

Summary Note Information**CONFIDENTIAL**

Mercedes Benz of U.S.A

Note ID 468069 Cus Ident 6731911 Legal Note Type INTERNET MES
 Customer [REDACTED]
 Address [REDACTED]

Huntington Beach CA [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 05101 FLETCHER JONES MOTOR CAF NEWPORT BEA CA
 Sell Dir 05101 FLETCHER JONES MOTOR CAF NEWPORT BEA CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E1YA [REDACTED]
 Mileage 29072 Prod Date 4/11/2000 Warr Date 5/27/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/28/2001 12:33:08	Thomas Trivento	

Summary Notes

11/28/2001 12:33:09 Thomas Trivento

Eddie, per my voicemail message to you, I am forwarding customer "E" mails to you and ask that you review with Newport Beach. I have advised customer that you have full authority on our behalf regarding these matters. Look like radio volume, trans. shift and possibly climate control problems still exist.

Summary Notes

11/26/2001 12:34:28 Thomas Trivento

CONFIDENTIAL

Below are customer Internet regarding repair situations.

We leased a 2000 ML 430 in May of 2000 and have had the following challenges:

- 1) Radio volume adjusts itself to loud levels without touching. Fletcher Jones has still not figured out the problem after several service complaints
- 2) When closing sunroof, insulation and glue came off on glass
- 3) Noisy sunroof when closing
- 4) A/C has broken 3 times now
- 5) Visor light broken
- 6) Ashtray door doesn't close
- 7) Center console finish is bubbling
- 8) Windshield washer bottle broken
- 9) Rear brake pads wore out at 18,000 miles (before fronts?) Replaced under warranty due to problem with rear calipers.
- 10) Rear passenger seal makes noise
- 11) Transmission shifts at strange intervals when starting from a stop. Fletcher Jones has not been able to assess problem
- 12) Fix trailer hitch. Light hookup didn't work.
- 13) Rear cargo door doesn't latch shut and opened while driving.
- 14) Driver seat melted and burned driver when the heated seat was engaged.
- 15) Oil leaks
- 16) BAP light comes on once in a while
- 17) Brake light sensor comes on once in a while when brakes don't need replacing

Some of this issues are somewhat little things that are basically annoying while some have the potential of being very large safety issues. Each one of these issues required a trip to the dealer and many of them required sever trips to the dealer. In one year, we have made well over a dozen trips to the dealer to fix problems. This means at least once a month we take our car to the dealer. This is very inconvenient.

Although most of these issues have been resolved, our biggest concern is with the safety of the vehicle. When will it break next; what will break; where will we be when it breaks? This lack of confidence in a vehicle is quite unsettling. Every few weeks a new problem occurs which is inconvenient and not safe. We really like the car and would consider buying the same model if we would know that it would not be as difficult to own as this one. We hope to avoid legal action because our family has enjoyed driving Mercedes for the past 30 years (we have put almost 1,000,000 miles on Mercedes vehicles). Our family looks forward to your response.

— Forwarded by Elmira Shafiq/CONSUMAIL/MBUSA on 11/26/01 10:12 AM —

□ "PaulKramer.com" <me@paulkramer.com>

□ 11/27/01 07:38 PM

□ □

□ □ To:

□ □ cc:

□ □ Subject: Follow up from service

CORRESP # 185183

Hi Gerth,

I just wanted to give you a quick email follow up on our service today. This was the issue with our ML430 and the driver seat that melted due to the heated seat malfunctioning. First of all, Jason Teuber was very helpful. I feel bad that the service people don't support him well. When I picked up the car today, it was not ready. They hadn't washed it yet. Upon inspection, I noticed that there were swirl marks all over the car (the worse I have seen so far). I don't know what they use on the cars, but on black it shows all the scratches. If their towels aren't 100% cotton, it will make noticeable swirl marks. Also, the tail gate had some severe scratches where they probably color sanded from the paint touch-up. Finally, the car still smells of burnt plastic from the incident. Of course, I noticed all of this when I got home. At this point I am exhausted with frustration. Each time we take the car in (which is quite a bit as you already know) it is a 1/2 hour drive each way, 1/2 hour waiting to get the car (usually large lines of people and/or the car isn't ready yet), and at least 1 hour to uninstall and reinstall the baby seat and all of the other items that go in the car. So, at least 2-1/2 to 3 hours of my day is wasted each time I bring the car to FJ for warranty work as well as another 2-1/2 to 3 hours picking it up. You add this to the 12+ times we have brought the car in and we are looking at 2 whole work weeks each year (most of my annual vacation time spent with Fletcher Jones). At my normal bill rate of \$72/hour, I have invested an additional \$5,200 worth of time into this vehicle...very frustrating. I am sure you wouldn't appreciate it if it was your time.

Summary Notes

Thank you!

CONFIDENTIAL

Elvira Shafir
CAC - Operations
Mercedes-Benz - USA, LLC
(201) 505-4629
(201) 478-6819
shafir@mbusa.com

— Forwarded by Elvira Shafir/CONS/MAIL/MBUSA on 11/29/01 12:02 PM —

me@paulkramer.com

11/25/01 09:04 PM

cc:

To: mallmaster@mbusa.com

cc:

Subject: Warranty Questions (CWAR)

CORRESP # 195276

Mime-Version: 1.0

Content-Type: text/plain

Content-Transfer-Encoding: quoted-printable

X-Mailer: sendhtml

Subject: Warranty Questions (CWAR)

From: [REDACTED]

To: mallmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2: 20

City: Huntington Beach

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: We leased a 2000 ML 430 in May of 2000 and have had the following challenges: 1)=09Radio volume adjusts itself to loud levels without touching. Fletcher Jones has still not figured out the problem after several service complaints 2)=09When closing sunroof, insulation and glue came off on glass 3)=09Noisy sunroof when closing 4)=09A/C has broken 3 times = now 5)=09Visor light broken 6)=09Ashtray door doesn't close 7)=09Center console finish is bubbling 8)=09Windshield washer bottle broken 9)=09Rear brake pads wore out at 16,000 miles (before fronts?) Replaced under warranty due to problem with rear calipers. 10)=09Rear passenger seal makes noise 11)=09Transmission shifts at strange intervals when starting from a stop. Fletcher Jones has not been able to assess problem 12)=09Fix trailer h=

sch. Light hookup didn't work. 14) Rear cargo door doesn't latch when
but and opened while driving. 15) The seat belt melted and burned driver
er when the heated seat was engaged. 16) OBDAP light comes on
s on once in a while 17) Brake light sensor comes on once in a while when
n brakes don't need replacing. These are somewhat little things that are
s basically annoying. However, each one of this required a trip to the dealer
lar and many of them required several trips to the dealer. In one year, we
have made well over a dozen trips to the dealer to fix problems. This means
at least once a month we take our car to Fletcher Jones. Although most
t of these issues have been resolved, our biggest concern is safety of the
vehicle. When will it break next; what will break; where will we be when it
t breaks. This lack of confidence in a vehicle is quite unsettling. Every
few weeks a new problem occurs which is inconvenient and not safe. We real-
ly like the car and would consider buying the same model if we would know
hat it would not be as difficult to own as this one. We hope to avoid legal
action because we have enjoyed driving Mercedes as a family for the past
30 years (we have put almost 1,000,000 miles on Mercedes vehicles). I look
forward to your response.

11/28/2001 12:52:51 Thomas Trivento

T. Trivento spoke to customer directly and reiterated filed rep will review with dealer. Customer grateful for fast attention to his "E" mail.

11/28/2001 16:55:50 Ed Corner 7323

Per Cust request, SPOM reviewed service file w/SM on 28 Nov '01, and found no basis for MBUSA refund/replacement. Dealer to contact Cust and reply.

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

Note ID 498760 Cus Ident 10138690 Legal Note Type INTERNET MES.
 Customer [REDACTED]
 Address [REDACTED]
 Harbor Construction Ltd

Brookings OR [REDACTED]

Phone	Phone Location	Residence	
Assign Dir 66101	CRATER LAKE MOTORS, INC.	MEDFORD	OR
Sell Dir 66101	CRATER LAKE MOTORS, INC.	MEDFORD	OR
Last Sell Dir 66101	CRATER LAKE MOTORS, INC.	MEDFORD	OR

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 163154 [REDACTED] World Vin: 4JGAB54E5Y [REDACTED]
 Mileage 32443 Prod Date 11/10/1998 Warr Date 12/14/1998 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	03/21/2002 15:44:30	Honora Duffy	6307

Summary Notes

Date	Time	By	Phone
3/20/2002	15:43:25	Honora Duffy	6307

E-mail: [REDACTED]
 Comments: To: Mercedes From: [REDACTED]

Regarding: Lane excuse for a 4x4

Sirs:

I'd like to express my dissatisfaction with this vehicle. After 40,000 miles:

- The drivers side window doesn't go up.
- The rear hatch doesn't open.
- The seat heater doesn't heat but does deliver shocks to the sitter.
- There is no barrier to field mice entering the ducts so after a week has passed we have to again clean out the nests, the fan is shot & the vehicle smells of rodent piss (never happened in my Dodge, Toyota or Chevy)
- After driving through a puddle the electronics went mad-- proceeded down the highway with horns blowing, lights flashing etc. The radiator hangs below the bumper --protected only by plastic-- so of course is the first thin to encounter rocks. I've already had to replace it once, thankfully the engine survived. Doubtless I'll have to replace it several more times. It is a badly engineered piece of plastic junk, which I was deceived into buying due to Mercedes (apparently undeserved) reputation for engineering and quality-- and your insincere marketing campaign: you play with it, we'll fix it.

Summary Notes

3/21/2002 15:41:08 Honora Duffy 6307

CONFIDENTIAL

I replied:

Dear [REDACTED]

Thank you for your Internet.

While we regret to learn of the difficulties you are experiencing with your 2000 ML320, and that you feel the dealer does not meet your expectations, it's virtually impossible for us to comment on this matter or provide diagnostics/repair suggestions via E mail.

[REDACTED] we recognize your disappointment, but also seek your understanding that Mercedes-Benz dealers are solely responsible for performing repairs to your automobile. Therefore, if you have any outstanding technical concerns that have not already been addressed, we recommend you contact the Service Manager at your closest authorized dealer and make an appointment. Once your vehicle arrives at their facility, they have the means to obtain further help via their regional market team (if necessary).

The opportunity to review this matter is appreciated.

Sincerely,

Honora Duffy
Customer Relations
1-800-367-6372 (ext. 6307)
duffyhd@mbusa.com

3/21/2002 15:44:52 Honora Duffy 6307

copy of Sum Note sent at NTMT ... I felt SPOM should be made aware of this customer's Internet message.

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

Note ID 501222 **Cus Ident** 10713952 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Norwalk **CT** [REDACTED]

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

Assign Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Sell Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Last Sell Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 163154 [REDACTED] **World Vin:** 4JGAB54E2 [REDACTED]
Mileage 15857 **Prod Date** 12/7/2000 **Warr Date** 12/30/2000 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	03/25/2002 11:06:31	Thomas Trivento	

Summary Notes

3/25/2002 11:06:29 Thomas Trivento

Customer called CAC to document fact that seat heater burned hole in seat cover and customer will take vehicle to dealer for further investigation. Customer advised dealer in position to address further through MB field service staff if they feel necessary.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 521673 Cus Ident 11644910 Legal Note Type Roadside Assist

Customer [Redacted]

Address [Redacted]

Jackson NJ [Redacted]

Phone [Redacted] Phone Location Residence

Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information	
DEAG Vin 163154 [Redacted]	World Vin: 4JGAB54E6 [Redacted]
Mileage 15622	Prod Date 11/8/2000 Warr Date 5/4/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Plant
Roadside	Roadside Assistance Issue	05/22/2002 20:02:15	Margie Bertolino	4638

Summary Notes

5/22/2002 20:02:22 Margie Bertolino 4638

Client was using their heated seats and the seats caught on fire. Customer claims that they burned her too. mb

Prepared on : March 16 2006

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 547966 **Cue Ident** 10813469 **Legal** **Note Type** Roadside Assists
Customer [REDACTED]
Address [REDACTED]

Santa Clara **CA** [REDACTED]

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

Sell Dir 05619 **SMYTHE EUROPEAN, INC.** **SAN JOSE** **CA**

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721 [REDACTED] **World Vin:** 4JGAB72E8Y [REDACTED]
Mileage 9439 **Prod Date** 8/1/2000 **Warr Date** 8/20/2000 **Model** ML430 **2000**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	08/02/2002 10:38:17	Bridget Butler	4665

Summary Notes

8/2/2002 10:38:24 Bridget Butler 4665
burning in the front passenger seat. I told him to tow car he declined

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 553229 Cus Ident 10053230 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Flat Rock

NC [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 163154 [REDACTED]

World Vin: 4JGAB54E7 [REDACTED]

Mileage 48774 Prod Date 10/15/1995 Warr Date 10/21/1995 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Marketing Programs and	ML Loyalty Certificate Phase II	11/18/2003 09:31:09	Cleveland Best	6344
Summary Note from Old	Summary Note from Old System-NOT ACTIV	09/23/2002 10:41:48	Cleveland Best	6344

Summary Notes

8/23/2002 10:41:46 Cleveland Best 6344

Letter from customer addressed to Paul Heleta received 8/18/02. Customer claims "I visit dir once a quarter to correct problems: window switches , running board lights (twice), electronic door locks (twice) oxygen sensor , rear tail light assembly, lumbar support in rear/middle seat (fall off) , heart driver seat "hot spot", fuel pressure sensor." Customer claims recently "I am noticing increased oil consumption."

Customer claims he requested dir to extend the warranty, advised this could not be done. Customer claims the c "offered to sell me an extended service agreement at cost."

