM'

> Subject: □□ QUESTIONNAIRE APRIL 29,2002

> [REDACTED]
> [REDACTED]
> [REDACTED]
> [REDACTED]
> Fremont, Ca [REDACTED]

> Dear Sir,

> The questionnaire I returned on May 8, was for our 2001 CLK 430. Thus far everything is working well and we are very pleased with our purchase.

> My concern is with our 2000 ML 430 @ 34,000 miles. VIN#
> 4JGAB72E8YA [REDACTED] Production Date: 08/99

> Along with my questionnaire, I included a letter to Mr. Jumon, General
> Manager regarding my frustration with an annoying vibration stemming from
> the front wheel drive area. I replaced the tires with Michelin Cross
> Terrain high performance. Had the wheels road matched balanced with no
> noticeable improvement. Smythe European, our servicing dealer has made every
> effort to correct the problem. They tell me the problem is harmonics coming
> from the engine @ 1800 RPM = 55mph and there is little they can do. This
> vibration started @ 28,000 miles.

> Smythe has replaced the engine mounts, transmission mounts and the
> harmonic balancer. Replacing these parts has made some improvement, however
> the problem has not been completely eliminated. Mr. John Figuelro one of
> Smythe's master mechanics assigned to look into this problem tested other
> ML 430's for comparison, only to discover they all had similar
> harmonics/vibrations. Some worse than others.

> We did not have this problem until recently. Something has changed in
> this vehicle and if similar ML's are developing these harmonics at what
> miles is this beginning to show up? The ML 320's don't have harmonics and
> the new ML500 doesn't. Perhaps the reason for the step away from the 430
> series?

> We are not happy about it and fear that since we purchased the 7 year
> 100,000 mile extended warranty, we will have a very long time disliking
> this vehicle.

> Smythe European is a fantastic dealer! They have the best service
> department in the bay area and are the truck service center. We think they
> have an engine by design that can't be corrected and as we add more miles
> the problem will get worse.

> We purchased the CLK 430 (2001) primarily because we liked the
> performance of the ML430. Now we hope we don't experience similar
> vibration in our CLK with only 7,000 miles.

> The short version, we are very dissatisfied with this ML430. We expect
> Mercedes Benz take the necessary action to correct this defect and return
> this vehicle to the performance level it was at time of delivery October
> 2000.

> I look forward to discussing our options.

Summary Notes

CONFIDENTIAL

>
> My phone home:
> office:
> call: ([REDACTED]
>
> Sincerely,
>
> Donald Lessard
>
>
>

08/19/2002 10:27:09 Lois Grilo 4627

CAC received a hard copy of the above Internet Message. No further CAC involvement necessary.

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

Note ID	552134	Cus Ident	8176249	Legal	Note Type	Summary Note
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Customer [REDACTED]**Address** [REDACTED]**Chesapeake** VA [REDACTED]**Phone** [REDACTED] **Phone Location** **Residence****Assign Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA**Sell Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA**Last Sell Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631721A [REDACTED]	World Vin: 4JGAB72E0XA [REDACTED]
Mileage 49993	Prod Date 11/30/1998
Warr Date 12/09/1998	Model ML430 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	09/18/2002 11:02:18	Jacquelyn Galletta	6323

Summary Notes

09/18/2002 11:01:47 Jacquelyn Galletta 6323

Customer contacted GAC requesting assistance in trading out of vehicle. Customer expressed disappointment with the service history of the vehicle and stated that the harmonic balancer needs to be replaced (approx \$3500 repair). Customer stated that the SM at the dealership has offered to contribute financially towards repair, however she does not want the vehicle any longer.

Writer advised that at this point we are not in a position to assist in trade of vehicle, however we will stand behind goodwill offer made by dealer.

09/18/2002 11:02:20 Jacquelyn Galletta 6323

Writer spoke with Charlotte, SM at dealer who confirmed that dealer offered 100% towards parts and labor for repairs.

09/18/2002 11:04:18 Jacquelyn Galletta 6323

Please note: We also issued this customer a loyalty certificate towards purchase of another ML (\$1000)

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

Note ID	553610	Cus Ident	13118729	Legal		Note Type	Summary Note
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Customer [REDACTED]**Address** [REDACTED]

Plano	TX	[REDACTED]
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Phone	Phone Location
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Assign Dir 75534	EWING AUTOHAUS	PLANO	TX
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Sell Dir 75109	BECK IMPORTS OF TEXAS	BEDFORD	TX
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Last Sell Dir 75109	BECK IMPORTS OF TEXAS	BEDFORD	TX
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Note to Market Ind:	Amount
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Vehicle Information

DBAG Vin 1631721A [REDACTED]	World Vin: 4JGAB72E3XA [REDACTED]			
Mileage 52200	Prod Date 11/05/1996	Warr Date 01/07/1996	Model ML430	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	09/24/2002 13:07:05	Cynthia Feuss	6289

Summary Notes

09/24/2002	13:07:13	Cynthia Feuss	6289
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Owner alleges he recently paid almost \$2k to Ewing for replacement of harmonic balancer. Owner states he feels this part should not require replacement before 80k miles & claims he knows that "MB is having a problem with th part." owner states he "demands full reimbursement and if you do not I will contact my lawyer."

I advise owner that dealer SM has full authority to review request for post warranty assistance, owner is not satisfied with this but ultimately agrees to call dealer SM. I left voicemail for dealer SM Nick this time/date

Nick Opinker (sic)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 562470 **Cus Ident** 10949927 **Legal** **Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Cordova **TN 38018**

Phone [REDACTED]	Phone Location	Residence
Assign Dir 74320	MERCEDES-BENZ OF MEMPHIS	MEMPHIS TN
Sell Dir 74320	MERCEDES-BENZ OF MEMPHIS	MEMPHIS TN
Last Sell Dir 74320	MERCEDES-BENZ OF MEMPHIS	MEMPHIS TN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E9XA [REDACTED]
Mileage 75562 **Prod Date** 02/01/1999 **Warr Date** 03/08/1999 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/21/2002 14:35:31	Cleveland Best	6344

Summary Notes

CONFIDENTIAL

10/21/2002 14:32:57 Cleveland Best 8344

— Forwarded by Susan Serbin/171/DCAG/DCX on 10/16/02 01:56 PM —

jzermano@na.cokecca.com

10/14/02 02:58 PM

To: mailmaster@mbusa.com

cc:

Subject: Warranty Questions (CWAR)

Subject: Warranty Questions (CWAR) From: jzermano@na.cokecca.com

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Cordova

State: TN

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Model is a ML 430 I recently had the Flex service performed in August. During the inspection the service technician found play in the crankshaft pulley with damper. The service representative notified me of the problem and mentioned it has been an issue with this model/year. He also informed me the new part has been modified to eliminate this from loosening up. I am finding out that Mercedes Benz has used some of these findings to re engineer these problems from occurring in the newer models. I have spoken with a couple of owners who have the same year and make and this is occurring at approx 50-80,000 miles, just slightly over the warranty period. Has Mercedes reviewed this to see if coverage for this design flaw? Shouldn't it be covered even though the mileage is over the warranty period? I strongly feel the \$213.88 should be reimbursed. The dealer the service took place at was Mercedes Benz of Memphis Invoice Number 178412. Please let me know of your findings. Regards

Survey Information:

Day Phone Number: (901) 484-7575 ext:

Evening Phone Number: (901) 624-3078 ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: 4JGAB72E9XA [REDACTED]

Vehicle Year: 1999

Model You Own : ML320

10/21/2002 14:36:24 Cleveland Best 8344

Writer called customer regarding above inquiry. Writer advised customer he needed to review his inquiry with the service manager, Wes Burrow.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 563443 **Cus Ident** 12464994 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]
 Alpharetta **GA** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 17302 **R B M OF ATLANTA, INC.** **ATLANTA** **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 1631721A [REDACTED] **World Vin:** 4JGAB72E3XA [REDACTED]
Mileage 79000 **Prod Date** 09/10/1998 **Warr Date** 09/18/1998 **Model** ML430 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	10/23/2002 16:23:42	Cleveland Best	8344

Summary Notes

10/23/2002 16:23:38 Cleveland Best 6344

Customer sent ltr claiming the harmonic balancer came apart "causing a hole to be worn in the upper oil pan" while driving 10/1/02. Customer states vehicle taken into Alex Automotive in Duluth, GA (where vehicle repaired).

Customer claims he contacted service manager at RBM and claims he was advised "in some instances, MBUSA offered between 50-100% relief for this situation, but the repair must be performed at an authorized MB dr."