Customer requesting of MBUSA:

1. "One year extension to the Mercedes warranty, or pay 50% of the third-party 3 year extended warranty offered by dir (cost of warranty: \$2293)."
2. "A written statement regarding oil consumption specification for the engine in my vehicle."

Writer called SPOM and asked that he review this request. Writer also e-mailed SPOM a copy of sum note.

8/23/2002 14:18:03 Cleveland Best 6344

SPOM called writer regarding above. SPOM stated customer request for financial assistance from MBUSA with extended warranty must go through the dir's service manager, who will review with him. Based on facts as we know them now, SPOM declining customer's request for assistance.

SPOM states as per customer's allege problem with excess oil consumption, must bring to the attention of the service manager to review (possible oil consumption test). Regional staff stands ready to assistance, if SM requests.

Summary Notes

CONFIDENTIAL

11/20/2002 14:56:28 Cleveland Best 6344

Customer copied Mr. Halata on a letter sent to Consumer Reports and J.D. Powers and Associates. Letter received 11/19/02 and he includes a copy of the original ltr sent to Mr. Halata on 8/9/02 and our response ltr dated 8/26/02.

Customer's letter to J.D. Powers and Consumer Reports states:

"I've been repeatedly amazed that people in the Mercedes organization describe my experience as normal, and dismayed beyond that by the organization's inability to respond to direct questions (e.g. oil consumption specs). The attached service bulletin offers yet another surprise: 1 liter per 1000 km seems to be ok with Mercedes. I hope this information can in some way help prospective buyers make a well-informed decision. My first Mercedes is my last."

Writer sent letter to be filed.

11/18/2003 09:30:50 Cleveland Best 6344

Note from customer addressed to Michelle Cervantesz, VP, Marketing, received 11/17/03. Note is in response the \$1000 certificate offered to M-Class owners toward the purchase/lease of a wide variety of MB vehicles.

Customer claims "some kind of joke. I'll never buy another MB. Please remove my name from your marketing database." Attached to note is a copy of his 8/9/02 letter to Mr. Halata and our company response on 8/26/02--see the above notes.

Note sent to be filed and a block put on customer's address.

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

Note ID 586033 **Cus Ident** 9253972 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Flushing **NY** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 56108 **HELMS BROS., INC.** **BAYSIDE** **NY**
Sell Dir 55138 **MERCEDES-BENZ OF SMITHTC** **ST. JAMES** **NY**

Last Sell Dir**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 163174 [REDACTED] **World Vin:** 4JGAB74E51 [REDACTED]
Mileage 29553 **Prod Date** 10/18/2000 **Warr Date** 10/30/2000 **Model** ML55 **2001**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Appointment	01/16/2003 18:02:30	Cheryl Hudspeth	6386
Vehicle Quality	Poor Design of Component(s)	01/16/2003 18:04:04	Cheryl Hudspeth	6386
Toll-Aid	Malfunction	01/16/2003 18:04:47	Cheryl Hudspeth	6386
	Response Time Complaint	01/16/2003 18:04:47	Cheryl Hudspeth	6386
Reliable	Roadside Assistance Issue	01/16/2003 18:05:45	Cheryl Hudspeth	6386

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/16/2003 18:04:12	Cheryl Hudspeth	6386
Seats	Non-Child Seat Issue	01/16/2003 18:04:30	Cheryl Hudspeth	6386
Fire	Fire	01/16/2003 18:04:20	Cheryl Hudspeth	6386

Summary Notes

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1/16/2003 18:03:07 Cheryl Hudspeth 6386

Call was transferred to customer assistance from ATX via land line. Customer states the [REDACTED] when I smelled smoke." Customer states he immediately turned the seat warmer off and states that the vehicle continued to smell like "burnt hair." Customer states the alleged incident occurred the day before yesterday (January 14, 2003). Customer also states his Tele-Aid is allegedly not working as designed. Customer states that he called allegedly kept "dropping" and he was allegedly unable to contact a Tele-Aid representative. Customer states he has driven the car since the alleged incident and has allegedly not had any further occurrences. Writer spoke with Carol Tobias, Team Leader of Universal Agents, whom then referred writer to Linda Tognetti, Team Leader of Customer Assistance as well as consulted Roadside Assistance's PJ Queisl whom requested the vehicle to be towed for the opportunity to review the vehicle. Writer explained to customer that he may be contacted by an MBUSA representative in the next few days in regards to the situation. Customer does not appear at this time to be concerned, and at some points in conversation, was laughing saying that he "bought a real hot seat!" Writer set up tow to Helms Bros. via Action Towing- ETA is 1- 1/2 hours; writer confirmed with customer. Customer states that he allegedly tried to make an appointment with Helms Bros. in Bayside, NY and was allegedly given an appointment for February 18, 2003. Writer called to speak with Service Manager of Helms, Mark thanked writer for the forewarning of the situation and states that he will speak with the customer tomorrow when he is able to review the alleged issue. This information forwarded onto TL Linda Tognetti for further review.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 587848 **Cus Ident** 12445420 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

New York **NY** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir
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 163175 [REDACTED] **World Vin:** 4JGAB75E02 [REDACTED]
Mileage 10307 **Prod Date** 11/15/2001 **Warr Date** 12/18/2001 **Model** ML500 **2002**

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seats	Non-Child Seat Issue	01/23/2003 00:07:10	Andrew Geiger	8948

Summary Notes

1/23/2003 00:08:10 Andrew Geiger 6248

customer called to allege he smelled something burning in his car then his seat started to get hot at which point he touched seat to see if it was hot causing him to burn his hand, customer says he will go to see doctor in the arm & his burn and bring vehicle to dealer to have checked over.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 596976 Cus Ident 14897577 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Yonkers

NY [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 55143

MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

Last Sell Dir 55143

MERCEDES-BENZ OF WHITE PL WHITE PLAINS NY

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541 [REDACTED]

World Vin: 4JGAB54E51 [REDACTED]

Mileage 19719 Prod Date 12/20/2000 Warr Date 3/22/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	02/23/2003 16:11:48	Nicole Shebabb	4619
Internet	Internet Inquiry	02/23/2003 16:11:54	Nicole Shebabb	4619

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/25/2003 15:20:48	Nicole Shebabb	4619

Summary Notes

2/23/2003 16:11:31 Nicole Shebabb 4619

Com# 215437

Customer comments:

This is just to let you know that my husband and I are not very happy with the ML 350 that we have for almost 2 years now. There seems to always be something going on with the car. 1. The driver's side heated seats had a short in it and burned a hole in the seat. They replaced the seat and now that seats lower cover broke. 2. The button for the driver's side window would not close the window. 3. The windshield cracked due to the cold temperatures. 4. The power steering fluid leaked out due to the cold temperatures. There also seems to be something in the engine that continues to stay on after turning the car off and it is not the fan because it is toward the back of the engine. It is nerve racking. I do not think I would ever buy another Mercedes.

Writer will contact customer at [REDACTED] in order to discuss customer's concerns with her vehicle quality.

2/25/2003 15:20:21 Nicole Shebabb 4619

Writer left VM message for customer informing her of reason for call and advising her of writer's direct ext. to address her concerns.

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

Note ID 603167 **Cus Ident** 12518596 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Pawcatuck **CT** [REDACTED]

Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 71109 **INSKIP AUTOCENTER** **WARWICK** **RI**
Sell Dir 71109 **INSKIP AUTOCENTER** **WARWICK** **RI**

Last Sell Dir**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 163154 [REDACTED] **World Vin:** 4JGAB54E32 [REDACTED]
Mileage 13537 **Prod Date** 1/2/2002 **Warr Date** 2/12/2002 **Model** ML320 **2002**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	04/10/2003 09:58:13	Anna Peet	6306
	Repeat Visit for Same Issue	04/10/2003 09:58:13	Anna Peet	6306
Vehicle Quality	Frequency of Repairs	03/13/2003 13:28:30	Frank Parents	4876
	Overall Dissatisfaction with Quality	04/10/2003 09:58:48	Anna Peet	6306

Summary Notes

3/13/2003 13:28:10 Frank Parents 4876

Customer called to claim that his wife has informed him that the front passenger seat (heated) has been encrusting. Customer wanted to express his disappointment in vehicle and wanted to know how to go about getting bought out. Writer suggested that he speak directly to SM at dealership.

3/26/2003 16:54:14 Thomas Trivento

Customer called CAC allegedly on suggestion of GM, and Mike in Sales, to discuss above situation and possibility of MB participation in trade out of vehicle.

T. Trivento advised customer would forward his request to SPOM Jim McIntosh for review.

Summary Notes

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3/28/2003 14:27:56 Thomas Nardi 6297

Customer called back demanding to speak to the field mgr. Writer sent SPOM the following email:

Hey Jim,

Customer called looking to speak to the field rep for dealer 71109. Customer alleges that the Sales Mgr. and the GM have both advised him to call and speak with the field mgr. directly. Customer does not want to discuss his situation with anyone from the CAC.

Customer did not recall the GM's name, but knew the sales mgr. was Mike, but did not recall his last name. (Coleman)

I did not promise you a call back. I explained that I would just pass the request on. If you want to contact the customer is # is [REDACTED]

Have a good weekend.

Tom Nardi
Customer Relations

4/1/2003 13:05:28 Michael Ragar 6363

the customer called on the EXEC Hotline, and the writer referred the customer back to the dealer.

4/10/2003 09:57:51 Arna Peel 6305

Customer contacted CAC again and stated that no one has called him back from the field, and he simply wants a acknowledgement that an MB rep is involved in reviewing the situation with his vehicle. He is completely dissatisfied and feels that we are "passing the buck" from one rep to another. Writer contacted T. Trivento re his prior contact with customer. Tom will contact customer. HE can be reached at [REDACTED]

4/10/2003 10:25:56 Thomas Trivento

T. Trivento spoke to SPOM Jim McIntosh regarding above. Customer has been offered either \$1,000 towards trade out of vehicle and into another MB, OR , SPOM would extend warranty for (1) year/up to 100k, whichever occurs first.

Customer has been advised of offer and will consider. Customer advised this offer only good until end of April 2003.

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

Note ID 608453 **Cus Ident** 10812811 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Tyler TX [REDACTED]

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

Assign Dir 75110 CLASSIC-TYLER MOTORS, INC. TYLER 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 163154 [REDACTED] **World Vin:** 4JGAB54EXY [REDACTED]
Mileage 49812 **Prod Date** 3/23/2000 **Warr Date** 8/18/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	03/24/2003 15:50:01	Robyn Letz	8209

Summary Notes

3/24/2003 15:48:53 Robyn Letz 8209

customer called the cac expressing her disappointment with her car. She is requesting MBUSA to review her service history and provide assistance to trade her out of her current vehicle. She stated that she had spoken to James Willis and Mark Kuchera at Classic Tyler Motor and they allegedly advised her to call MBUSA.

She stated that one time, the seat warmer burned a hole right in her seat. and the car shut off on her a couple of times. These have all been repaired, according to customer. She no longer has any confidence in the reliability the car.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 610539 **Cus Ident** 11821636 **Legal**
Customer [REDACTED]
Address [REDACTED]

Note Type Summary Note

Arlington Heights IL [REDACTED]

Phone [REDACTED]	Phone Location	Residence
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Assign Dir 22402	MARK MOTORS, INC.	ARLINGTON HE IL
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Sell Dir 22402	MARK MOTORS, INC.	ARLINGTON HE IL
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Last Sell Dir 22402	MARK MOTORS, INC.	ARLINGTON HE IL
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Note to Market Ind:	Amount
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Vehicle Information

DBAG Vin 163154 [REDACTED]	World Vin: 4JGAB54EX2 [REDACTED]
Mileage 9977	Prod Date 9/19/2001 Warr Date 11/27/2001 Model ML320 2002

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	04/06/2003 14:21:40	Honora Duffy	8307

Summary Notes

CONFIDENTIAL

4/8/2003 14:21:31 Honora Duffy 6307

[redacted] called claiming "I just spoke to Nicole who transferred me to your Product Advice line - I tried to leave a phone number and was cut off I DO NOT want to speak to a recording!"

I asked what this is about [redacted] alleged "seat caught on fire - this is a safety hazard and the dealer has been trying to order new parts for seat heater/cover since February. I'm told there's a back order situation and if this is not resolved immediately I plan on contacting the Chicago Tribune to have them print a story about the lac of customer assistance at your office and that you refuse to address this safety issue!"

[redacted] then demanded to speak to either President or someone in Executive Management. I confirmed tht due to company commitments, this office is empowered to address this matter on company's behalf & that I woul look into this & someone would be in touch.

[redacted] was NOT happy with response - but gave me some #s to work with - he also demanded "do NOT have a dealer call me back - I REFUSE to hear from a dealer on this issue":

A 163 910 18 46 1A 19

Order #289 979

Customer also allegedly he "retired from automotive industry so I know just how to make these type of complaint - I'm sure the press would be happy to hear about this!"

After we hung up, I called Rick Parrieh @dealer - he's not aware that this customer is upset about this issue & gave me to Parts Manager.

Parts Manager, Bill, said that it's the actual seat cover that's on back order. He also said that heater didn't turn o & burned through cover (driver's seat). Customer has been driving car - they ordered back the seat cover back around February 8th

Part # 163 910 18 46 (color 1A19)

I'm giving this to Mike Reger to check out what's happening with Parts Technical & will contact Cleo Gaines to let him know that customer is extremely upset about this. I also told Bill @dealer we would be back in touch.

4/8/2003 15:23:41 Michael Reger 6363

[redacted]
2002 MCL20
1631541 [redacted]
22402 Mark Motors
Yoskam, Don

back order part # 163 910 18 46 color 1A19

MESSAGE SENT TO rps

4/8/2003 15:46:15 Honora Duffy 6307

Cleo Gaines called - received my message & will work as well with this via Parts/dealer - I let Mike Reger know.