Customer claims he has "never encountered such illogical guidelines or bias treatment for extraordinary repairs." Customer states although he does not "technically meet the ridiculous criteria" he wants to be reimbursed for the repair.

Writer sending customer letter declining his request for assistance due to age and mileage of vehicle at the time of repair. Also repairs accomplished at an indep shop, with which we have no working relationship.

Handwritten initials/signature

Summary Note Information

Mercedes Benz of U.S.A

Note ID 571905 **Cus Ident** 5170803 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Jr**
Address [REDACTED]

Phone [REDACTED] **Phone Location** Norfolk **Residence** VA [REDACTED]
Assign Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEAC. VA
Sell Dir 72314 FOWLER MOTORS, INC. CONWAY SC
Last Sell Dir 72314 FOWLER MOTORS, INC. CONWAY SC
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72EXXA [REDACTED]
Mileage 59116 **Prod Date** 10/19/1998 **Warr Date** 10/30/1998 **Model** ML430 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	11/20/2002 14:25:03	Joseph Burka	6249

Summary Notes

11/20/2002 14:25:04 Joseph Burka 6249

Owner sent letter (Comes ID 210925) requesting goodwill assistance towards repairs to vehicle's harmonic balancer. Owner writes that dealer offered 50/50 split towards repair. Owner claims at 59K this repair shouldn't occur.

Writer reviewed with SPOM Freund, who in turn reviewed with 80218. Agreement was paid to reimburse customer in full. Dealer to cut check for reimbursement.

Writer called owner advised of above. Owner satisfied.

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

Note ID 599081 **Cus Ident** 4840916 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Margate

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 15317 AUTOHAUS POMPANO POMPANO BEA FL**Sell Dir** 14323 MERCEDES-BENZ OF PALM BE WEST PALM BE FL**Last Sell Dir** 14323 MERCEDES-BENZ OF PALM BE WEST PALM BE FL**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E2X [REDACTED]
Mileage 26051 **Prod Date** 08/21/1996 **Warr Date** 09/17/1996 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	02/28/2003 15:25:15	Frank Parente	4675

Summary Notes

02/28/2003 15:24:36 Frank Parente 4675

Customer called to claim that his harmonic balancer has failed and caused damage to the engine estimated at \$1,000 for parts and \$2,400 for labor. Customer claims that he spoke to SM and SM said that he would pick up cost for parts. Customer called CAC requesting additional assistance with high labor cost. Writer explained that S is final word but would document his request.

03/04/2003 13:45:44 Frank Parente 4675

Frank,

The dealer has reviewed the issue again, and they have agreed to assist and cover the full cost of the repairs.

Andrew Kambich

Summary Note Information

Mercedes Benz of U.S.A

001111

Note ID 602059 Cus Ident 12509195 Legal Note Type Summary Note

Customer [Redacted]
Address [Redacted]

La Habra Heights CA [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir 05127 PENSKE MOTORCARS WEST COVINA CA

Sell Dir 75556 MERCEDES-BENZ OF EL PASO EL PASO TX

Last Sell Dir 75556 MERCEDES-BENZ OF EL PASO EL PASO TX

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [Redacted] World Vin: 4JGAB72E8XA [Redacted]
Mileage 27883 Prod Date 10/08/1998 Warr Date 10/28/1998 Model ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	03/10/2003 15:23:19	Robyn Letz	6209

Summary Notes

03/10/2003 15:23:05 Robyn Letz 6209

Customer's Internet including estimate from dealer for repair.
"Dear Sir or Madam, I own a 1999 Mercedes Benz ML430 (VIN#4JGAD72E8XA [Redacted]). Although it had been driven only 28000 miles, it broke down a month ago because of serious engine problem (please see attached note below from my dealer for details). For a brand name as well-known for its quality product as Benz and a car of such young age, I am very disappointed by my car's mechanical defects that have cost me over \$3000 to repair. write to hope you can answer these questions, to which my dealer wasn't able to provide any satisfactory answers. What can be the cause of such serious problem? 1) Excess mileage? (but my car has only run 28000 miles) 2) Lack of maintenance? (but I just had an extensive inspection at 28000 miles) 3) Manufacturing defect in the engine? If the answer comes to # 3, I sincerely hope that for the reputation of Benz you will pay for the repair cost. In addition, why did my dealer not inform me of the expiration of my car's warranty? I look forward to you answer soon. Po-kwok Chang
-----Forwarded Message----- Mr. Chang,
The crankshaft pulley on your engine collapsed into the front cover. Damaged main oil pan, front engine cover, tensioner and belt. Valve covers needs to be removed to gain access to front cover bolts. The rotation of the pulley grinded the front cover and metal shavings were found on the ground. To properly repair this, the crankshaft pulley needs to be replaced and the following: front engine cover, main oil pan, oil, coolant, sealant, engine drive belt w/ belt tensioner and valve cover gaskets. The work is being done as this email is being typed as per your request or 2/11/03 5:25pm for the amount of \$3,800.00 - (10%) = \$3,240.00. If you have any questions regarding this, please email me back or call me at the attached number below. Thank you very much and I will contact you as soon as the work is completed. Sincerely yours, [Redacted]
West Covina, CA [Redacted]

Writer has left message with [Redacted] to find out if post warranty consideration has been offered. Vehicle is out of warranty by time.

Summary Notes

03/12/2003

09:45:36

Robyn Letz

6208

Writer spoke to [REDACTED] who reported that the customer had approved the repairs mentioned in his Internet message and they had been completed. [REDACTED] also reported that the customer was returning to the dealer 3/11/03 for a seepage issue. According to [REDACTED] and Mr. Chang in my subsequent conversation, no post warranty consideration was asked for or offered.

Writer called and spoke to Mr. Chang and asked him to call us if the seepage issue is not resolved. Mr. Chang is concerned because of the low mileage of his vehicle.

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

Note ID 610492 **Cus Ident** 95820 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Santa Monica

CA [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 05721

W. I. SIMONSON, INC.

SANTA MONICA CA

Sell Dir 05721

W. I. SIMONSON, INC.

SANTA MONICA CA

Last Sell Dir 05721

W. I. SIMONSON, INC.

SANTA MONICA CA

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 163172 [REDACTED]**World Vin:** 4JGAB72E7X [REDACTED]**Mileage** 102436 **Prod Date** 10/14/1998 **Warr Date** 10/30/1998 **Model** ML430 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/08/2003 12:47:36	Surya Boonphadung	4681

Summary Notes

04/08/2003 12:47:18 Surya Boonphadung 4681

customer sent letter to Brenda Katz (General Mgr of W.I. Simonson) stating his disappointment with post warranty financial assistance from dealer (50% of repair cost) regarding repair related to harmonic balancer malfunction (total repair cost is approximately \$2700, according to customer). Customer allegedly was given an estimate of \$350, and feels that he should only pay this amount.

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

Note ID 610654 Cus Ident 10815432 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Lawrenceville GA [REDACTED]

Phone (770)513-4866

Phone Location Residence

Assign Dir 17315 ATLANTA CLASSIC CARS, INC. DULUTH 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 1631721A [REDACTED] World Vin: 4JGAB72E9XA [REDACTED]
 Mileage 90000 Prod Date 12/14/1998 Warr Date 12/28/1998 Model ML430 1999

General issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/08/2003 15:31:51	Honora Duffy	6307

Summary Notes

04/08/2003 15:31:43 Honora Duffy 6307

[REDACTED] called asking for post-warranty assistance on front crankshaft pulley repairs - he claimed "I heard this is known problem with this car"

I told him we don't have statistical information on failure rates of individual parts & that dealer has complete authority to review post-warranty requests and provide company position.

Customer will pursue via Service Manager.

05/09/2003 14:35:02 Cynthia Feuss 6288

Owner claims he has spoken with several Ind. techs who have told him that this is a known problem (crankshaft pulley) and that MB has redesigned this part 8 times since 1999. Owner feels MB should pay for repair. I advise owner that vehicle is out of warranty, there was no recall, etc., and we are not in position to assist. Owner is not satisfied.

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

Note ID 615955 **Cus Ident** 6799033 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Key Biscayne

FL [REDACTED]

Phone [REDACTED]**Phone Location** Mobile**Assign Dir** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL**Sell Dir** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL**Last Sell Dir** 14310 MERCEDES-BENZ OF MIAMI MIAMI FL**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E5XA [REDACTED]
Mileage 22285 **Prod Date** 11/23/1998 **Warr Date** 12/04/1998 **Model** ML430 1999

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	04/29/2003 12:24:52	Thomas Trivento	

Summary Notes

04/29/2003 12:24:40 Thomas Trivento

Customer called CAC to document that dealer replacing engine pulley and has offered parts only in repairs necessary, with customer responsible for labor charges.

T. Trivento advised Mr. Romero dealer empowered to review post warranty concerns on MBUSA behalf and MBUSA would stand behind dealer decision in this matter.

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

Note ID 626715 **Cus Ident** 8190523 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Marco Island **FL** [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 1631721A [REDACTED] **World Vin:** 4JGAB72E9XA [REDACTED]
Mileage 20862 **Prod Date** 08/21/1998 **Warr Date** 08/25/1998 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/04/2003 08:28:21	Michael Reger	6363

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	08/04/2003 08:28:12	Michael Reger	6363

Summary Notes

08/04/2003 08:27:45 Michael Reger 6363

The customer called the CAC requesting assistance with a \$1200.00 harmonic balancer repair bill.

The writer explained to the customer that he'd have to request the post warranty consideration through the SVC Manager.

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

Note ID 632412 **Cus Ident** 12500577 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Humboldt **TN** [REDACTED]

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

Assign Dir 74320 **MERCEDES-BENZ OF MEMPHIS** **MEMPHIS** **TN**

Sell Dir 80215 **HBL, LLC** **VIENNA** **VA**

Last Sell Dir 80215 **HBL, LLC** **VIENNA** **VA**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E0XA [REDACTED]
Mileage 88000 **Prod Date** 10/23/1998 **Warr Date** 10/27/1998 **Model** ML430 **1999**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/24/2003 13:55:03	Surya Boonphadung	4881

Summary Notes

08/24/2003 13:53:57 Surya Boonphadung 4881

[REDACTED] called the GAC called stating the harmonic balancer on his vehicle malfunctioned and damage part of the engine. He states the SM offered to pay for Parts and customer pay for labor. Customer feels this is unacceptable since the SM allegedly advised him that this kind of thing should not have happened, and feel MB should pay for the total repair. Writer apologized but stated that SM is empowered by MB to review these kind of situation, and on a case by case basis provide assistance. Writer stated, SM's decision will be uphold by our company.

Customer still dissatisfied. Writer stated that we will document his comments and share with appropriate area within our company.

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

Note ID 641125 Cus Ident 18075321 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Roswell GA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 17100 MERCEDES-BENZ OF ATHENS ATHENS 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 1631721A [REDACTED] World Vin: 4JGAB72EXXA [REDACTED]
 Mileage 53272 Prod Date 10/28/1998 Warr Date 10/31/1998 Model ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/22/2003 15:47:07	Cleveland Best	6344

Summary Notes

07/22/2003 15:48:56 Cleveland Best 6344

Primary Phone: [REDACTED]
 Current Mileage: 53272
 Dealer(s) Involved: 17100

Situation: [REDACTED] called CAC. Customer claims the crank dampener failed on vehicle, allegedly causing damages to the oil pan and serpentine belt. Customer claims the GM of dir allegedly advised him the dir that use to service the vehicle (Atlanta Classic) allegedly should have caught this some time ago, claiming MB was advisin dirs to replaced these parts. Customer is requesting that Atlanta Classic be contacted and have them pay for the \$2000 + repair now needed.

Writer advised customer we need to review this matter with MB of Athens and we will get back to him.

Action Taken: Writer called SM, Mitch Samuelson, and reviewed this inquiry. SM stated he declined the customer's request for post warranty consideration--customer is not the original owner (just recently purchased vehicle) and that the vehicle is out of warranty (first or second time the car has been brought to this dir).

SM stated he thinks maybe the GM, Brad Tucker, told customer about MB replacing crank dampeners, however the GM did advised the same: request for assistance declined.

Writer advised SM we will advised customer the same and direct him to contact Atlanta Classic directly should he have any additional comments/questions on this inquiry.

Writer called customer--left voice mail to call back writer.

Customer Follow-up Y/N:

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

Summary Notes

07/22/2003 16:49:15 Arnold Almaguer 4821

The customer called back in regards to previous note, and requested to speak with Cleveland. Cleveland is not at his desk, so the writer forward customer to his voicemail as requested by the customer.

07/23/2003 17:27:08 Cleveland Best 6344

██████████ called back writer. Writer advised customer we support the decision made by the service manager of M of Athens and decline his request for post-warranty assistance towards the repair of his vehicle. Writer advised customer he could contact the mgmt of Atlantic Classic if he would like to pursue this further.

Customer claims "we have poor customer service, and this is a weak stance." Writer advised customer based on the information as we know it, including that he is not the original owner of this vehicle, we support the decision made. Customer claims we will be hearing from his attorney and that he will not buy another MB. Conversation ended.

CONFIDENTIAL

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

Note ID 644783 **Cus Ident** 3168176 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Grapevine

TX [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 75118 PARK PLACE MOTORCARS MIC BEDFORD TX**Sell Dir** 75109 BECK IMPORTS OF TEXAS BEDFORD TX**Last Sell Dir** 75109 BECK IMPORTS OF TEXAS BEDFORD TX**Note to Market Ind:** Amount**Vehicle Information****DBAG Vin** 1631721A [REDACTED]**World Vin:** 4JGAB72E0XA [REDACTED]**Mileage** 48115 **Prod Date** 05/19/199E **Warr Date** 09/29/199E **Model** ML430 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/04/2003 14:36:28	James Blaise	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Cool	Engine and Engine Cooling	08/04/2003 14:36:29	James Blaise	4620

Summary Notes

08/04/2003 14:36:17 James Blaise 4620

Primary Phone: [REDACTED]**Current Mileage:** 48115**Dealer(s) involved:** 75118

Situation: customer alleged she brought vehicle dealer for power steering clamp recall and her tech, Joe Williamson advised her that vehicle needs new harmonic balancer and that "wiring harness is the wrong kind" on the vehicle.

She was inquiring why she had to pay for parts and harness if it "wrong kind."

Action Taken: writer advised her to contact svc mgr. who could review request for post warranty assistance and examine wiring harness.

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

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

Note ID 648055 Cus Ident 6854234 Legal - Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Gahanna OH [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 62402 ED POTTER, INC. COLUMBUS OH

Last Sell Dir 62402 ED POTTER, INC. COLUMBUS OH

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E4YA [REDACTED]
 Mileage 48433 Prod Date 11/04/1996 Warr Date 11/18/1996 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Information Inqui	Recall Inquiry	08/07/2003 11:14:44	Ed Duffy	6296

Summary Notes

08/07/2003 11:14:22 Ed Duffy 6296

Primary Phone: [REDACTED]
 Current Mileage: 48433
 Dealer(s) involved: N/A

Situation: Customer called to state he has read on the internet that these vehicles are having concerns with harmonic balancers and wanted it documented. He stated he is not experiencing any concern but is taking it to his dealer for inspection.

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 651411 **Cus Ident** 19814176 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Oklahoma City OK [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 65101 **MERCEDES-BENZ OF OKLAHOI** OKLAHOMA CIT OK

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 1631721A [REDACTED] **World Vin:** 4JGAB72E7XA [REDACTED]
Mileage 72000 **Prod Date** 12/14/1998 **Warr Date** 12/23/1998 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Floor Design of Component(s)	01/06/2004 13:10:52	Paul Juron	6210
Warranty	Post Warranty Consideration Request	08/26/2003 11:18:56	Honora Duffy	6307

Summary Notes

08/26/2003 11:18:48 Honora Duffy 6307

Primary Phone: [REDACTED]
Current Mileage: 72000
Dealer(s) Involved: N/A

Situation: [REDACTED] called - car @ Oklahoma city with crankshaft pulley and other repairs - he's looking for post-warranty assistance.

Action Taken: Customer advised dealer has full authority to review file & determine whether assistance would be offered - he admitted that Bill Usery is currently doing so, but he's waiting for decision.

I told him we will uphold whatever dealer advises him once decision is made.

Customer Follow-up Y/N: none

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

01/06/2004 13:10:31 Paul Juron 6210

Writer rec'd e-mail from Klaus Ulkann copy Tracey Matura indicating customer reimbursement for this matter. Writer contacted SPOM Craig Dearing who will inspect vehicle (possibly vehicle is "salvage") and if warranted, provide reimbursement to customer. Janet Charles from Legal is also in the loop to prepare a legal release should reimbursement be done.