4/14/2003 18:57:57 Michael Reger 6363

Gerard Cergo
04/09/03 11:49 AM

To: Kristen Inganamor/171/DCAG/DCX@WK-COOP
cc: Michael Reger/171/DCAG/DCX@WK-COOP, Stephanie Dapolito/171/DCAG/DCX@WK-COOP, Thomas Trivento/171/DCAG/DCX@WK-COOP, Linda Tognetti/171/DCAG/DCX@WK-COOP. (bcc: Gerard Cergo/171/DCAG/DCX)
Subject: Re: b/o part Client John Muldoon - Part 163 910 18 46 1a19

Partsmen Bill McNamara received part 163 910 18 46 1a19 on his dds order today 04/09/03. Bill notified the client [redacted] that the part has arrived.
This case is now closed.

Jerry Cergo

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 625812 Cus Ident 11079805 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Tonawanda NY [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY
 Sell Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY
 Last Sell Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631751 [REDACTED] World Vin: 4JGAB75E72 [REDACTED]
 Mileage 40690 Prod Date 1/14/2002 Warr Date 2/19/2002 Model ML500 2002

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	05/31/2003 15:44:31	Les Natowich	4687
	Overall Dissatisfaction with Quality	05/31/2003 15:44:31	Les Natowich	4687

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	05/31/2003 15:45:29	Les Natowich	4687
Electrical System	Electrical System	05/31/2003 15:45:38	Les Natowich	4687

Summary Notes

5/31/2003 15:44:27 Les Natowich 4687

Customer states/alleges:

[REDACTED] did not provide first name.)

Has had many repairs done to the vehicle which have consumed much time. Electrical seal gets hot, brakes have been repaired many times, and still do not operate properly. Their previous ML had many repairs done also. He spoken with the Service Manager, Sales Manager, and the owner. Has been put in contact with Wes Ault (SPOM), and has been expecting a communication from him, but to date has not heard anything.
 -Writer advised customer that his call would be documented and shared with the proper people.

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

Note ID 632259 **Cus Ident** 10578455 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Chicago **IL** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**

Assign Dir 2217**Sell Dir** 22410 **LOEBER MOTORS, INC.** **CHICAGO** **IL****Last Sell Dir** 22117 **MERCEDES-BENZ OF CHICAGO** **CHICAGO** **IL****Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 163172 [REDACTED] **World Vin:** 4JGAB72E0Y [REDACTED]
Mileage 22838 **Prod Date** 3/7/2000 **Warr Date** 3/28/2000 **Model** ML430 **2000**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	05/24/2003 10:35:35	William Maher	6250
	Lack of Followup	05/24/2003 10:35:36	William Maher	6250

Summary Notes

6/24/2003 10:35:26 William Maher 6250

Customer claims that his seat heater allegedly caught on fire last December and he was allegedly told by the dealership that they will order the part and call him when it is in. Customer claims that in February he was called to come in and once he got there they discovered it was allegedly the wrong part. Customer is claiming that he has been waiting since Feb. for the part and he has left two messages for the dealership and they have not called him back yet.

Writer left a voice mail for the Service Manager (Geoff) to call him back.

7/22/2003 11:51:46 William Maher 6250

Writer received letter from customer inquiring about parts for his vehicle. Writer left voice mail for his service advisor to see if the parts have come in yet and what the situation is.

7/22/2003 12:13:21 William Maher 6250

Writer spoke with service advisor, Joe Link. Writer was informed that the part was replaced in the vehicle on July 3rd. Writer contacted the customer to make sure that everything was ok and to his satisfaction.

Customer informed the writer that it was taken care of but they have gotten rid of the vehicle.

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

Note ID 653721 **Cus Ident** 11183442 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **MA** [REDACTED] **Phone Location** Residence
Assign Dir 38122 **FOREIGN MOTORS WEST, INC.** NATICK MA
Sell Dir 50100 **HOLLOWAY MOTOR CARS OF I** MANCHESTER NH

Last Sell Dir**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 163154 [REDACTED] **World Vin:** 4JGAB54E4Y [REDACTED]
Mileage 32000 **Prod Date** 3/31/2000 **Warr Date** 2/23/2001 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/03/2003 22:29:25	Carol Pantus	4635
Vehicle Quality	Overall Dissatisfaction with Quality	09/03/2003 22:28:53	Carol Pantus	4635

Summary Notes

9/3/2003 23:42:05 Carol Pantus 4635

Regarding CA Ref# 163750

Customer called and claims that she has called the CAC and dealership several times regarding her vehicle and allegedly has not received a call back. Customer claims that she allegedly "suffered 2nd degree burns from the car's heated seat." Customer claims that the last time that she called was on Aug. 26th, she was allegedly promised a call back and never received one. Customer claims that today she called and spoke with SM Phil Cicio who allegedly advised her that "the seat was pulling too many amps" and that is what allegedly caused the concern. Customer claims that SM's alleged statement gives her the proof that she needed. Customer claims that SM allegedly advised Service Advisor "Mike" to inform customer that a Regional Rep would be inspecting th vehicle tomorrow. Customer claims that she will go to the dealership tomorrow for a resolution and that her attorney is aware and working on her concern. Writer apologized to customer for her dissatisfaction and advised that her concern would be documented and reviewed further.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 685922 **Cus Ident** 20241412 **Legal N** **Note Type**
Customer [REDACTED]
Address [REDACTED]

Holland OH [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir 25100 SHAVER IMPORTS FORT WAYNE IN
Sell Dir 25100 SHAVER IMPORTS FORT WAYNE IN
Last Sell Dir 25100 SHAVER IMPORTS FORT WAYNE IN
Note to Market Ind: **Amount** 0.00

Vehicle Information
DBAG Vin 1631541 [REDACTED] **World Vin:** 4JGAB54E8 [REDACTED]
Mileage 38000 **Prod Date** 11/15/2000 **Warr Date** 12/27/2000 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Blattmark Inquiry	12/17/2003 20:45:19	Fenny Reagle	6810
Survey and Follow Up	SBE - Blattmark Buyer Survey	12/17/2003 20:44:44	Fenny Reagle	6810

Summary Notes

CONFIDENTIAL

12/11/2003 14:20:26 System Administrator

From File 0312115BSAnswers
Record Sequence Number M3302327
World VIN 4JGAB64E8 [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH
SHAVER IMPORTS?
Very Satisfied

HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT FROM WHOM
YOU PURCHASED YOUR VEHICLE IN REGARD TO:
2b. HONESTY AND INTEGRITY? Excellent
2d. KNOWLEDGE OF MODELS AND FEATURES AVAILABLE? Excellent

PLEASE TELL US:

4a. WERE THE STARMARK LIMITED WARRANTY AND THE OPTIONAL EXTENDED
LIMITED WARRANTIES REVIEWED TO YOUR SATISFACTION? Yes
4b. WERE YOUR VEHICLE'S FEATURES AND CONTROLS DEMONSTRATED
TO YOUR SATISFACTION? Yes

IF CONTACTED BY A REPRESENTATIVE FROM
SHAVER IMPORTS :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Very Likely
10b. FROM SHAVER IMPORTS? Very Likely

11. WHEN YOUR VEHICLE NEEDS SERVICING, WHAT IS THE LIKELIHOOD THAT
YOU WILL HAVE YOUR ML320 SERVICED AT
SHAVER IMPORTS? Very Likely

14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR STARMARK
ML320? Satisfied

15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Handling."

16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
ML320 FOR THE FUTURE?
"More Power And Lower The Entry."

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

"Heated Driver Seat Burning A Hole In My Body. Gas Cap Tether Is Broken.
Wind Stripping (rubber Seal On Driver's Side) Is Torn. Brakes Are Bad Even
Though This Is Starmarked."

ACCORDING TO OUR RECORDS, YOUR WARRANTY COVERAGE INCLUDES:

12 MONTH STARMARK BASIC WARRANTY

18. IS THIS WARRANTY INFORMATION CORRECT? No
"Starmarked With 7 Year 100 000 Mile Warranty."

12/17/2003 20:44:34 Perry Reagle 6310

Survey Summary: Customer satisfied with vehicle and very satisfied with Starmark purchasing experience.
Customer states: " Heated Driver Seat Burning A Hole In My Body. Gas Cap Tether Is Broken. Wind Stripping
(rubber Seal On Driver's Side) Is Torn. Brakes Are Bad Even Though This Is Starmarked. " Customer disagrees
with warranty coverage.

Action: called(419)-867-3985 , writer spoke with Mr.Induril who said the vehicle is fine. Writer reviewed warranty
coverage. Customer insisted that he purchased 36 months extended coverage, writer advised customer to contact
the dealer.

Message update:38 ,000

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

Note ID 686679 Cus Ident 21694317 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Phone [REDACTED] Annapolis MD [REDACTED] Phone Location Residence
 Assign Dir 34107 MERCEDES-BENZ OF ANNAPOLIS ANNAPOLIS MD
 Sell Dir 51113 MERCEDES-BENZ OF MORRISTOWN MORRISTOWN NJ
 Last Sell Dir 51113 MERCEDES-BENZ OF MORRISTOWN MORRISTOWN NJ
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 163154 [REDACTED] World Vin: 4JGAB54EX2 [REDACTED]
 Mileage 23702 Prod Date 3/15/2002 Warr Date 6/17/2002 Model ML320 2002

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	12/15/2003 10:38:41	Arnold Almaguer	4621
	Excessive Wait for Appointment	12/15/2003 10:38:55	Arnold Almaguer	4621
	Overall Dissatisfaction with Service	12/15/2003 10:38:41	Arnold Almaguer	4621

Summary Notes

12/15/2003 10:39:19 [REDACTED] 4621

Primary Phone: [REDACTED]
 Current Mileage: 23702
 Dealer(s) Involved: 34107

Situation:

Customer stated that she recently moved to MD from NJ and wanted to express her dissatisfaction with dealer 34107. Customer stated that she is a new customer at dealer and wants to develop a positive relationship with dealer. Customer is displeased with appointment time frames and alternate transportation.

Ms. Schanz also stated that the engine coolant light is on, but the vehicle's engine temp. is normal (around 80c);

Action Taken:

Writer apologized for any inconvenience. Writer informed customer that her comments will be noted and shared appropriately. Writer also instructed customer how to check coolant level; customer stated level appear low therefore writer suggested to add water and be conscious of engine temp. Writer reminded that MB RAP will be there in case of emergency. Writer also encouraged customer to purchase coolant at dealer parts and also suggested to create an appointment with dealer. Writer informed customer that dealers are independently owned and operated and oversee the daily operations (including service appointments and alternate transportation). Writer suggested to speak with SM for possible further assistance.

Customer Follow-up Y/N: no

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

Summary Notes

1/16/2004

13:40:53

4621

CONFIDENTIAL

E-mail: sjschanz@aol.net

Comments: At 17,000 miles my driver's seat heater smelled like it was burning. The dealer where I bought it replaced it in 2 days. At 29,000, the new seat heater actually caught on fire and burned right through the leather. The car has now been in the shop for 1 week waiting for replacement. I will probably start proceedings on the Lemon Law if I don't get some attention from Mercedes very soon. I moved to Annapolis in August, 2003. My car has been in the shop for 15 days since August. I have had alternator and battery replaced, and coolant system leaks repaired. During this time I have been provided with dirty, shabby rental cars since I didn't purchase my car at this location. I am a Realtor and can't continue to do business with these type of vehicles. Additionally, if this seat catches on fire one more time, you'll be hearing from my lawyer and the press. Please respond to me. I have had it and am desperate! Thank you, [REDACTED] Note: I have called your Customer Svc Center on these service issues and was told they had no control over the dealerships.

1/16/2004

18:26:30

4621

Ms. Sue Schanz,

Thank you for your recent email.

We regret to learn of your disappointment with the loaner program provided by Mercedes-Benz of Annapolis. As you may be aware, authorized Mercedes-Benz dealers are independently owned and operated, and, as such, solely responsible for their day to day operations. Alternate transportation is a courtesy that is offered by some of our dealers in appreciation of their clients. Mercedes-Benz USA encourages its dealers to provide some form of alternate transportation while your vehicle is being serviced; the individual dealer determines how that policy is applied.

We have also spoke to Rick Brewer, the service manager, and was informed that vehicle left the workshop on 1/15/04 repaired. If any outstanding concerns with the vehicle arises we suggest to notify the service manager at Mercedes-Benz of Annapolis.

Please be assured that your comments will be shared with the management at MB of

1/16/2004

16:29:48

Arnold Almaguer

4621

Writer also spoke with SM who explained that issue with heated seats has been repaired and vehicle was released to customer on 1/15/04.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 691719 Cus Ident 14899122 Legal N Note Type SERVICE EXPEI
 Customer Mrs. [REDACTED]
 Address [REDACTED]

Greenwood IN [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 25102 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN
 Sell Dir 25412 WORLD WIDE MOTORS, INC. INDIANAPOLIS IN

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631571 [REDACTED] World Vin: 4JGAB67E73 [REDACTED]
 Mileage 14000 Prod Date 12/17/2002 Warr Date 2/14/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Alternate Transportation Issues	01/16/2004 10:30:04	Sherry Giampaglia	4648
Dealer Parts	Part(s) not Available	01/16/2004 10:48:27	Sherry Giampaglia	4648
Survey and Follow Up	SES - Service Experience Survey	01/09/2004 10:12:27	Sherry Giampaglia	4648
Customer Comments / Su	Desired Product Features not Offered	01/09/2004 10:13:42	Sherry Giampaglia	4648

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/16/2004 10:30:18	Sherry Giampaglia	4648

Summary Notes

CONFIDENTIAL

1/2/2004 14:21:43 System Administrator

From File 040102SES
Record Sequence Number M3451B42
World VIN 4JGAB57E7

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT WORLD WIDE MOTORS, INC.? No Response

HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT WORLD WIDE MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Very Good

IF CONTACTED BY A REPRESENTATIVE FROM WORLD WIDE MOTORS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML350 SERVICED AT WORLD WIDE MOTORS, INC.? Very Likely

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Unlikely

14b. FROM WORLD WIDE MOTORS, INC.? No Response

17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML350? Dissatisfied

18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"Handles Well in Snow."

19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE ML350 FOR THE FUTURE?

"Door Locks On Door Not Console Put Cd Changer In Dash! Needs Memory Seat Positions."

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

"No Text"

1/8/2004 10:11:33 Sherry Giampaglia 4648

SES

No overall rating for dealer

Disatisfied w/vehicle

Comments: "Lucas was very personable"

"Door Locks On Door Not Console Put Cd Changer In Dash! Needs Memory Seat Positions."

Called 317 882 0529 Customer answered the phone and stated that it was a bad time for a conversation (baby was crying in the background)

Survey reset for another try.

1/14/2004 09:27:51 Sherry Giampaglia 4648

Called 317 882 0529 left message on answer machine.

Summary Notes

1/16/2004 10:49:05 Sherry Glampaglia 4848

CONFIDENTIAL

Customer returned call and left message on 6399

Writer called and spoke w/customer who alleges that heated seat burned a hole through driver seat and cost. SI states that svcs. advisor indicated that he has seen "a dozen or so of these instances" and customer inquired if there had been a recall that she was not aware of.

Writer spoke w/Cynthia F. (CA Rep) who states that there is NO Recall regarding above....

Writer offered to document and advised her to speak w/SM.

Customer states that she was told by svcs. advisor to forward a receipt for value of cost for reimbursement. She states that she has given the dealer the receipt, but has not, as yet been reimbursed.

Customer also states that CD changer is impractical to use (in rear of ML);

Cupholder & loaner issues.

(Loaner was allegedly promised, but was not available on day of service)

Customer states that she was surprised that service center has no magazines or TV.

██████████ states that she is still waiting for the part for seat at this time.

Customer also mentioned that when she first entered the dealership (at the time of purchase) "no one approached me and I left, but went back another day and purchased ML"

Mileage updated to 14,000

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 692952 **Cus Ident** 11196460 **Legal** **Note Type** Summary Note
Customer Mr. [REDACTED]
Address [REDACTED]

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

Sell Dir 51146 **RAY CATENA MOTOR CAR COF EDISON** **NJ**

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631541 [REDACTED] **World Vin:** 4JGAB54EB [REDACTED]
Mileage 33051 **Prod Date** 10/9/2000 **Warr Date** 10/31/2000 **Model** ML320 **2001**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadeid	Roadeid Assistance Issue	01/06/2004 18:19:23	Joseph Vitale	4813

Summary Notes

1/6/2004 18:19:06 Joseph Vitale 4813

Customer called in via teleaid stating that her heated seats began to slightly smoke. She also stated that after shutting the heated seats off, they cooled off and the production of smoke ceased. While obtaining her information, in order to have a tech contact her, the teleaid system disconnected. Writer attempted to call the phone numbers in the teleaid account, but was unable to reach the customer.

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

Note ID 694005 **Cus Ident** 13606907 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Gilford **NH** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 50100 **HOLLOWAY MOTOR CARS OF M MANCHESTER** **NH**

Sell Dir 50100 **HOLLOWAY MOTOR CARS OF M MANCHESTER** **NH**

Last Sell Dir 50100 **HOLLOWAY MOTOR CARS OF M MANCHESTER** **NH**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631752 [REDACTED] **World Vin:** 4JGAB75EX2 [REDACTED]
Mileage 11703 **Prod Date** 2/13/2002 **Warr Date** 7/19/2002 **Model** ML500 2002

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	01/09/2004 13:46:21	Thomas Trivento	

Summary Notes

1/9/2004 13:46:15 Thomas Trivento

I would like you to know I am upset that the drivers seat in my car which has heated seats overheated and burnt my seat. This could have been very serious and caused a fire. The dealership ordered me a new seat on Dec. 28th and I was informed today January 7 that it has to come from Germany. It is hard to believe that there is not another seat here in the States so that it can be replaced now when it is needed. The part number is 16391015477F39. Can you Help!!!

[REDACTED]
 1/9/2004 13:48:43 Thomas Trivento

Hi [REDACTED] sorry to hear of seat concern. We will investigate delivery of part and advise Manchester dealership.

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

Summary Notes

1/8/2004 13:53:42 Thomas Trivento

CONFIDENTIAL

Belwo to RPS for asst.

Customer: [REDACTED]
Model: ML500 MY 2002 - 163175 1A 336324
Dealer: DC50100 Holloway Motors, Manchester, NH
NTMT 694005
SPOM J. McINTOSH

Customer asking for MBUSA intervention to assist dealer in obtaining b/c MB part # 163 810 15 47 7F38, dealer unable to provide eta on item.

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

Tom

1/9/2004 15:44:04 Thomas Trivento

Fort Worth has stock. I placed an order on d/n 235088. Parts man Chris Fahie will have his service writer contact the client. The correct trim code is 7e38.

Jerry Cargo

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

Note ID 694339 Cus Ident 6767532 Legal Note Type Summary Note

Customer

Address

Phone

NJ

Phone Location Residence

Assign Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Sell Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541 [REDACTED] World Vin: 4JGAB54E73 [REDACTED]
 Mileage 30000 Prod Date 9/9/2002 Warr Date 10/2/2002 Model ML320 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	01/12/2004 09:23:57	Lois Grillo	4627

Summary Notes

1/12/2004 09:23:25 Lois Grillo 4627

Primary Phone: [REDACTED]
 Current Mileage: 30000
 Dealer(s) Involved: 51121

Situation:

Customer called the CAC alleging many outstanding issues with the vehicle. Customer states that they are dropping the vehicle off today (have an appointment for Jan. 21.). Customer alleges the following:

- *Heat is not working
- *catalytic converter makes a bad smell
- *driver's side heated seat is too Hot (burns leg)
- *whistling sound when the vehicle is first started (must restart).
- *2nd row seats get stuck (can not put down)
- *handle on passenger side 2 nd row seat is broken

Customer complaint that they have been given a sedan loaner & they need an SUV.

Action Taken:

Writer made a call on customer's behalf to S/M, Steve, and left a heads up.

NTMT

1/12/2004 09:24:45 Lois Grillo 4627

Writer stated that MBUSA will repair the vehicle pursuant to the terms of the warranty.

Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 697303 **Cus Ident** 9465645 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Johnson City **TN** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 74311 **RICK HILL IMPORTS, INC.** **KINGSPORT** **TN**

Sell Dir 85201 **SMITH COMPANY MOTOR CAR:** **CHARLESTON** **WV**

Last Sell Dir 85201 **SMITH COMPANY MOTOR CAR:** **CHARLESTON** **WV**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541 [REDACTED] **World Vin:** 4JGAB54EX [REDACTED]
Mileage 40570 **Prod Date** 10/4/2000 **Warr Date** 10/30/2000 **Model** ML320 **2001**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/20/2004 14:57:27	Cynthia Feuss	6289
	Overall Dissatisfaction with Quality	01/20/2004 14:57:27	Cynthia Feuss	6289
Internet	Internet Inquiry	01/20/2004 14:57:33	Cynthia Feuss	6289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/20/2004 14:58:07	Cynthia Feuss	6289

Summary Notes

1/20/2004 14:57:12 Cynthia Feuss 6289
Phone: (423) 847 - 1723 Mileage: 40570 Dealer: 74311

CONFIDENTIAL

E-Mail Corr. # 252581: [REDACTED] Thank you for your e-mail. We are very sorry to learn of the technical difficulties you have encountered with your 2001 ML320 and thank you for taking the time to share your feelings. Our review of the vehicle's warranty history does confirm that need for several repairs, which have been completed pursuant to the terms of our Manufacturer's New Vehicle Limited Warranty. This will confirm that upon the expiration of the Warranty, the owner becomes responsible for all repairs. Please be advised that the Service Manager at your authorized Mercedes-Benz dealer is fully empowered to review any request for post warranty assistance, and that such requests are reviewed on a case by case basis. [REDACTED] no manufacture can guarantee uninterrupted service and repairs will sometimes be necessary. We do acknowledge that the need for repairs is seldom pleasant, and regret the inconvenience you have experienced. As you know, Mercedes-Benz prides itself on the well-deserved reputation our products and services have earned; thus, your expressed disappointment is our disappointment as well. Please be assured that your feedback has been documented and will be shared with our ML Product Management Team. Thank you for this opportunity to respond. Sincerely, Cynthia Feuss Customer Relations

Comments: I purchased my vehicle new from Smith Motors in Charleston, WV in 2001. It is a ML 320 with the sport package. I now live in Johnson City TN. In the time that I have owned this vehicle, I have had some problems with this vehicle. Battery going dead, GPS/ console not working, window buttons coming off, heating element in drivers seat shorting out and burning my wife's leg, window washer container cracking, etc. I think you get the picture on the problems I been having. My question is, what's going to happen when my warranty runs out in October 2004. Am I going to be responsible to pay for all the little problems that pop up all the time. My vehicle has been driven only 30000 miles, and I think that I have to many problem for a vehicle with the name and price that I payed for it.

Survey: Day Phone: (423) 283-3047 Evening Phone: (423) 847-1723 ext:
Preferred number: Work Preferred time to call: Morning Fax: (423)283-3087
VIN Number: 4jgab54ext1 [REDACTED] Vehicle Year: 2001 Model You Own : M-Class
1/23/2004 09:43:58 Cynthia Feuss 6289

FOLLOWING EMAIL REPLY FROM OWNER: Ms. Feuss, Thank you for returning and answering my e-mail. As you know my warranty on my vehicle will expire in October 2004. With all the problems I have been having, I can not afford to continue to invest in a vehicle with the problems it has. Before my warranty runs out, I will be looking for another vehicle and it will not be a M series. Once again thank you for your time.

MY REPLY TO OWNER: Dear [REDACTED]: Thank you for your reply. Your expressed discontent is of course disappointing to us. We can only hope that the future will allow us an opportunity to regain your confidence. Un then, please be assured that your feedback has been documented and will be shared appropriately. Sincerely, Cynthia Feuss Customer Relations

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 886234 Cus Ident 15000968 Legal
 Customer Mr. [REDACTED]
 Address [REDACTED]

Note Type Summary Note

Staten Island NY [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 51146 RAY CATENA MOTOR CAR COF EDISON NJ
 Sell Dir 51146 RAY CATENA MOTOR CAR COF EDISON NJ
 Last Sell Dir 58106 HELMS BROS., INC. BAYSIDE NY

Note to Market Ind: Amount

Vehicle Information
 DBAG Vin 163157 [REDACTED] World Vin: 4JGAB57E43 [REDACTED]
 Mileage 12000 Prod Date 2/18/2003 Warr Date 3/8/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Excessive Wait for Vehicle Repair	01/22/2004 14:24:32	Miriam Clark	4899

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/22/2004 14:24:39	Miriam Clark	4899

Summary Notes

1/22/2004 14:23:47 Miriam Clark 4899

Customer called the CAC alleging that currently the vehicle has been at dealer for a heated seat problem....He alleges that last week the heated seats began smoldering and they became so hot that it burned him.... Customer alleges he has had other issues with the vehicle and that he would like the vehicle replaced. Customer advised he is not getting answers from dealership as to when the vehicle will be repaired.... I apologized to the customer and advised that I will contact dealer SM and that if necessary offer assistance in location part, h however, we are not in the position to repurchase the vehicle.... Customer was fine with that.

1/22/2004 14:27:28 Miriam Clark 4899

Called Glen SM at 51146, and left message with Stephanie to call back...

1/23/2004 14:15:45 Miriam Clark 4899

Spoke with Glen Gallo who advised that seat was burned right through seat leather.....and that customer was burned which was the [REDACTED]. He stated SPOM is aware of the situation and is looking into locating parts...He stated the customer wants out of the vehicle and we agreed a case will be opened.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 698707 Cus Ident 13106184 Legal Note Type Summary Note

Customer [Redacted]
Address [Redacted]

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

Sell Dir 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information
DBAG Vin 1631 [Redacted] **World Vin: 4JGAB54E32** [Redacted]
Mileage 29352 Prod Date 4/12/2002 Warr Date 5/24/2002 Model ML320 2002

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	01/23/2004 14:34:19	John Gurtler	7817

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fire	Fire	01/23/2004 14:34:52	John Gurtler	7817

Summary Notes

1/23/2004 14:31:39 John Gurtler 7817

customer claimed that the vehicle's heated seats caused the passenger or driver's coat to catch on fire. Customer was able to put out fire and was advised by writer to have the vehicle towed into the dealership. Customer declined to have the vehicle towed to dealership and decided to drive the vehicle. Writer advised customer to shut off heated seats.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 705079 **Cus Ident** 12307388 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Toronto, Ontario MP366

Phone [REDACTED] **Phone Location** Residence

Assign Dir 56201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1531541 [REDACTED]	World Vin: 4JGAB54EX1 [REDACTED]
Mileage 42000	Prod Date 5/24/2001 Warr Date 8/21/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/13/2004 07:18:21	Thomas Trivento	

Summary Notes

2/13/2004 07:18:13 Thomas Trivento

CONFIDENTIAL

Dear Mr. Halata,

Good evening. My name is [REDACTED] and I am sending you this email after trying several times to reach you by phone. In August of 2001, my wife and I who were residing in Los Angeles at the time leased a Mercedes ML 320 from Beverly Hills Mercedes Ltd. One week after we received this vehicle we experienced an electrical related problem with the windows. Rather than detail, our extensive series of problems and related service hassles I am prepared to pass on our service records from Mercedes Canada and USA as we now reside in both Toronto Canada and California. Our family has a long standing relationship with Mercedes specifically in Canada and we have owned numerous Mercedes automobiles. Last year my wife and son were in the vehicle and the drivers side window electrically malfunctioned causing a hole to burn through the driver's seat while my wife was driving the vehicle. Mercedes Benz in Toronto responded by ordering a new seat from Germany and telling us that they had never seen this problem before in any of their vehicles. Needless to say, a law suit would have been in line under these circumstances, however, Mercedes Canada calmed us down and assured us that the vehicle was safe and reliable. So many malfunctions have occurred specifically electrically related and the last series of problems clearly deem this vehicle unsafe and problematic. Last week while driving in a snow storm upon entering an on ramp to the highway, our vehicle without notice shut down completely and would not operate. We ended up calling CAA and they responded within 30 minutes after my wife had already been stranded for almost three hours. Compounding our frustration, my wife was stranded blocking traffic in record cold temperatures while I was on the phone with Mercedes roadside assistance negotiating with a customer service agent for over an hour on who should be responsible for assistance as our vehicle is registered in the United States and we were stranded in Canada. As a result we ended up calling CAA for roadside service. They showed up in 30 minutes and towed the car to a Mercedes dealership in Toronto. The car had a total electrical breakdown and the service manager admitted that the history and problems of this particular vehicle would shake anyone's confidence. He urged us to contact you. Our confidence in this car has been diminished and our confidence in Mercedes has been greatly jeopardized. When we contacted our dealer in Beverly Hills to relay our great frustration and desire to return and for them to compensate us for our inconveniences and vehicle, their response was take this matter up with the manufacturer. Our experience up until this last vehicle with Mercedes has been positive. Our choice of vehicles was always Mercedes because of the standard of excellence, commitment to client relations and service. This experience once again has proven to be unconscionable. Please contact me at the following number (416) 496-4531 in order to discuss this matter further.