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

Note ID 659886 **Cus Ident** 4972208 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Avon

CT [REDACTED]

Phone [REDACTED]**Phone Location** Residence

Assign Dir 09100	NEW COUNTRY MOTOR CARS,	HARTFORD	CT
Sell Dir 25100	SHAVER IMPORTS	FORT WAYNE	IN
Last Sell Dir 25100	SHAVER IMPORTS	FORT WAYNE	IN

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

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E2XA [REDACTED]
Mileage 71700 **Prod Date** 02/23/1998 **Warr Date** 03/30/1998 **Model** ML430 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	09/23/2003 15:02:33	Lois Grillo	4827

Summary Notes

09/23/2003 13:04:17 Kevin Canty 6200

9/23 SPOM rec'd call from Serv Mgr Dana Thomas. At 71,700 miles Serv Mgr has offered Owner a 1/3 Goodwill adjustment for replacement of harmonic balancer and damaged timing cover. Owner finds unacceptable.

09/23/2003 15:02:12 Lois Grillo 4827

S/M, Dana Thomas, from dealer #01900 contacted writer. S/M states that he provided 1/3 post warranty consideration for customer's recent fuel pump repair on 8/27/03 and that this dealership was not involved in the power steering issue in Feb. 2003. S/M states that the first time he saw this customer/vehicle was for the August repair.

S/M states that he has advised customer that "he is here to help and that he is not his adversary". S/M states that he has advised customer that he will attempt to assist him into another vehicle, should he be interested.

(Writer spoke with this customer a few hours ago and confirmed that I had received his FAX, at that time writer stated that MBUSA will uphold S/M decision regarding P/W/C. Customer was dissatisfied with this and indicated that he might go to small claims court.

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

Note ID 861128 **Cus Ident** 4972208 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Avon **CT** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 09100 **NEW COUNTRY MOTOR CARS,** **HARTFORD** **CT**
Sell Dir 25100 **SHAVER IMPORTS** **FORT WAYNE** **IN**
Last Sell Dir 25100 **SHAVER IMPORTS** **FORT WAYNE** **IN**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E2XA [REDACTED]
Mileage 71700 **Prod Date** 02/23/1999 **Warr Date** 03/30/1999 **Model** ML430 1999

Summary Notes

09/26/2003 16:19:36 Kevin Canty 6200

9/26/03 SPOM rec'd call from Serv Mgr Dana Thomas @ 09100. Owner had been offered a 1/3 labor policy by Serv Mgr for needed repairs to balancer, front timing cover. Owner has contacted CAC and was referred back to Dealer. According to Serv Mgr Owner has written another letter as he has shopped other Dealers via phone for estimates to repair and has found, according to owner, lesser estimates. Advised Serv Mgr it will be between Owner and the Dealer of his choice.

10/01/2003 17:59:51 Lola Grillo 4627

Hi Lois,

I approve...Thanks.

Regards,
Kevin Canty

Lola Grillo
 09/30/2003 07:36 PM

 To: Kevin Canty/171/DCAG/DCX@WK-COOP
 cc:
 Subject: James Yu

Hi Kevin:

Attached is a suggested letter to [REDACTED] for your approval. For your info, I faxed you copies of his correspondence to us.

Regards,
Lola Grillo
Customer Relations

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

Note ID 863467 **Cus Ident** 16899138 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Saint Louis

MC [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 45102

PLAZA MOTOR COMPANY

CREVE COEUR MO

Last Sell Dir 45102

PLAZA MOTOR COMPANY

CREVE COEUR MO

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631721A [REDACTED]**World Vin:** 4JGAB72E8XA [REDACTED]**Mileage** 92013 **Prod Date** 01/04/1999 **Warr Date** 01/22/1999 **Model** ML430 1999**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	10/03/2003 15:35:33	Lola Grillo	4627

Summary Notes

Date	Time	By	Phone
10/03/2003	16:35:20	Lola Grillo	4627

Customer claims that the harmonic balancer has broken on her vehicle & that this is a common issue with this vehicle. Customer states that the dealer is "too expensive" and will have an independent repair the ML. Writer stated that we do not have relationships with independents.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 664434 Cus Ident 9271834 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Yorba Linda CA [REDACTED]

Phone [REDACTED] Phone Location Residence
 Assign Dir 05759 CALIBER MOTORS, INC. ANAHEIM 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 1631721A [REDACTED] World Vin: 4JGAB72E0XA [REDACTED]
 Mileage 59402 Prod Date 02/04/1999 Warr Date 08/29/1999 Model ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/07/2003 17:31:49	Robyn Letz	8209

Summary Notes

10/07/2003 17:31:41 Robyn Letz 8309

Primary Phone: [REDACTED]
 Current Mileage: 59402
 Dealer(s) Involved: 05759

Situation: Customer called the CAC. Claims harmonic balancer on his vehicle failed and ripped up the oil pan and timing chain.

Customer claims SM offered 50% of repair as post-warranty assistance.

Writer supported SM's decision but told customer we would make sure all elements had been reviewed.

Action Taken: Writer will NTMT and call SPOM to review with SM.

Customer Follow-up Y/N:

Follow-up
 10/08/2003 12:49:39 Robyn Letz 8209

From SPOM:

Hi Robn !!

I reviewed this issue with the S/M when he was making the decision, the offer stands, if the customer is not happy we take the offer back. please advise Mr. IVY. Thanks, CARL

Summary Notes

10/09/2003

15:53:48

John Hoey

4805

Customer called the CAC to see if the CR rep he spoke to yesterday heard anything about his post warranty request.

Writer advised the customer that the SPOM was involved in reviewing the matter, and the offer stands, as is. Writer informed the customer he could accept the offer or it would be rescinded.

Customer wanted to know if there was anywhere else he could take the matter. Writer informed the customer the SPOM's determination is final. Customer understood, and did not indicate if he would accept the offer or decline.

Summary Note Information**CONFIDENTIAL****Mercedes Benz of U.S.A****Note ID** 668283 **Cus Ident** 8871165 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Sun Trust Bank Building

Norfolk VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA**Sell Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA**Last Sell Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E5XA [REDACTED]
Mileage 81000 **Prod Date** 03/31/1998 **Warr Date** 05/11/1998 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/20/2003 15:32:05	Cleveland Best	6344

Summary Notes

10/20/2003 15:31:50 Cleveland Best 6344

Letter received from Customer claiming "I was understandable disappointed and disturbed when I recently experienced a failure of a major drive chain component after only 81,000 miles of service. The disintegration of the crank pulley and related collateral damage to the oil pan and timing case required about \$3500 in repairs. While not covered under formal factory warranty, I believe this failure of a drive train component at such an early stage should be viewed as a manufacturer's defect and request reimbursement of my expenses."

Writer called service manager, Charlotte Hamlet, and left voice mail asking for her review.

Writer received voice mail back from SM advising that a reimbursement claim has been submitted for this request--customer should be getting a reimbursement check on this week.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 670138 Cus Ident 20931796 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Lexington KY [REDACTED]

Phone**Phone Location**

Assign Dir 31401 JAMES MOTOR COMPANY LEXINGTON KY

Sell Dir 17100 MERCEDES-BENZ OF ATHENS ATHENS GA

Last Sell Dir 17100 MERCEDES-BENZ OF ATHENS ATHENS GA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E5XA [REDACTED]
 Mileage 69786 Prod Date 03/19/1996 Warr Date 03/28/1996 Model ML430 1998

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	10/24/2003 12:28:41	John Hoey	4605
	Updated Vehicle / Customer Record	10/24/2003 12:28:41	John Hoey	4605

Summary Notes

10/24/2003 12:25:41 John Hoey 4605

[REDACTED] SM from dir 31401, called the CAC. He stated the customer broke down while in Atlanta - the balancer went down. He stated the dealer in GA replaced the balancer (customer pay), but did not have the timing case cover or oil pan. He stated the customer took the vehicle back to dir 31401, and is requesting "good will" towards the rest of the repairs. SM stated the customer either has a repair facility or works at one, and does all of his own maintenance. There are no A or B services in the service history for 2 years. He stated the vehicle was last in on 07/10/02 at 49,000 miles. The customer may send a letter to MBUSA. The SM has declined any post warranty assistance.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 674094 **Cus Ident** 4972208 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Avon