The Serial number is:

4JGAB54EX [REDACTED]

There is no doubt I have a "Lemon" and need to replace it before a malfunction results in an accident endangering my family. It would be regrettable for Mercedes. If you were the customer I know you would be having the same feelings I have and would be writing the same type of letter. Just check the history of visits to the service centers, or dealerships. I look forward to hearing from you ASAP.

Sincerely,

Stuart Samuels

2/13/2004 07:30:48 Thomas Trivento

[REDACTED] sorry to hear of repair concerns which have been necessary with your ML.

We kindly ask that you contact us directly at 800 367-6372 ext. 6317 to discuss your ownership experience, which we have already forwarded to the appropriate individuals within our organization for review.

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

2/13/2004 10:56:11 Thomas Trivento

Customer recontacted CAC requesting to work through MB of Buffalo for review of service history and possible trade out of vehicle. T. Trivento will discuss with SPOM Audit regarding customer request.

2/13/2004 13:39:31 Thomas Trivento

Service Manager for MB of Beverly Hills is John Bolter. Dealer Code for dealer is 05766.

2/13/2004 13:40:57 Thomas Trivento

T. Trivento spoke with SPOM Audit, who will review with Buffalo dealer and have customer contacted by Sales Department at Buffalo regarding possible trade of customer vehicle and into another MB.

2/13/2004 13:43:04 Thomas Trivento

Customer advised dealer to review and contact.

Summary Notes

CONFIDENTIAL

2/20/2004 13:59:46 Thomas Trivento

Customer phoned CAC regarding above, requesting contact from dealer regarding trade numbers, etc. Email sent to SPOM Autl requesting review with dealer.

2/20/2004 14:05:55 Thomas Trivento

Below email sent to SPOM W. Autl.

Wes, we spoke about this customer last week. 2001 ML320, would like to work through dealer in Buffalo regarding possible trade of vehicle. Can we try to have dealer contact customer regarding this matter.

Tom

3/2/2004 10:58:11 Thomas Trivento

SPOM has advised has sent customer information to dealer in Buffalo, who will contact customer in near future to discuss.

3/2/2004 11:00:22 Thomas Trivento

Customer advised via voicemail that dealer will contact in near future to discuss possible trade out figures, etc.

3/9/2004 11:28:24 Thomas Trivento

Customer has left another message at CAC requesting contact regarding this situation. Below email to SPOM Autl.

Hi Wes, customer has left several voicemails at CAC. Can we arrange for Buffalo dealer to contact customer sometime this week, customer getting a little anxious?

Tom

3/11/2004 10:51:26 Thomas Trivento

Glenn, our sales manager, has been in touch with [REDACTED] At this point the client is considering which model he would like to get into. Once he decides then a time will be set up for the client to come to Buffalo and meet with the sales department.

Thanks,

Mike Hopkins
MB of Buffalo
716-633-0068

3/23/2004 14:41:53 Wes Autl 7131

SPOM Autl spoke with the customer on 3/17 and again on 3/23. At this point in time a trade into a new vehicle does not fit into the customers financial plan. The customer and SPOM agreed that the best resolution at this time is for MBUSA to provide him with a one year 100,000 mile goodwill ELW so he has some "peace of mind" for the remaining 16 months of his lease. SPOM is handling the necessary paperwork through MB Buffalo. SPOM also stated to the customer that MBUSA would still offer \$1-2000.00 of assistance in 16 months when he is ready to trade the vehicle in on a NEW MB. Customer happy and satisfied.

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

Note ID 708204 **Cus Ident** 13160075 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

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

Vehicle Information

DBAG Vin 163154 [REDACTED] **World Vin:** 4JGAB54EX2 [REDACTED]
Mileage 21835 **Prod Date** 5/8/2002 **Warr Date** 7/1/2002 **Model** ML320 2002

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/17/2004 17:16:24	Jacquelyn Galletta	6323

Summary Notes

2/17/2004 17:15:50 Jacquelyn Galletta 6323

Primary Phone: [REDACTED]
Current Mileage: 21835
Dealer(s) Involved: N/A

Situation: Customer returned Service Experience Survey which had good remarks but stated "Seat warmer caught fire, burned seat and my coat within one minute of turning on."

Action Taken: Writer left message for customer to contact me directly to discuss concerns at ext. 6323

Customer Follow-up Y/N:

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

Summary Notes

2/17/2004 18:42:44 Jacquelyn Galletta 6323

Email To Frank Beranz/171/DCAG/DCX, Gary Bowne/171/DCAG/DCX,

CONFIDENTIAL

Hi Frank and Gary:

FYI -

Please see the notes below. There were no Summary Notes/Cases for this customer. I will await contact from the customer and open a CASE as necessary. In the meantime, please let me know if there is anything else you need.

Regards,

Jacquelyn Galletta
Team Leader, Survey & Follow Up

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

Note ID 714090 Cus Ident 10411268 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Ruidoso NM [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 54101 PREMIER MOTORCARS LTD. P/ ALBUQUERQUE NM
 Sell Dir 54101 PREMIER MOTORCARS LTD. P/ ALBUQUERQUE NM
 Last Sell Dir 54101 PREMIER MOTORCARS LTD. P/ ALBUQUERQUE NM
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631571 [REDACTED] World Vin: 4JGAB57E83 [REDACTED]
 Mileage 20000 Prod Date 2/10/2003 Warr Date 2/26/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	03/12/2004 14:24:03	Katina Clement	
Service / Repairs	Repeat Repairs on Same Component	03/12/2004 14:24:03	Katina Clement	

Summary Notes

3/12/2004 14:23:46 Katina Clement

Customer's husband contacted CAC stating that he is having the following ongoing issues:

Customer claims Fuel Gauge not registering accurate level of fuel. Customer claiming there is a sound when starting the vehicle cold from under vehicle but not brakes. Customer stated that the heated seats were very hot like they were burning and now there is a small burn mark like a cigarette was extinguished on the seat.

Writer apologized for the inconvenience of having to go back to the dealer multiple times, that MBUSA will uphold the LNVW of 4 years or 50,000 miles. Writer advised customer to speak with SVC MGR to review issues. Customer stated dealer is very nice but too far, and that he will be going to Premier Motorcars dealer code 54101 in the future. Customer stated he has already spoken to them.

Writer stated that customer is able to take vehicle to any authorized MB dealer for warranty related concerns. writer advised customer to make an appointment at his convenience to have his concerns addressed.

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

Note ID 723385 Cus Ident 14676354 Legal Note Type Summary Note
 Customer Mr. [REDACTED]
 Address [REDACTED]

Flushing NY [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 56106 HELMS BROS., INC. BAYSIDE NY

Sell Dir 56108 HELMS BROS., INC. BAYSIDE NY

Last Sell Dir 56108 HELMS BROS., INC. BAYSIDE NY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631571 [REDACTED] World Vin: 4JGAB57E53 [REDACTED]
 Mileage 12503 Prod Date 3/26/2003 Warr Date 4/30/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Personnel Issues or Complaints	04/12/2004 12:13:40	Miriam Clark	4699
	Overall Dissatisfaction with Service	04/12/2004 12:13:40	Miriam Clark	4699

Summary Notes

4/12/2004 12:12:34 Miriam Clark 4699

Customer called alleging:

Vehicle heated seats burned his hands and clothing and previous SM at dealer advised that they would reimburse him for the clothing and 3 car payments...

He alleges that after discussing the issue with current SM, he had not been able to get back to him....

Customer stated he feels that he is getting the runaround on this...

Customer also stated he has power steering issues....

I checked that Recall and saw it was not part of the same..

Also advised the customer that I would contact the SM and get back to him...

4/12/2004 12:30:19 Miriam Clark 4699

Spoke with SM Tina, who advised she has reopened the file and is waiting on SPOM Steve Dennis to address customer's concerns...Customer is seeking 3 lease payments and she is considering 1...

She stated customer is difficult to deal with and does not make appts, but rather just walks in....

I advised Tina that I would contact the customer and advise...

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

Note ID 725614 **Cus Ident** 14876354 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone [REDACTED] **Flushing** **NY** [REDACTED] **Phone Location** **Residence**
Assign Dir
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 1631671 [REDACTED] **World Vin:** 4JGAB57E53 [REDACTED]
Mileage 18546 **Prod Date** 3/26/2003 **Warr Date** 4/30/2003 **Model** ML350 **2003**

Summary Notes

4/16/2004 16:28:13 Steve Dennis 7823

SPOM has reviewed service history of vehicle. Feb. 3, 2004 vehicle came in for seat heaters being defective. Vehicle was repaired, owner claims damage to clothing and burning of hand. SPOM has agreed to reimburse owner for damaged clothing.
 MBUSA will not offer to buy the vehicle back!!!!!!

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

Note ID 787096 **Cus Ident** 10757804 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Northvale **NJ** [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir 51142 **BENZEL - BUSCH MOTOR CAR** ENGLEWOOD NJ

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 163175 [REDACTED] **World Vin:** 4JGAB75E63 [REDACTED]
Mileage 18414 **Prod Date** 2/7/2003 **Warr Date** 5/13/2003 **Model** ML500 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	09/16/2004 09:58:40	Frank Parents	4675
	High Cost of Repairs	09/16/2004 09:58:40	Frank Parents	4675
	Overall Dissatisfaction with Quality	09/16/2004 09:58:40	Frank Parents	4675

Summary Notes

9/16/2004 09:58:21 Frank Parents 4675

Customer called to express his disappointment over the fact that his vehicle, which he claims only has 18,000 miles on it, is currently at shop for, new battery, AC compressor, and seat heater.

Customer also unhappy over the fact that vehicle needs 4 rotors, brake pads and new tires.

(In addition, customer claims that his wife was slightly burned as a result of seat heater malfunction.)

Customer claims that due to all of the above, he has lost confidence in vehicle and does not want to pick it up.

Writer told customer that his comments would be documented - however he should discuss issues with SM at dealer.

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

Note ID 772021 **Cue Ident** 14886638 **Legal N** **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Chicago

IL [REDACTED]

Phone [REDACTED]**Phone Location** **Residence****Assign Dir** 22409

LOEBER MOTORS, INC.

LINCOLNWOOD IL

Sell Dir 22409

LOEBER MOTORS, INC.

LINCOLNWOOD IL

Last Sell Dir 22409

LOEBER MOTORS, INC.

LINCOLNWOOD IL

Note to Market Ind:**Amount**

0.00

Vehicle Information**DBAG Vin** 163157 [REDACTED]**World Vin:** 4JGAB57E93 [REDACTED]**Mileage**18573 **Prod Date** 1/9/2003**Warr Date** 2/15/2003**Model** ML350 **2003****General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Satisfaction with Service	08/18/2004 12:58:01	Carol Ann Carroll	4673
Vehicle Quality	Frequency of Repairs	08/18/2004 12:58:40	Carol Ann Carroll	4673
	Poor Design of Component(s)	08/18/2004 12:58:40	Carol Ann Carroll	4673
	Overall Dissatisfaction with Quality	08/18/2004 12:58:40	Carol Ann Carroll	4673
	Fit and Finish / Upholstery Issues	08/18/2004 12:58:40	Carol Ann Carroll	4673
Service / Repairs	Repeat Repairs on Same Component	08/18/2004 12:58:18	Carol Ann Carroll	4673
Survey and Follow Up	ISS - Initial Buyer Survey	08/06/2004 14:32:41	Suzanne Kullen	6380

Summary Notes

8/6/2004 14:21:17 System Administrator

CONFIDENTIAL

From File 040606SESanswers
Record Sequence Number M4064078
World VIN 4JGAB57E8S [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT LOEBER MOTORS, INC.? Satisfied

HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT LOEBER MOTORS, INC.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

IF CONTACTED BY A REPRESENTATIVE FROM LOEBER MOTORS, INC.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML350 SERVICED AT LOEBER MOTORS, INC.? Very Likely

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Unlikely

14b. FROM LOEBER MOTORS, INC.? Likely

17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML350? Dissatisfied

18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"Interior Very Comfortable, Luxurious."