CT [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir****Sell Dir** 25100

SHAVER IMPORTS

FORT WAYNE IN

Last Sell Dir 25100

SHAVER IMPORTS

FORT WAYNE IN

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631721A [REDACTED]**World Vin:** 4JGAB72E2XA [REDACTED]**Mileage** 71720 **Prod Date** 02/23/1999 **Warr Date** 03/30/1999 **Model** ML430 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	High Cost of Repairs	11/05/2003 15:42:25	Lola Grillo	4627
	Overall Dissatisfaction with Quality	11/05/2003 15:42:25	Lola Grillo	4627
Internet	Internet Inquiry	11/05/2003 15:42:39	Lola Grillo	4627

Summary Notes

11/05/2003 15:41:59 Lois Grillo 4627

Comes #228881

You have received owner feedback from <http://www.mbusi.com>

SERVER DATE/TIME...11/1/2003 8:33:57 PM

REMOTE ADDR.....67.163.166.131

HTTP BROWSER.....Mozilla/4.0 (compatible; MSIE 5.5; Windows NT 5.0)

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

State: [REDACTED] CT

ZIP: [REDACTED]

Country: [REDACTED] USA

Email: [REDACTED]

Phone(H): [REDACTED]

Phone(W): [REDACTED]

FAX: [REDACTED]

MB Vehicle1: [REDACTED]

MB Vehicle2: [REDACTED]

COMMENTS:.....4JGAB72E2XA [REDACTED] Worst reliability vehicle I have ever owned for 72,000 miles (fuel pump failure , harmonic balancer, power steering hose). 3 times completely disabled in a single 8 month period on a vehicle maintained "by the book" at an MB dealer since I purchased it new. \$3000 in repairs. All you can say is it out of warranty. That's your excuse for a for a poorly designed product. You don't stand behind your product and this is the last MB I intend to buy until someone at MB finally accepts responsibility and says sorry. Too bad since own 2 MBs. I've told everyone who will listen that your latest product is awful and you don't care about your reputation. These failures are poor design and poor engineering. What a shame since this is what your are supposedly know for and what customers pay a premium for. Too bad. I was in the market for an E300 4 Matic but will buy another brand before the year is out. I have lost all confidence in the vehicle reliability and safety. I feel my family is safer in our 100,000 mile Volvo than the ML. Sad.

Dear [REDACTED]

Thank you for your most recent correspondence.

We regret to learn of your continued disappointment with your ML320, and apologize for any inconvenience you may have incurred. It is distressing to us that you have expressed your dissatisfaction as Mercedes-Benz prides itself on the well deserved reputation our products and services have earned, as well as our on-going efforts to both maintain and further improve that reputation. Your comments have been duly noted.

The opportunity to confirm our company position is appreciated.

Regards,
Lois Grillo
Customer Relations

Summary Note Information

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Mercedes Benz of U.S.A

Note ID 674677 **Cus Ident** 5895812 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir
Sell Dir 28422 LUJACK S NORTH PARK AUTO F DAVENPORT IA
Last Sell Dir 28422 LUJACK S NORTH PARK AUTO F DAVENPORT IA
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E7XA [REDACTED]
Mileage 80608 **Prod Date** 01/13/1999 **Warr Date** 01/28/1999 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/08/2003 18:20:28	John Hart	4069

Summary Notes

11/08/2003 16:20:18 John Hart 4069

Internet Inquiry:

Writer phoned customer advising post warranty assistance is on a case by case basis and we empower the service manager to review concerns of this nature and make a decision in which we fully support.

- CRM6681@aol.com
- 11/05/2003 03:58 PM
-
- To: mailmaster@mbusa.com
- cc:
- Subject: No web site

Not only the cars don't work the web site doesn't either!

Here is my message.

4JGAB72E7XA [REDACTED], this ML has been out of service for the last two weeks with a vibration damper failure. This failure caused a "dead in the water" event, flatbed to the dealer and wait for parts. These engine balancer failures should be a recall so the problem could be fixed before the complete failure occurs. Cost to me was nearly \$500. \$300 for the fix and \$200 for the 120 mile flatbed trip to the dealer Lujack who was not all that helpful. My last Mercedes if we don't get some help with this one!
 thanks
 Charlie & Jan Miller

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

02-11-04

Note ID 674699 **Cus Ident** 17809766 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Richmond **VA** [REDACTED]

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

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 1831721A [REDACTED] **World Vin:** 4JGAB72EXXA [REDACTED]
Mileage 63720 **Prod Date** 02/23/1998 **Warr Date** 05/02/1998 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	11/08/2003 17:01:35	Thomas Isler	7128

Summary Notes

11/06/2003 16:58:12 Thomas Isler 7128

Dealer contacted writer and advised that the customer contacted dealer. Customer stated harmonic balancer broke and unless dealer could prove customer neglect, customer expected the repair at no cost to him. SM advised the customer that the car was out of warranty and that he would need to bring the vehicle to the dealer for inspection before any request for assistance could be required. Customer stated that the vehicle was at his personal mechanics shop and that either the dealer paid for towing the vehicle or the dealer go to the non-authorized MB shop and inspect vehicle. SM advised owner that the dealer stood ready to serve but that the vehicle had to be at the dealer in order for the dealer to provide any service. Customer stated he would he would take it to Mercedes and hung up.

SM advised writer that the customer was demanding and stated he would never buy another Mercedes after owning this piece of " ". Writer advised SM that he handled it correctly and that the customer needs to bring the vehicle into the dealer.

Summary Note Information

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Mercedes Benz of U.S.A

Note ID 878979 **Cus Ident** 16514990 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Sanford

ME [REDACTED]

Phone**Phone Location**

Assign Dir 50107	DREHER - HOLLOWAY, INC.	GREENLAND	NH
Sell Dir 39108	MERCEDES-BENZ OF NOVI	NOVI	MI
Last Sell Dir 39108	MERCEDES-BENZ OF NOVI	NOVI	MI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E1XA [REDACTED]
Mileage 54000 **Prod Date** 02/24/1999 **Warr Date** 04/30/1999 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	High Cost of Repairs	11/19/2003 13:43:35	Lois Grillo	4827

Summary Notes

11/19/2003 13:43:03 Lois Grillo 4827

Customer, [REDACTED] phoned the CAC regarding her concern with the harmonic balancer on her 1999 ML430 (dealer found that the part is not worn on customer's vehicle). Customer is requesting that MB replace the part for her. Writer explained that dealer & our Reg Rep have reviewed the matter and the request has been declined (see Referral 165807). Customer did not want to accept that the decision is final.

Summary Note Information

00.11.04

Mercedes Benz of U.S.A

Note ID 686285 Cus Ident 21736059 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Sunnyvale CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

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 1631721A [REDACTED] World Vin: 4JGAB72E5XA [REDACTED]
 Mileage 83944 Prod Date 11/12/1998 Warr Date 12/02/1998 Model ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/12/2003 14:11:30	Frank Parents	4675

Summary Notes

12/12/2003 14:10:55 Frank Parents 4675

Customer called claiming that his harmonic balancer has failed and it cost him \$2,000 for the repair. Since repair was at an independent shop, writer told him that there is nothing that can be done.

Summary Note Information

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Mercedes Benz of U.S.A

Note ID 686694 **Cus Ident** 21732566 **Legal** / **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]
 Customer Information & Mediation

Augusta **ME** [REDACTED]

Phone [REDACTED]	Phone Location	Business	
Assign Dir 50107	DREHER - HOLLOWAY, INC.	GREENLAND	NH
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 1631721A [REDACTED] **World Vin:** 4JGAB72E1XA [REDACTED]
Mileage 54000 **Prod Date** 02/24/1996 **Warr Date** 04/30/1996 **Model** ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	12/15/2003 11:01:12	Lois Grillo	4627

Summary Notes

12/15/2003 11:00:37 Lois Grillo 4627

Corres #231071

Letter dated 12/04/03 from State of Maine, Office of the Attorney General regarding complaint #MV03-1380 from Linda & Marcel Plot faxed to Legal Dept. (A.Z.). See Related Referral 165807, S/N #678879 , 676590.

12/15/2003 11:06:33 Lois Grillo 4627

Above letter addressed to DaimlerChrysler in Auburn Hills, MI for handling by MBUSA.

Summary Notes

12/18/2003 11:07:05 Lois Grillo 4627

Hi Lois:

I think your letter looks good. Please send.

Thanks,

Anthony D. Zepf
Company Counsel
Mercedes-Benz USA, LLC

IMPORTANT: The information contained in this e-mail message is confidential and is intended only for the named addressee(s). This message may be protected by the attorney/client privilege. If the reader of this e-mail message is not the intended recipient (or the individual responsible for the delivery of this e-mail message to the intended recipient), please be advised that any re-use, dissemination, distribution or copying of this e-mail message is prohibited. If you have received this e-mail message in error, please reply to the sender that you have received this e-mail message in error and then delete it. Thank you.

Lois Grillo
 12/18/2003 09:07 AM

 To: Anthony Zepf/171/DCAG/DCX@WK-COOP
 cc: Ronald StPierre/171/DCAG/DCX@WK-COOP
 Subject: Corres #231071 (Marcel & Linda Piet)

Hello:

I have faxed to you Correspondence #231071 from State of Maine, Office of the Attorney General regarding Complaint #MV03-1380 filed by Marcel & Linda Piet.

Should you wish me to respond to the customers, I have drafted a letter for your approval. Please advise.

Regards,
Lois Grillo
Customer Relations
201-505-4627

Looks good from this side.

Ron

Lois Grillo
 12/18/2003 09:07 AM

 To: Anthony Zepf/171/DCAG/DCX@WK-COOP
 cc: Ronald StPierre/171/DCAG/DCX@WK-COOP
 Subject: Corres #231071 (Marcel & Linda Piet)

Hello:

I have faxed to you Correspondence #231071 from State of Maine, Office of the Attorney General regarding Complaint #MV03-1380 filed by Marcel & Linda Piet.

Should you wish me to respond to the customers, I have drafted a letter for your approval. Please advise.

Regards,
Lois Grillo

12/16/2003 11:16:41 Lois Grillo 4627

copy of approved letter addressed to customers with copy to attorney general , state of Maine.
December 16, 2003

Marcel and Linda Piet
16 Andrew Avenue
Sanford, ME 04073

Subject Model 1999 ML430
 Serial No. 4JGAB72E1XA [REDACTED]
 Complaint No. MV03-1380

Dear [REDACTED]

We are in receipt of your complaint MV03-1380 addressed to DaimlerChrysler Corporation. As Mercedes-Benz USA, LLC is responsible for Mercedes-Benz vehicles in the United States, we have been asked to respond.

We regret to learn of your continued disappointment with your recently purchased , pre-owned ML430, and apologize for any inconvenience you may have experienced.

Immediately upon receipt of your telephone call to the Customer Assistance Center (11-13-03), we contacted our Regional Service and Parts Operations Manager, Ron St. Pierre, for review. (Our Regional Managers are empowered by executive management to review matters of this nature.) Mr. St. Pierre confirms all pertinent elements related to your concern have been thoroughly reviewed, and that at that time, no defect was found with the harmonic balancer. As you were advised by our representative, Mercedes-Benz USA respectfully declines to replace, or reimburse you for this part.

We realize this is not the response you had anticipated, but solicit your understanding and acceptance of our company position.

Sincerely,

Lois Grillo
Customer Relations

CC: G. Steven Rowe, Attorney General, State of Maine, Consumer Information & Mediation Service, Consumer Protection Division

CC: Ron St. Pierre, SPOM Rgn 1, Mkt 3
 Marc Chapman, Reg S&P Mgr , Rgn 3
 Anthony Zepf, MBUSA Legal Dept.

FORMER REFERRAL #165807
SUM NOTE #678979, 678590

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 689720 Cus Ident 5445280 Legal Note Type Summary Note

Customer [REDACTED] III

Address [REDACTED]

Atlanta GA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 17107 MERCEDES-BENZ OF BUCKHEAD 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 1831721A [REDACTED] World Vin: 4JGAB72E8XA [REDACTED]
 Mileage 63000 Prod Date 09/21/1998 Warr Date 10/09/1998 Model ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/23/2003 16:16:34	Miriam Clark	4699

Summary Notes

12/23/2003 16:16:16 Miriam Clark 4699

Customer called the CAC to request PWA for crankshaft pulley...He alleges that "MB is going to pay for some of the repairs", and he wanted MB to know how disappointed he was with the vehicle....

I advised the customer that he should speak with the SM as he is the only one to address his concerns...

He then stated that he had spoken with the SA about his request and he was doing everything he could to assist him...

I repeated my remarks and the customer hung up on me...

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 690592 Cus Ident 14418207 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Cookeville TN [REDACTED]
 Phone [REDACTED] Phone Location Mobile

Assign Dir 59128

Sell Dir 59218 LEITH, INC. RALEIGH NC

Last Sell Dir 59218 LEITH, INC. RALEIGH NC

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A0 [REDACTED] World Vin: 4JGAB72E2XA0 [REDACTED]
 Mileage 45402 Prod Date 11/17/1999 Warr Date 12/12/1999 Model ML430 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	12/30/2003 09:05:44	Ed Duffy	6296

Summary Notes

12/30/2003 09:05:38 Ed Duffy 6296

received internet # 231464

E-mail: [REDACTED]

Comments: Dear Customer Service, I have a 1999 ML 430 (54k miles) and it has encountered above average amount of problems before the warranty period and continues to develop several odd problems after the warranty period. Two Days ago the main crankshaft pulley failed completely and disabled the car on the road. The failure was very unusual as the ML430 has only 54k miles. The failure of this pulley caused additional damage to the engine block and I am very unhappy about the cost to repair/replace this. This & other areas of the vehicle seem to be a poor design and I am concerned about overall reliability of this ML430. Question: Are you able to cover all of the expenses for this failure and provide any additional warranty on the overall vehicle? My address above is new as I moved few weeks ago. Previous address: 885 Walton Trail Cookeville, TN 38501

Reply

Dear [REDACTED]

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

Sincerely

Ed Duffy

Customer Relations

01/30/2004 14:37:53 Ed Duffy 6296

Customer sent 2nd e-mail regarding having the crank pulley replaced and is looking for compensation.

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

01/28/2004 11:52:09

Note ID 699792 **Cus Ident** 11756568 **Legal** **Note Type** Summary Note**Customer** [REDACTED]**Address** [REDACTED]

Boca Raton

FL [REDACTED]

Phone [REDACTED]

25

Phone Location Business**Assign Dir****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** 1631721A [REDACTED]**World Vin:** 4JGAB72E3XA [REDACTED]**Mileage** 42981 **Prod Date** 04/14/1999 **Warr Date** 05/14/1999 **Model** ML430 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/28/2004 11:52:09	John Hart	4689

Summary Notes

01/28/2004 11:52:00 John Hart 4689

A Mr. Vasquez phoned the CAC alleging he was calling on behalf of customer [REDACTED] requesting post-warranty assistance for harmonic balancer repair.

Writer advised post-warranty assistance is on a case-by-case basis and empower the Service Manager to make a decision which we fully support.

Mr. Vasquez was not able or willing to provide information regarding situation and writer provided extension advising customer should contact writer to discuss concerns.

Summary Note Information

SUNBELT

Mercedes Benz of U.S.A

Note ID 533120 **Cus Ident** 11414931 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Parkland FL [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 15317 **AUTOHAUS POMPANO** **POMPANO BEA FL**
Sell Dir 15317 **AUTOHAUS POMPANO** **POMPANO BEA FL**
Last Sell Dir 15317 **AUTOHAUS POMPANO** **POMPANO BEA FL**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1290681F [REDACTED] **World Vin:** WDBFA68F8XF [REDACTED]
Mileage 13840 **Prod Date** 12/04/1999 **Warr Date** 01/30/1999 **Model** SL500R 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	07/01/2002 15:49:24	Gregg Maut	6350

Summary Notes

07/01/2002 15:49:07 Gregg Maut 6350

Customer called stating he has had his vehicle at dealer 15317 for seatbelt malfunction, front tensioner pulley came off, and door rattles. Customer states he feels dealer is repairing items that don't need replacing/repair. customer states dealer has been replacing speakers in the door eventhough the speakers were working fine. Customer is dealing with Marsha in service dept.

07/02/2002 09:31:40 Gregg Maut 6350

Greg,

Here's is the reply from the dealer concerning the NTMT below.

Regards,
 Andrew Kambich

RE: HARRY PADULA CAR WAS TOWED IN ON 8/25/02. COMPLAINTS CRANK PULLEY BROKEN, SET CLOCK, BACK UP LIGHT OUT, ALSO ITEMS WE FOUND AT TIME OF WRITE UP. BOTH DOOR CHECKS NOISEY, AND VIBRATION AT IDLE (ENG MTS). I HAVE NO COMPLAINT OF ANY SEAT BELT ISSUES OF DOOR SPEAKERS. THE LAST TIME WE SAW THE CAR WAS 8/21/01 FOR A STAR MARK INSPECTION PRIOR TO USED CAR SALE.