19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE ML350 FOR THE FUTURE?

"Ashtray Mechanism Faulty, Needs Redesign."

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

"I Have Taken This Car In For Repairs More In One Year Than I Did All Previous 12 Years While I Owned 3 Different Jeep Cherokees. 1) Seat Warmer Nearly Burned Me, Had To Be Replaced. 2) Cd Changer Fell Out Of It's Brackets, Had To Be Replaced. 3) Front Seat Well Cracked In Left, Replaced. 4) Mysterious Engine Light Issues? 5) Ashtray Gets Stuck (Weg) Opened Or Closed. 6) New Brake Pads After 10,000 Miles. Crazy."

8/6/2004 14:32:32 Suzanne Kuhn 6980

Survey not yet recorded in doculogic; writer reset

8/19/2004 12:55:48 Carol Ann Carroll 4673

Summary: Satisfied with dealer, Dissatisfied with vehicle. See sum notes from data transfer regarding issues.

[REDACTED] called, general voice mail. Called [REDACTED] and spoke with Carl. Informed him comments would be documented and sent to market teams for future improvements.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 745935 **Cus Ident** 22255895 **Legal**
Customer [REDACTED] **Note Type** Summary Note
Address [REDACTED]

Highland Heights OH [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir

Sell Dir 62106 MERCEDES-BENZ OF BEDFORDI BEDFORD OH
Last Sell Dir 62106 MERCEDES-BENZ OF BEDFORDI BEDFORD OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 163157 [REDACTED] **World Vin:** 4JGAB57EX [REDACTED]
Mileage 13547 **Prod Date** 1/10/2003 **Warr Date** 4/30/2003 **Model** ML350 2003

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/07/2004 11:55:38	Ellen P. Bla	8301

Summary Notes

CONFIDENTIAL

6/7/2004 11:52:52 Ellen P. Sie 6301

following e-mail exchange between SPOM Douglas Lehman, Gary Bowne, and Frank Berenz:

Gary,

Dealer 62106 MB of Bedford has a customer which owns an ML which experienced a short circuit in the heating element of the drivers seat and the driver suffered 1st and 2nd degree burns on her buttocks and thigh. Customers husband is a prominent Cleveland attorney who is requesting a letter from the dealer detailing what happened, what was done to fix the problem and assurances that it will not happen again. The repair order should have enough information, but in the event he is looking for something more formal i was going to ask the CAC to draft a letter and be sent to the customer on the dealers behalf. (Your thoughts?) I have requested the dealership hold on to the seat cover and heating element for our inspection should you need it. It doesn't sound at this point that this will turn into a legal matter but I wanted to inform you of the situation in the event the customer decided to take further action.

Best Regards

Douglas R Lehman

Thanks, Doug. Would you please ask the dealer to forward the seat cover and heating element to Gary. Ellen, you will draft the letter, I will review it. Seems to me that we can confirm that there was a malfunction that was corrected by the replacement of the subject heating element. We can probably say that while we do not believe that there is any significant likelihood of a further failure of the system, we cannot guarantee the service of any parts beyond the warranty provided with it.

Frank P. Berenz

Customers name | [REDACTED]
2003 ML360
4JGAB57EX [REDACTED] -Miles 13697

[REDACTED] is the driver of the vehicle and was the individual driving when this happened. I did not open a referral, only communicated this incident to Gary and Frank. I spoke with Gary this morning and his suggestion was to ask Frank and Co. to draft a Mutual Release in exchange for a lease payment. I will contact customer today and let you know what happens with that conversation.

Best Regards

Douglas R Lehman

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 736577 **Cus Ident** 11048525 **Legal**
Customer [REDACTED]
Address [REDACTED]

Note Type Summary Note

Jamesstown **RI** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir [REDACTED]
Sell Dir 71108 **VITI, INC.** **TIVERTON** **RI**
Last Sell Dir 71108 **VITI, INC.** **TIVERTON** **RI**

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721 [REDACTED] **World Vin:** 4JGAB72E91 [REDACTED]
Mileage 38179 **Prod Date** 12/19/2000 **Warr Date** 12/21/2000 **Model** ML430 **2001**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/14/2004 08:21:16	Ed Duffy	6296

Summary Notes

5/14/2004 08:21:09 Ed Duffy es204

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received Internet # 238560

COMMENTS:.....2001 ML430 Sport VIN: 4JGAB7ZE31

Since I purchased the SLV new, I have been tormented by a rattle in such a difficult location to get to that the service rep suggested I "live with it". It appears to me as though a wire hanger or clip is not secured and it rattles intermittently, but more often than not. It is located behind the overhead hand grip by the right rear seat. Something is loose between the headliner and the roof in the rear area of this hand grip, or so it seems from the inside of the vehicle. I suspect it is a wire clip securing the wires connecting the sunroof motor, but this is simply guess. Access to it would appear to involve removal of the head liner, which by itself, would explain the service departments reluctance to tackle it.

As I near the end of the warranty period, I love the car but would really rather not have an expensive car that rattles, especially such an annoying rattle. Do you have any suggestions? Are the service reps liable to do more damage than good if I insist that they tackle this rattle?

I have been bothered with other unusual problems that the service department has been able to handle. Most of them relate to quality issues:

- Clear coating of 17" wheels flaked off
- Round fog lights fill with water
- Seat heater element failed and burned my left "cheek"
- Right seat motor connector frequently comes apart, resulting in loss of seat adjustability.

If you have any suggestions regarding the overhead rattle, I would be very grateful, even if it is a suggestion to be more insistent with my service rep. I have 8K miles left on the warranty as of May 1st.

Reply

Dear Mr. Waterman,

We apologize for the inconvenience experienced and suggest you discuss the concern directly with the service manager of your authorized dealer - he/she can request technical assistance from MBUSA should they desire it.

Sincerely
Ed Duffy
Customer Relations

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

Note ID 792919 **Cus Ident** 16905933 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Woodmere **NY** [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY
Sell Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Last Sell Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 163175 [REDACTED] **World Vin:** 4JGAB75E93 [REDACTED]
Mileage 24882 **Prod Date** 10/30/2002 **Warr Date** 11/11/2002 **Model** ML500 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	10/08/2004 10:47:00	Gregg Mault	6350

Summary Notes

10/5/2004 10:48:53 Gregg Mault 6350

[REDACTED] called stating his wife was driving vehicle and put the heated seat on and according to customer she smelled something burning and a hole burned through the seat. Customer stated his wife tried to bring vehicle to dealer 55124 and asked for a loaner car. Customer states his wife spoke with a John D. in service and was told customer wanted a loaner car that she should bring vehicle to selling dealer. Writer will call svc mgr for clarification.

10/8/2004 11:32:15 Gregg Mault 6350

Writer spoke with svc mgr who stated he will contact customer on above issue and will arrange to get car into dealer.

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

Note ID 796383 **Cus Ident** 16814268 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fremont **OH** [REDACTED]
Phone [REDACTED] **Phone Location** **Residence**
Assign Dir
Sell Dir 62404 **COPPUS MOTORS, INC.** **TIFFIN** **OH**
Last Sell Dir 62404 **COPPUS MOTORS, INC.** **TIFFIN** **OH**
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 163157 [REDACTED] **World Vin:** 4JGAB57E13 [REDACTED]
Mileage 18712 **Prod Date** 3/27/2003 **Warr Date** 4/25/2003 **Model** ML350 **2003**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repair	Repeat Repairs on Same Component	10/15/2004 17:13:27	DON YOAKEM	7429

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seats	Non-Child Seat Issue	10/15/2004 17:13:54	DON YOAKEM	7429

Summary Notes

10/15/2004 17:11:47 DON YOAKEM 7429

SPOM was contacted by Coppus Mtrs. sales manager Mr. Jason Perry. Mr. Perry advised SPOM of the above customer wanting to talk to someone from MB regarding an issue that happened to the vehicle while driving.

The owners wife was driving the vehicle when the drivers heated seat over heated and burned thru causing some personal burn injury.

SPOM has contacted and spoken to Mr. Jon Ickes regarding the issue. Spom has also arranged for the customers vehicle to be picked up by the dealer. SPOM advised customer that this issue would also be discuss with our technical staff.

SPOM has also advised Mr. Gary Bowen & Mark Kelly of Legal of this issue.

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

Note ID 805720 **Cus Ident** 10852841 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

New Hyde Park **NY** [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dtr 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY
Sell Dtr 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY
Last Sell Dtr 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY
Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 163157 [REDACTED] **World Vin:** 4JGAB57E13 [REDACTED]
Mileage 20610 **Prod Date** 2/14/2003 **Warr Date** 4/24/2003 **Model** ML350 2003

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/12/2004 21:06:52	Theresa Mc Carthy	4801

Summary Notes

11/12/2004 21:06:42 Theresa Mc Carthy 4801

Customer called CAC through Tale Aid Incident Number 63803835, and claims on his way home he turned on heated seats, he smelled something burning and found a hole in his "Inspiration" leather seat and his Burberry jacket. Suggested customer contact dealer as soon as possible and his comments would be documented. Gave service managers name at Lakeview (Wil Jansen).

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 806107 Cus Ident 21186926 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Great Falls

VA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631751 [REDACTED] World Vin: 4JGAB75E73 [REDACTED]
 Mileage 30499 Prod Date 10/22/2002 Warr Date 10/29/2002 Model ML500 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	11/15/2004 14:24:51	Cynthia Feusa	6289

Summary Notes

11/15/2004 14:24:42 Cynthia Feusa 6289

Owner claims drivers side seat heater overheated, claims dealer had vehicle for 7 weeks and has now returned the ML back to him with disconnected seat heater, told owner they are waiting for seat cover/parts. Owner states "why is it that MB can not deliver parts to replace defects? It really shouldn't take 2 months to get a part to complete these repairs. I would appreciate your getting this taken care of, winter is here, and my seat heater is disconnected. ..." Service Advisor Hugh McGuire. Copy of this sum note to Bill Maher for Parts Research

11/16/2004 14:12:58 William Maher 8280

B/O part email sent to PAC:

Customer: [REDACTED]
 Model: 2003 ML500 - 1631751 [REDACTED]
 Dealer: DC 80201 - American Service Center
 NTMT 806107
 SPOM John Freund

Customer asking for MBUSA intervention to assist dealer in obtaining seat cover and parts. They have allegedly on order for 2 months. Dealer is unable to provide an ETA.

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

Sincerely,
 William Maher
 National Customer Relations Representative
 Customer Assistance Center

maherw@mbusa.com

Summary Notes

11/16/2004 15:45:22 William Maher 6250

E-mail received from PAC:

Stock on this part # is not expected until beginning of December

We will try to expedite

Thanks
Domenic Rigante

11/17/2004 14:37:57 James Dowles 4626

Customer called CAC seeking update.

Writer advised customer information is currently being researched. Customer will call back in a couple

11/22/2004 11:14:57 Michael Reger 6383

The customer called back, the writer explained to the customer that after he requested assistance in obtaining the desired parts, the information is shared with the dealer.

The writer left SVC Manager Garry Little a voice mail requesting contact so that the dealership will stay in contact with the customer and possibly look into special procurement for assistance.

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Summary Note Information

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Mercedes Benz of U.S.A

Note ID 814902 Cus Ident 14316034 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Chesterfield MC [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

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 1631541 [REDACTED] World Vin: 4JGAB54E63 [REDACTED]
Mileage 22450 Prod Date 9/25/2002 Warr Date 10/9/2002 Model ML320 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	12/08/2004 13:19:36	Christine Dinger	6381

Summary Notes

12/6/2004 13:18:32 Christine Dingler 8981

Comes# 265386

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Mr. Paul G. Juron
General Manager
Customer Assistance Center

Dear Mr. Juron:

This email is to bring to Mercedes attention the need to correct a situation with my Mercedes ML320. Let me emphasize that I am requesting this issue be addressed immediately by Mercedes due to the sudden and severe nature of the problem!!

Three days ago the drivers side, front seat heater shorted out while I was driving my car. The short burned through my leather upholstery and also through a very heavy set of denim jeans I happened to be wearing. This an extremely critical problem that needs proactive remedial action immediately by Mercedes!! I or a family member could have been severely burned, the car could have caught fire, or perhaps worse yet, someone could have become involved in a serious accident due to the sudden and severe nature of this burn out. Furthermore, find three additional documented cases of this problem listed by the NTSB. These incidents, according to NTSB reports, resulted in personal burns and one vehicle being destroyed by fire. I understand that Mercedes knows o this problem, but, to date has not taken action. I am resolved to have this email . first, document the issue with n own ML320 and, secondly, in the strongest language possible ask that Mercedes take immediate corrective action to resolve this highly dangerous situation, such that my vehicle is safe for use. This has been documentex with my dealer as well....Trieter Mercedes of Ellleville, Missouri.

Regards,
James Tripp
1802 Grayson Ridge Court
Chesterfield, Mo 63017
Tel: 636-537-2949

Summary Notes

12/29/2004 16:34:48 William Maher 0200

Email received from customer.

December 17, 2004

Mr. Paul G. Juron
General Manager
Customer Assistance Center

Dear Mr. Juron:

On December 9, 2004 I sent an urgent email letter to you regarding my Mercedes ML320 (VIN 4JGAB64E6[REDACTED]). That email was to bring to Mercedes' attention an extremely dangerous, perilous and violent situation regarding the seat heaters in my ML320. As you may recall, the drivers side front seat heater had shorted out and burned through the leather seat upholstery and my denim jeans in a forthright fashion. Mercedes has assigned Case No. 175165 to the problem.