THANKS CHUCK

Summary Note Information

Mercedes Benz of U.S.A

Note ID 544808 Cus Ident 8983278 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Chicago IL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL

Sell Dir 51148 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dir 14340 MERCEDES-BENZ OF NAPLES NAPLES FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1290681F [REDACTED] World Vin: WDBFA68F9XF [REDACTED]
 Mileage 24293 Prod Date 11/30/1998 Warr Date 02/01/1999 Model SL500R 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	08/19/2002 17:04:06	Lots Grillo	4827

Summary Notes

08/19/2002 17:04:05 Lots Grillo 4827

Customer, [REDACTED] sent a letter addressed to CAC dated 7/31/02 to express his disappointment with the need to repair his vehicle. Writer contacted customer who alleges that the Sales Rep who sold him the vehicle told him his 1999 SL500 with 20,000 miles was covered by a 5 year/50,000 mile warranty. Writer stated that the original warranty is 4 years/50,000 miles and confirmed that his vehicle's warranty will expire on Jan 31, 2003.

Writer stated dealers are independently owned and operated businesses & referred customer to the Sales Manager at dealer #14340.

08/19/2002 17:14:37 Lots Grillo 4827

Customer also expressed his disappointment with repairs that have been needed on this vehicle:
 *Brakes replaced 2 weeks after purchasing vehicle.
 *air conditioning repaired.
 *crankshaft pulley fell off.
 *Catalytic converted replaced.

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

017

Note ID 585455 Cus Ident 11958299 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Lutz FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 14318 MERCEDES-BENZ OF TAMPA TAMPA FL

Sell Dir 14318 MERCEDES-BENZ OF TAMPA TAMPA FL

Last Sell Dir 14318 MERCEDES-BENZ OF TAMPA TAMPA FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1290681F [REDACTED] World Vin: WDBFA88F6XF [REDACTED]
 Mileage 13381 Prod Date 09/24/199E Warr Date 10/30/199E Model SL500R 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	High Cost of Maintenance	01/15/2003 13:16:06	Miriam Clark	4699

Summary Notes

01/15/2003 13:14:41 Miriam Clark 4699

Customer wrote letter dated 1/8/03 received 1/10/03 regarding post warranty repair (engine pulley in the amount c \$4320.56.

He indicated that dealer advised his filtering system needs replacement as well.

Called SM Mike Pratt who advised he received copy of letter and he offered \$1376, in goodwill toward the repair.....He stated customer was happy with offer.

Called customer and left message.

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

Note ID 631364 **Cus Ident** 12891465 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Hallandale

FL [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** 1290681F [REDACTED]**World Vin:** WDBFA68F0XF [REDACTED]**Mileage** 15066 **Prod Date** 11/26/1998 **Warr Date** 05/28/1998 **Model** SL500R 1999**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/20/2003 10:32:43	John Hoey	4805

Summary Notes

08/20/2003 10:32:35 John Hoey 4805

Customer called the CAC.

He claims he was traveling by his summer home in MA last night, and he allegedly heard a loud sound from the engine. Customer stated the vehicle was towed to an independent foreign car mechanic who told him he needs a harmonic balancer.

Customer stated he called his normal dir, 14310, who allegedly informed him if the car was in Miami they would "good will" the repair. He stated the SM at 14310 told him to contact the authorized MB dirs in the area to see if any of them will offer post warranty consideration. Customer feels he should not be put out of his way calling authorized MB dirs asking them to cover the repairs.

Writer apologized to the customer for any inconvenience. Informed him the vehicle would need to be taken to an authorized MB dir, and his request for post warranty consideration would be addressed by the SM at the dir. Customer is dissatisfied.

Writer informed him RAP can arrange for a tow to an authorized MB dir if he is close enough, but because the car is out of warranty towing charges would apply.

The customer felt the writer was not being helpful. Writer apologized to him for his perception, but again informed him how he has to proceed if he is seeking post warranty consideration.

Writer asked for a supervisor. Writer informed him that he was already explained our company's position. Provided J. Dever, and L. Tognetti's name for reference.

Summary Note Information

Mercedes Benz of U.S.A

02/11/04

Note ID 643237 Cus Ident 8906298 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Spring Hill FL [REDACTED]

Phone [REDACTED] Phone Location

Assign Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL
 Sell Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL
 Last Sell Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1290681F [REDACTED] World Vin: WDBFA68F2XF [REDACTED]
 Mileage 33000 Prod Date 03/17/1999 Warr Date 05/29/1999 Model SL500R 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	07/29/2003 18:41:31	Thomas Trivenio	

Summary Notes

07/29/2003 18:41:23 Thomas Trivenio

Primary Phone: [REDACTED]
 Current Mileage: 33000
 Dealer(s) involved: 14316

Situation: Customer called requesting post warranty asst. for harmonic balancer.

Action Taken: Since repairs were performed at independent, customer advised in all probability, no asst., however may be worth call to SM at local dealer, since customer alleges hee damaged balancer for inspection.

Customer Follow-up Y/N: n

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

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

Note ID 651188 Cus Ident 19743775 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 17303 CRITZ INC. SAVANNAH GA
 Last Sell Dir 17303 CRITZ INC. SAVANNAH GA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1290681F [REDACTED] World Vin: WDBFA68F2XF [REDACTED]
 Mileage 31700 Prod Date 11/13/1999 Warr Date 05/21/1999 Model SL500R 1999

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/25/2003 18:10:46	Surya Boonphadung	4661

Summary Notes

08/25/2003 15:10:38 Surya Boonphadung 4661

Primary Phone: [REDACTED]
 Current Mileage: 31700
 Dealer(s) Involved: 15320

Situation: [REDACTED] called the CAC stating that he bought his 1999 SL500 in May 2002, and brought it to Brumo 3 days later to have maintenance service done. He claims he brought it in to Brumos again in May 2003 to have it checked, before the warranty ran out. He claims the service advisor (Joe Rodgers) advised that vehicle was thoroughly checked and test driven, and everything is ok.

[REDACTED] states he recently attempted to sell his car through the Used Car manager at Brumos. He claims the interested party is a cousin of the Service Manager (Veronica Underwood), and when he brought the car into dealer, dealer allegedly found transmission slippage between 2nd and 3rd gear, and malfunctioning headlight wiper, and also a bent crank pulley. He states he only put on 1400 miles since the last check up, and feel that dealer neglected to look the car over as thoroughly as they should have, and now are nit-picking the car because the buyer is a relative of the SM. Customer wishes for MB to evaluate the car to see if we would be willing to cov the expense of those repairs.

Action Taken: Writer advised that we would review this issue with our Regional Staff, but make no promises as to the amount of assistance, if any, given the circumstances.

Customer Follow-up Y/N:

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

Summary Notes

08/28/2003 09:58:52 Surya Boonphadung 4881

Please see SPOM's note SN# 651187

SPOM already reviewed and declined assistance.

09/03/2003 10:20:48 Surya Boonphadung 4881

contacted customer and advised of MBUSA's position.

09/03/2003 14:10:44 Surya Boonphadung 4881

Customer called back stating he is not happy with decision by dealer/SPOM. He wants to speak to someone that will be able to help him out. Writer advised SPOM makes these kind of decision on company's behalf, and his decision is final. Writer apologized for customer's disappointment, but stated that we will uphold decision made by SPOM.

09/03/2003 15:58:55 James Blasie 4820

Customer called back on Exec Line - writer reviewed notes -

Customer alleged issues noted above, that dealer had not properly inspected vehicle at last service when he requested same, and now repair issues arise 1800 miles later when he is selling vehicle. He stated he spoke to sm mg who was "rude and argumentative".

Writer explained that dealerships are independently owned/operated and responsible for own day to day operations, the issue of repairs being properly completed was between he and dealership; customer requested name of dealership's owner and writer provided same.

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

Note ID 668321 **Cus Ident** 8187874 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Waco

TX [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 75534 EWING AUTOHAUS PLANO TX**Sell Dir** 75525 ALLEN SAMUELS CHEVROLET- WACO TX**Last Sell Dir** 75525 ALLEN SAMUELS CHEVROLET- WACO TX**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 1290681F [REDACTED] **World Vin:** WDBFA68FXXF [REDACTED]
Mileage 23500 **Prod Date** 10/30/1998 **Warr Date** 12/12/1998 **Model** SL500R 1999

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	10/20/2003 16:45:10	Craig Dearing	6200

Summary Notes

10/20/2003 16:44:41 Craig Dearing 6200

Client had a noise come from engine. The noise was determined to be a harmonic balancer that came apart. The client was in transit from Waco. Dealer 75534 completed a goodwill adjustment on the part of the client. Complete service history, no body damage and multiple ownership. Of \$1,900 estimate client will pay \$250 per dealer.

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

Note ID	553390	Cue Ident	10596976	Legal	Note Type	Summary Note
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Customer [REDACTED]**Address** [REDACTED]**Murrells Inlet** SC [REDACTED]**Phone** [REDACTED] **Phone Location** **Residence****Assign Dir 72314** FOWLER MOTORS, INC. CONWAY SC**Sell Dir 72314** FOWLER MOTORS, INC. CONWAY SC**Last Sell Dir 72314** FOWLER MOTORS, INC. CONWAY SC**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin	2201751A [REDACTED]	World Vin:	WDBNG75J2YA [REDACTED]
Mileage	37548	Prod Date	03/16/2000
Warr Date	04/20/2000	Model	S500V 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	09/23/2002 15:00:51	Miriam Clark	4898

Summary Notes

09/23/2002 15:01:29 Miriam Clark 4898

Customer John called to state that he is very upset with the dealership because they seem not to be able to repair the trunk of his vehicle. Customer stated his wife backed the vehicle into a wall and damaged the trunk. Customer indicated that his Startac phone is in need of repair and dealer asked him for \$100 deposit which offended him. He also stated that he was bothered that the windshield wipers have to be replaced every time he gets vehicle serviced.

Customer stated vehicle was just in the shop for 2 weeks for an issue related to the crank pulley and oil pan. Customer stated that he was waiting for SM Jason Holt to fax him a copy of the service record for the repairs performed 2 weeks ago.

Advised customer that I could not intervene with the Body shop as this was an insurance matter or one between him and the shop, however, I did offer to contact the SM and discuss the issues with his service.

09/23/2002 15:20:20 Miriam Clark 4898

Called SM Jason at 72314 who advised the customer was at the shop this morning stating his complaint about the body shop. He stated he is familiar with the customer and explained about the wipers. He also stated the customer asked to have the service record sent to him, which he stated he would do. He stated the Startac phone is under repair as the customer brought it in with cracks in it. The phone is at Motorola.

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

Note ID 574583 **Cus Ident** 1016783 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Trabuco Canyon CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 49702 **FLETCHER JONES IMPORTS** LAS VEGAS NV**Sell Dir** 05752 **SILVER STAR A. G. LTD.** THOUSAND OAI CA**Last Sell Dir** 05752 **SILVER STAR A. G. LTD.** THOUSAND OAI CA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2201751A [REDACTED] **World Vin:** WDBNG75JXYA [REDACTED]
Milage 36309 **Prod Date** 05/21/1996 **Warr Date** 06/30/1996 **Model** S500V 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old &	Summary Note from Old System-NOT ACTIV	12/02/2002 15:22:05	Ed Duffy	6296

Summary Notes

12/02/2002 15:22:21 Ed Duffy 6296

Customer called requesting additional financial assistance while his vehicle is down for warranty repairs while on vacation with his family in Las Vegas. Customer stated the vehicle was taken to this dealer Friday 11/29/02 for a dead battery, the dealer changed a part for the air suspension. Customer went to pick the vehicle up on Saturday and when it came out the suspension was sitting too low. Customer was advised that the air suspension pump had run for 24 hrs. causing the battery to be drawn down and needs to be replaced which then requires the 4 struts to be replaced and while inspecting the vehicle found the harmonic balancer needing replacement. Customer alleges he was advised by the SM. that not to worry he had Trip Interruption and the extended time would be covered by MB. Customer alleges he was never advised it was \$300 a day for a max of 3 days totaling \$900. Customer is upset stating the suite he and his family have been staying in and had to extend at the MGMT is \$700 alone, not counting food. He is also upset that neither he nor his wife are working while stuck in Las Vegas, his children are out of school etc... Customer is requesting more monies be applied to Trip Interruption for his extenuating circumstances. Writer advised customer that the SM. and GM are authorized to review his request and make decisions on behalf of MB. He will speak with dealer mgmt.

12/09/2002 14:33:48 Ed Duffy 6296

Writer spoke with SPOM who is requesting Service Manager re-contact customer and explain that Market Team has determined that the customer should take his receipts to his selling dealer for reimbursement and consideration of addition \$'s towards his claim.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 582183 Cus Ident 9346518 Legal Note Type Summary Note

Customer [Redacted]
Address [Redacted]

Thomasville NC [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir

Sell Dir 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Last Sell Dir 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 2201751A [Redacted] World Vin: WDBNG75J8YA [Redacted]
Mileage 92952 Prod Date 07/23/1999 Warr Date 09/29/1999 Model S500V 2000

Summary Notes

01/06/2003 10:58:47 Rice Byerly 7225

Owner asking Greensboro, NC, Dir, for goodwill assistance on several items : Front Crankshaft Dampener replacement, LF Seatbelt retractor, and Airmatic Air Compressor. Due to the mileage on the vehicle, Dir offered parts only all items. - Owner wants all covered 100%.

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

Note ID	632122	Cus Ident	813346	Legal	Note Type	Summary Note
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Customer	[REDACTED]
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Address	[REDACTED]
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Phoenix	MD	[REDACTED]
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Phone	[REDACTED]	Phone Location	Residence
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Assign Dir	34209	VALLEY MOTORS, INC.	COCKEYSVILLE MD
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Sell Dir	34208	R & H MOTOR CARS, LTD.	OWINGS MILLS MD
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Last Sell Dir	34208	R & H MOTOR CARS, LTD.	OWINGS MILLS MD
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Note to Market Ind:	Amount
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Vehicle Information

DBAG Vin	2201751A [REDACTED]	World Vin:	WDBNG75J1YA [REDACTED]
Mileage	36058	Prod Date	02/22/2000
		Warr Date	03/20/2000
		Model	S500V 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Lack of Followup	08/23/2003 18:28:08	Surya Boonphadung	4681
Roadside	Roadside Assistance Issue	08/24/2003 08:42:30	Suzanne Augello	4611

Summary Notes

08/23/2003	18:27:59	Surya Boonphadung	4681
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[REDACTED] called the CAC stating that his car was towed to Valley Motors over the weekend, and he has left message at dealer today to try and find out what is going on with his car, however he claims he has received no return call.

writer advised he can call the dealer, however they may be closed at this time, and try to follow up on customer's behalf, and will contact customer back.

08/24/2003	08:42:19	Suzanne Augello	4611
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[REDACTED] called the CAC again stating that he was told by the dealer that they are very busy and cannot provide a loaner car. He has tried to speak to someone at the dealer about this and was not able to get through to a person. call was transferred to Customer Relations.

08/24/2003	08:44:40	Frank Parente	4675
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Customer called again concerning status of his vehicle. Claims that dealer will not call him back. Writer told customer that when I get status I will call him.

08/24/2003	08:49:31	Frank Parente	4675
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Customer called again from dealer- extremely agitated and insulting. Customer claims that vehicle was towed in c Sunday and has not been looked at as yet-customer upset also that he did not get loaner. Customer blaming CR for his issues.

Summary Notes

08/24/2003 14:06:28 Thomas Trivento

Customer called back CAC extremely belligerent and threatening in nature , stating will contact his attorney if he does not receive answers asap.

T. Trivento contacted dealer and spoke to Susan Powell, who advised vehicle has been repaired (harmonic balancer, tension roller, v-belt & vibration dampner replaced). Customer will be contacted shortly by dealer Service that vehicle is ready for pick-up.

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

Note ID 696991 **Cus Ident** 8815074 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Weston

FL [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 14123 MERCEDES-BENZ OF PEMBRO PEMBROKE PIN FL**Sell Dir** 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERE FL**Last Sell Dir** 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERE FL**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 2201751A [REDACTED] **World Vin:** WDBNG75J4YA [REDACTED]
Mileage 22140 **Prod Date** 08/18/1996 **Warr Date** 09/23/1996 **Model** S500V 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	01/19/2004 17:57:32	Surya Boonphadung	4661

Summary Notes

01/19/2004 17:57:21 Surya Boonphadung 4661

[REDACTED] called the CAC requesting post warranty financial assistance on a Harmonic balancer. He states his vehicle is 4 months out of warranty, and SM from dealer declined assistance.

Writer apologized, but stated that since we have empowered the SM to make these decision, we fully uphold the decision that they make.