Mr. Scott Hickam, of your company, completed an investigation and evaluation of the problem with my vehicle on December 14, 2004. He has officially confirmed the Tri-Star Mercedes dealership diagnosis, that, the seat heater was faulty and had indeed shorted out. Mr. Hickam has advised that both of the front seat heaters (and essential upholstery and seat parts) will be replaced. However, he has postulated that he believes this to be a fairly isolated case and advises the problem will be handled as it customarily would be with any other ordinary warranty item. Furthermore, he either is unable or unwilling to ascertain that the new replacement seat cushions/heaters will specifically address the original problem with my car. He has maintained that he does not know any of the technical details that might be germane to the replacement parts; i.e. do these new seat cushions/heaters specifically fix the electrical/potential fire problem of shorting out. He simply maintains the replacement parts are Mercedes OEM replacement parts, just like new replacement parts for any other warrantable item.

First, this is to document with Mercedes that I am dissatisfied and greatly concerned with Mr. Hickam's and Mercedes' approach. Due to the critical nature of this problem, I am still requesting Mercedes to specifically identify what caused my seat heaters to short out and burn through my seat and jeans in such a violent manner and why I wasn't protected from such vicious action via a fuse, circuit breaker, etc. Secondly, I am asking Mercedes to assure me that the problem has indeed been specifically address/fixd and that Mercedes is not simply replacing like for like without addressing my problem. I do not believe that this is an isolated incident and I do not believe it should be treated so cavalier. For instance, I find other documented cases of the same problem on the NTSB website and understand that there are others even beyond this. If not properly addressed I am acutely fearful that a recurrence could and would easily cause personal injury, a vehicle fire or serious accident.

Clearly, I am asking Mercedes to be accountable and responsible for correcting a problem with the product I have been sold. Consequently, this to further serve as a documented, second communiqué to Mercedes, whereby, I am requesting corrective action be undertaken by Mercedes immediately to correct this dangerous, nasty and alarming situation. If chaotic driving actions were to occur, as a result of one getting burned by one of these faulty heaters, the results obviously could be horrendous and sorrowful.

Finally, Mr. Hickam advises that the required seat heaters/cushions are on back order and repairs to my vehicle will have to wait; he estimates perhaps three (3) weeks or more. If there's no growing and widespread problem with these seats, as Mr. Hickam proposed, surely there are two new seats that can be procured for my vehicle in a more expeditious manner. I ask for your assistance in accomplishing this. Needless to say, I'm a bit perplexed with

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~~"no specific action required" - essentially "disputed case" and yet no
cases are available. Please advise!~~

Sincerely,

[REDACTED]
Chesterfield, Mo
Tel [REDACTED]

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12/29/2004 16:35:24 William Maher 6250

Writer was informed by Frank Berenz today that he will respond to the customer.

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

Note ID 815236 **Cus Ident** 16254295 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Findlay **OH** 458404259

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

Sell Dir 62404 **COPPUS MOTORS, INC.** **TIFFIN** **OH**

Last Sell Dir**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631751 [REDACTED] **World Vin:** 4JGAB76E03 [REDACTED]
Mileage 7868 **Prod Date** 3/28/2003 **Warr Date** 4/28/2003 **Model** ML500 **2003**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Poor Design of Component(s)	12/06/2004 21:09:27	Robert Murphy	4842

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/06/2004 21:09:33	Robert Murphy	4842

Summary Notes

12/6/2004 21:09:19 Robert Murphy 4842

[REDACTED] contacted CAC to advise that he was driving in his ML 500 with his wife last night when his seat warmer burned a hole in his driver's seat. Customer advised writer that there is a "quarter-sized hole" in the lower left portion of the seat. Customer also stated that his trousers have a hole and that his leg has a small burn on it as well.

Writer expressed sympathy to customer for his experience and inquired as to whether or not customer would be seeking medical attention. Customer advised writer that he is fine but that he will be bringing his vehicle into the dealership tomorrow to have the issue handled. Writer advised customer that his concerns would be documented and again apologized to customer for his experience. Customer thanked writer and ended call.

Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 816040 Cus Ident 18398575 Legal N Note Type SERVICE EXPEI
 Customer [REDACTED]
 Address [REDACTED]

Watertown NY [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY
 Sell Dir 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY
 Last Sell Dir 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631571 [REDACTED] World Vin: 4JGAB57E2 [REDACTED]
 Mileage 16768 Prod Date 3/4/2003 Warr Date 7/31/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	12/13/2004 13:01:54	Virginia Stalla	4637
	Repeat Visit for Same Issue	12/13/2004 13:01:54	Virginia Stalla	4637
Dealer Parts	Part(s) on Backorder	12/13/2004 13:02:51	Virginia Stalla	4637
Vehicle Quality	Overall Dissatisfaction with Quality	12/13/2004 13:00:52	Virginia Stalla	4637
Service / Repairs	Repeat Repairs on Same Component	12/13/2004 13:01:18	Virginia Stalla	4637
Survey and Follow Up	SES - Service Experience Survey	12/13/2004 13:01:00	Virginia Stalla	4637
Customer Comments / Bu	Seat Styling / Comfort / Operation	12/13/2004 13:02:10	Virginia Stalla	4637

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	12/13/2004 13:03:13	Virginia Stalla	4637
Seats	Non-Child Seat Issue	12/13/2004 13:03:02	Virginia Stalla	4637

Summary Notes

12/8/2004 14:21:20

From File 041206SESanswers
Record Sequence Number M4434490
World VIN 4JGAB57E23

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1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT ROMANO MOTORS LTD.? Very Satisfied

HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT ROMANO MOTORS LTD.

5d. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

IF CONTACTED BY A REPRESENTATIVE FROM ROMANO MOTORS LTD.:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML350 SERVICED AT ROMANO MOTORS LTD.? Likely

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM ROMANO MOTORS LTD.? Likely

17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML350? Dissatisfied

18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?
"Left Handed Front Cup Holders."

19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE ML350 FOR THE FUTURE?
"No Text"

20. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Why Did Brake Pads Go Out At 16k Miles? Why Did My Driver Side Heated Seat Burn Me And Why Is This On Backorder In Winter Time?"

12/13/2004 13:00:40 Virginia Stella 4537

Customer SES Survey states -

- Very Satisfied with service.
- Additional visit required to complete original service needs.
- Completion of all work requested - POOR.
- Not contacted.
- Dissatisfied with 2003 ML350.
- Comments - "Why Did Brake Pads Go Out At 16k Miles? Why Did My Driver Side Heated Seat Burn Me And Why Is This On Backorder In Winter Time?"

Action taken - Writer called 315-78-8196 and left a message on answering machine for Mr. Boyle to contact the Customer Assistance Center if he would like to discuss his experience with us.

Survey can be viewed in DocuLogic.

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

Note ID 816322 Cus Ident 20167254 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED].

San Leandro CA [REDACTED]

Phone [REDACTED] Phone Location Residence
 Assign Dir 05638 CLARIDGE S LTD. FREMONT CA
 Sell Dir 66103 MERCEDES-BENZ OF EUGENE EUGENE OR

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541 [REDACTED] World Vin: 4JGAB54E71 [REDACTED]
 Mileage 80000 Prod Date 3/28/2001 Warr Date 4/19/2001 Model ML320 2001

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fire	Fire	12/08/2004 21:01:16	Shakil Smith	7823

Summary Notes

Date	Time	Author	Phone
12/8/2004	21:00:48	Shakil Smith	7823

Customer called the CAC to lodge a complaint about heated seat igniting. Customer alleges before last summer her heated seat would get extremely hot and burn her legs (driver's seats). Customer alleges that she took the vehicle into dealer 05638 to be service. Customer alleges that the seat was repaired and she hasn't used the heated seat feature since then until last Sunday. Customer alleges that she was driving along the freeway and smelled something burning, but didn't think anything of it. Customer alleges that the smell got stronger and her leg began to burn. Customer alleges that she exited the vehicle and saw that her seat was smoking. Customer states that she took the vehicle into the dealer to be repaired but the part is on backorder. Customer stated that she does not feel safe driving the vehicle. She stated "what if my kids were in the car".

Writer apologized for inconvenience. Writer asked customer was she or any one else in the vehicle hospitalized? Customer's reply was no. Writer asked customer what is her current state, customer stated that she is just shake up.

Customer stated that her service advisor (Kimo Sanchez) has been very pleasant in assisting her in the matter. Customer stated that she does not want to get any boy in trouble; she just wants the matter fixed.

Writer advised customer that I sympathizes. Writer apologized and assured customer that her concerns and comments will be documented and forwarded to the appropriate parties. Writer advised customer to stay in contact with dealership.

Date	Time	Author	Phone
12/9/2004	14:58:42	Carol Tobias	8243

Referral Opened

Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 618815 Cus Ident 14900215 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

San Jose CA [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 05137 BESHOFF MOTORCARS SAN JOSE CA
 Sell Dir 05636 CLARIDGE S LTD. FREMONT CA
 Last Sell Dir 05636 CLARIDGE S LTD. FREMONT CA
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 163157 [REDACTED] World Vin: 4JGAB57E8 [REDACTED]
 Mileage 38000 Prod Date 12/18/2002 Warr Date 2/23/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	12/14/2004 21:37:45	Katna Clement	6262

Summary Notes

12/14/2004 21:37:04 Katna Clement 6262

Customer called CAC alleging he was burned on December 13th, 2004. Customer stated the heated seat became exposed by burning through the seat. Customer alleges he went to Kaiser Permanente Hospital in San Jose for treatment today. Customer alleges he spoke with Mark Peachy Service Manager who advised customer to call MBUSA.

Writer apologized that this has occurred. Writer advised customer to call Mark to make an appointment for inspection of vehicle and repair.

12/14/2004 21:43:28 Katna Clement 6262

Writer forwarded to Carol Tobias Team Leader for review.

12/15/2004 11:18:24 Carol Tobias 6243

Referral Opened.

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

Note ID 819290 **Cus Ident** 16834027 **Legal** **Note Type** Roadside Assist
Customer [REDACTED]
Address [REDACTED]

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

Sell Dir 55143 **MERCEDES-BENZ OF WHITE PI** **WHITE PLAINS** **NY**

Last Sell Dir 55143 **MERCEDES-BENZ OF WHITE PI** **WHITE PLAINS** **NY**

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 163157 [REDACTED] **World Vin:** 4JGAB57E73 [REDACTED]
Mileage 10258 **Prod Date** 3/28/2003 **Warr Date** 4/28/2003 **Model** ML350 **2003**

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seats	Non-Critc Seat Issue	12/16/2004 18:03:22	Michelle Lopushak	7811

Summary Notes

12/15/2004 18:02:45 Michelle Lopushak 7811

customer called and stated that her heated seats burnt her legs. Writer advised her to turn off the heated seats and bring the vehicle to the dealer as soon as possible to have them look at the car. ML

12/15/2004 18:08:32 Mike Siracusa 8326

Writer forwarded client info to E. Finnegan for poss referral to be opened.

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

Note ID 819455 **Cus Ident** 26295428 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

El Segundo **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

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 163157 [REDACTED] **World Vin:** 4JGAB57E53 [REDACTED]
Mileage 5489 **Prod Date** 3/7/2003 **Warr Date** 4/17/2003 **Model** ML350 **2003**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	12/16/2004 11:28:37	Joseph Leonard	6255

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/16/2004 11:28:31	Joseph Leonard	6255

Summary Notes

12/16/2004 11:25:21 Joseph Leonardi 62nd

CONFIDENTIAL

□zagl@zagl.com
□12/12/2004 11:48 PM
□□
□□ To: mailmaster@mbusa.com
□□ cc:
□□ Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ)From: [REDACTED]
To: mailmaster@mbusa.com
*** Customer Assistance ***

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

Contact Information:

Title: MR
First Name: [REDACTED]
Last Name: [REDACTED]
Street: [REDACTED]
Address 2:
City: El Segundo
State: CA
Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Purchased the Mercedes Benz ML360 for three reasons: Safety, reliability and service. Start with safety and reliability. December 7th 2004. It was a cold wet day so the seat warmer was on. I was on my way home at rush hour, driving north on Sepulveda Boulevard, entering the tunnel under the runways at LAX. Traffic was moving 50 mph. Seconds after entering the tunnel I felt a stabbing sensation in my posterior. Thinking it was something in my pocket, I reached to adjust the contents of my back pocket. Pocket was empty - continued driving. Another stabbing sensation in the same place only this time I smell smoke. Smoke like bar barbecue got bad. By now I figured that the stabbing sensation was my but being burned by the seat warmer. Turn off the seat warmer. Nowhere to pull over in a tunnel and the burning smell gets worse. I can not look down to see if there is flame nor do I want to reach back to feel around for the source. Scooted forward in my seat. It was a very anxious mile before I could exit the tunnel and maneuver into the right lane, pull off the road to deal with what I thought was a fire. Inspecting the seat, I found a hole burned through the leather cover. Waited a while to see if fire would develop. So in terms of safety, this situation it is not so much protection in my car rather protection from my car. Now service. Called my dealer, W.I. Simonson, they agreed that it was an emergency and asked me to bring the car in immediately. They gave me an ML360 courtesy car. So far service is great. Next day the service rep called to tell me that the seat warmer can be disabled but not replaced until late February—the end of winter in California. I don't understand. I am not ordering an obscure part for an old car. I have a 2003 car with a little over 7000 miles. This is not the safety, reliability or service I expected when I chose a Mercedes Benz product.

Sincerely, [REDACTED]
Survey Information:
Day Phone Number: [REDACTED] ext:
Evening Phone Number: [REDACTED] ext:
Preferred number: Home
Preferred time to call: Morning
Fax: [REDACTED]
VIN Number: 4JGAB57E53 [REDACTED]

12/16/2004 11:26:10 Joseph Leonardi 62nd

Dear [REDACTED]

Thank you for your recent e-mail to our Customer Assistance Center.

Arrangements have been made for your concerns to be reviewed on a local level; you may expect further contact shortly, if not already.

Sincerely,

Joseph Leonardi
Customer Relations

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

Note ID 819473 **Cus Ident** 26321760 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fairfield CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT**Sell Dir** 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT**Last Sell Dir** 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT**Note to Market Ind:** Amount**Vehicle Information**

DBAG Vin 163175 [REDACTED] **World Vin:** 4JGAB75E73 [REDACTED]
Mileage 38241 **Prod Date** 9/9/2002 **Warr Date** 9/13/2002 **Model** ML500 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	12/16/2004 11:46:21	Carol Pantua	4635

Summary Notes

Date	Time	Author	Phone
12/16/2004	11:46:07	Carol Pantua	4635

Please review & update Referral.

Customer called and claims that he is extremely dissatisfied with the service at MB of Fairfield. Customer claims that due to his experience with the dealership "and Philip Van Dussen, Sales Mgr Dave, and the guy he put me with, Jason," customer claims he will never buy a Mercedes again.

Customer claims that he wanted to trade out of the older ML that he had and allegedly due to the Sales Advisor, "who was fired since then," customer claims that he is now "stuck with 2 MLs." Customer claims that he had concerns with brake pads as well, but claims to be most dissatisfied with the dealership.

Customer claims that he currently has a concern where vehicle's heated seat allegedly became extremely warm yesterday, that "it burned my a***" and a brown spot is allegedly on the upholstery now. Customer claims that he intends to bring vehicle to MB of North Haven.

Date	Time	Author	Phone
12/16/2004	11:54:48	Carol Pantua	4635

Writer opened a Referral for alleged seat concern, under MB of North Haven, since customer claims he will bring it there (as per TL Tognetti).

Summary Note Information

Mercedes Benz of U.S.A

CONFIDENTIAL

Note ID 819787 Cus Ident 17326964 Legal

Note Type Summary Note

Customer

Address

Salem

MA

Phone

Phone Location Residence

Assign Dir 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Sell Dir 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Last Sell Dir 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631571 World Vin: 4JGAB57E43
 Mileage 25000 Prod Date 4/2/2003 Warr Date 6/30/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	12/16/2004 19:05:08	Susan Cunningham	7815
	Overall Classification with Quality	12/16/2004 19:05:08	Susan Cunningham	7815

Summary Notes

12/16/2004 19:04:24 Susan Cunningham 7815

Customer called to advise vehicle has been in for repair for 30 service days since purchase. Customer alleges seat caught on fire, burning his leg, balljoint failed while driving, door locks malfunctioned. Customer also claims last evening power steering clamp popped off while his wife was driving vehicle.

Customer claims dealership has provided good service but he claims vehicle is a "lemon". Customer alleges he was offered \$2,000 towards another MB by Reg.Rep. but is very dissatisfied with offer, as he will be out \$8,000. Customer also claims he will contact Attorney General, if he does not receive a better offer.

Writer apologized for his inconvenience, advising MB will uphold decision/offer made by dealership. Customer stated he will pursue matter with dealer/Reg. Rep. for reconsideration.

12/17/2004 12:38:51 Susan Cunningham 7815

Writer spoke with R. St.Pierre who stated he offered customer \$2,000 as token assistance as warranty history did not justify taking vehicle back. No further assistance will be offered.

Ron also advised he instructed customer to submit medical bills for leg burn, but customer never did. Writer advised Ron customer intends to pursue matter further with dealer/Reg.Rep.

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

Note ID 819814 Cus Ident 23707915 Legal

Note Type Summary Note

Customer Mr. [REDACTED]

Address [REDACTED]

North Bergen

NJ [REDACTED]

Phone [REDACTED]

3623

Phone Location Business

Assign Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

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 1831571 [REDACTED]	World Vin: 4JGAB57E73 [REDACTED]
Mileage 16498	Prod Date 11/15/2002 Warr Date 1/31/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	12/16/2004 19:58:21	Robyn Letz	8209

Summary Notes

12/16/2004 19:58:15 Robyn Letz 8209

[REDACTED] called the CAC. Customer claims that dealer scheduled him 3 times for repairs of vehicle, door handles, and burn in seat from seat heater. Customer alleges that dealer is unable to obtain parts. Customer sat Michael Green is his SA.

Writer advised we will contact dealer to see if we can expedite repair. customer ph # [REDACTED] until midday and [REDACTED] after that.

12/17/2004 09:05:33 Robyn Letz 8209

Writer called dealer spoke with Mike Green. Mike says his parts department told him the parts for the door handle and for the heated seat, cover and electrical parts are on back order.

Writer will forward to Mike Reger.

12/17/2004 10:21:37 Michael Reger 8385

message to PAC:

Customer: [REDACTED]Date Received 12/17/2004

Date Sent To PAC 12/17/2004

Model: 2003 ML350 VIN: 1831571 [REDACTED] Dealer: 51142 BENZEL - BUSCH MOTOR CAR CORPORATIONSum Note/Referral: SN819814SPOM: Willard, MikeCustomer asking for MBUSA intervention to assist dealer in obtaining b/o part:

parts for the door handles and for the heated seat, cover and electrical parts are on back order

Thanks...

Summary Notes

12/22/2004 09:01:20 Michael Reger 6383

Scott,

Dealer has seat cover part# A16391032467E39 on order.
ETA to PDCs is end of Dec. to beginning of Jan.
Andrew is helping them specify a door handle bolt.
Everything else they are getting in Monday, they just placed an order.

thanks.....

Adam C. Green

CONFIDENTIAL

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

Note ID 822806 Cus Ident 26236225 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

West Des Moines IA 502664970

Phone [REDACTED] Phone Location Residence
 Assign Dir 28102 MERCEDES-BENZ OF DES MOI DES MOINES IA
 Sell Dir 30104 ARISTOCRAT MOTORS SHAWNEE MISE KS
 Last Sell Dir 28102 MERCEDES-BENZ OF DES MOI DES MOINES IA
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 163157 [REDACTED] World Vin: 4JGAB57E7 [REDACTED]
 Mileage 22735 Prod Date 12/3/2002 Warr Date 7/31/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Satisfaction with Sales	01/15/2005 14:28:49	Diana Sanchez	7834
Vehicle Quality	Overall Satisfaction with Quality	01/15/2005 14:30:14	Diana Sanchez	7834
Survey and Follow Up	CPOS - Certified Pre-Owned Survey	12/28/2004 11:41:10	Tara Santora	6281
Customer Comments / Su	Ride Quality / Handling	01/15/2005 14:28:28	Diana Sanchez	7834

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Seats	Non-Child Seat Issue	01/15/2005 14:30:02	Diana Sanchez	7834

Summary Notes

12/28/2004 11:40:54 Tara Santora 6281

Certified Pre-Owned Survey
 Survey could not be loaded into system.
 Mileage discrepancy - survey filed in send postcard folder.

12/28/2004 11:56:53 Tara Santora 6281

Please disregard above summary note - customer needs to be contacted.

1/15/2005 14:28:23 Diana Sanchez 7834

CPO- customer satisfied with dealer, satisfied with ML350, comments: "softer/quieter ride," "driver's seat short-circuited, burned hole in seat, my pants and burned my skin." Mileage discrepancy, customer- 20,162 survey-18,184.

Action: called (515)-287-0215, left 800# message.

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

Note ID 823770 **Cus Ident** 24726705 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Astoria

NY [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ**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 163157 [REDACTED] **World Vin:** 4JGAB57E33 [REDACTED]
Mileage 3582 **Prod Date** 2/7/2003 **Warr Date** 3/31/2003 **Model** ML350 2003

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fee	Fee	12/30/2004 11:26:42	Robyn Letz	6200

Summary Notes

12/30/2004 11:26:31 Robyn Letz 6200

[REDACTED] called the CAC. Customer claims he contacted Benzel Busch and advised them that the driver's seat of this vehicle went on fire.

Customer claims wife was driving vehicle with child in car seat in rear seat. Customer alleges seat heater caused fire and wife's jacket also caught fire. Customer says vehicle is at Silver Star Motors in Long Island City. Customer alleges no contact from dealer or MBUSA. Customer alleges dealer told him they would contact appropriate person at MBUSA.

Writer called Mike Willard SPOM for dealer. He is aware of the situation, will call Craig Fusco at dealer and call if writer back with details.

12/30/2004 11:36:36 Robyn Letz 6200

Mike Willard called back. We will offer to pay for jacket and one lease payment. Vehicle does not qualify for repurchase.

Writer will call Craig Fusco and ask him to call the customer at 347 613 5876.

12/30/2004 12:24:42 Robyn Letz 6200

History from dealer contact with customer sent to SPOM by SM of dealership:

Emma Zarkadee purchased an ML (4JGAB57E33 [REDACTED]) from BB. They are experiencing a malfunction with the seat heaters and I believe the seat cover melted and damaged the customer's coat. The vehicle is at Silver Star for repairs and the customer is presently in a loaner from that dealer. We received a call from the customer who stated they didn't want the car anymore and wanted us to take the car back. We told the customer this was not an immediate option but we would inform MBUSA of the request. Please advise us regarding this matter.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 828965 Cus Idnt 10795617 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Dunmore

PA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 67227

MOTORWORLD

WILKES BARRE PA

Sell Dir 67227

MOTORWORLD

WILKES BARRE PA

Last Sell Dir 67227

MOTORWORLD

WILKES BARRE PA

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1691541 [REDACTED]

World Vin: 4JGAB54E4 [REDACTED]

Mileage 40000 Prod Date 9/20/2002 Warr Date 11/30/2002 Model ML320 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	01/12/2006 08:46:21	Carol Pentus	4636

Summary Notes

1/12/2005 08:45:52 Carol Pentus 4636

Customer called and claims that she is extremely dissatisfied with the service at Motorworld. Customer claims that she brought vehicle to dir on 12/21-22/2005 for "a wire coming through the leather of the heated seat and would burn your thigh."

Customer claims that dir repaired the seat but did not have the upholstery replacement. Customer claims that the ashtray is also stuck in the vehicle and was advised that a part needed to be replaced for that, as well.

Customer states that "It's always such a hassle to work with this dir that I don't want to go back and forth if they don't have all the parts for what I need done." Customer claims that she spoke with her Service Advisor yesterday who advised that dir has the upholstery now and a cupholder. Customer claims she is dissatisfied that they ordered a cupholder when a part in the ashtray allegedly needs to be replaced.

Writer apologized to customer for her dissatisfaction and advised customer to discuss her concern with the SM, as well. Customer claims that she will do so. Writer advised customer that her concern would be documented.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 829751 Cus Ident 18398575 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Watertown

NY [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Sell Dir 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Last Sell Dir 56119 ROMANO MOTORS LTD. FAYETTEVILLE NY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631571 [REDACTED] World Vin: 4JGAB57E23 [REDACTED]
 Mileage 16768 Prod Date 3/4/2003 Warr Date 7/31/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	01/13/2005 15:59:52	James Blasi	4620
	Part(s) on Backorder	01/13/2005 16:18:33	Michael Reger	6363

Summary Notes

1/13/2005 15:59:43 James Blasi 4620

Customer alleged that driver side heating seat unit burned his pants and put hole in them and seat in October 2004, that dealer advised part on order; that in November, then December 2004 he was advised part still on order. He stated that dealer now advises that MB is looking for new vendor and part is on back order until new vendor is found - maybe not until Spring 2005.

Customer was very disappointed in having to wait this long, not having use of feature also.

Customer also inquired about brake pads being replaced at 11,000 miles, and tires at 18,000 miles - writer explained factors that can affect such wear - also that he would look into part issue with dealer.

Writer spoke to Josh at dealership, he confirmed information on part being on back order - sh advised that he would provide writer with specifics on part number etc and call writer back.

1/13/2005 16:03:46 James Blasi 4620

Dealer called back - parts are starting to come in for other vehicles with similar issue - this customer's part is # 16391032487E39.

Request for parts assistance submitted.

1/13/2005 16:15:27 Michael Reger 6363

request sent to PAC

1/18/2005 10:00:01 William Maher 6260

Update from PAC:

Part is a direct ship from MBUSI. ETA would be week 6 Jan. 31- Feb. 4 Paragon order # 1009028 from 1-13-2005

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 830191 **Cus Ident** 12728432 **Legal N** **Note Type** SERVICE EXPEI
Customer: [REDACTED]
Address: [REDACTED]

Danville CA [REDACTED]

Phone [REDACTED]	Phone Location	Residence
Assign Dir 05641	MERCEDES-BENZ OF PLEASANTON	CA
Sell Dir 05123	CALABASAS MOTORCARS, INC	CALABASAS CA
Last Sell Dir 05123	CALABASAS MOTORCARS, INC	CALABASAS CA
Note to Market Ind:	Amount	0.00

Vehicle Information

DBAG Vin 163175 [REDACTED] **World Vin:** 4JGAB75E3 [REDACTED]
Mileage 17234 **Prod Date** 10/9/2003 **Warr Date** 11/28/2003 **Model** ML500 **2004**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/28/2005 22:36:12	Denise Devenzo	6265
	Overall Satisfaction with Quality	01/28/2005 22:36:12	Denise Devenzo	6265
Survey and Follow Up	SES - Service Experience Survey	01/28/2005 22:36:38	Denise Devenzo	6265

Summary Notes

1/14/2005 14:21:25

From File 050114SEAnswers
Record Sequence Number M4170381
World VIN 4JGAB78E34

CONFIDENTIAL

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF PLEASANTON? Neither Satisfied nor Dissatisfied

HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF PLEASANTON

5d. EXPLAINED CHARGES AND WORK PERFORMED? Good

IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF PLEASANTON:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML500 SERVICED AT MERCEDES-BENZ OF PLEASANTON? Likely

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Very Likely

14b. FROM MERCEDES-BENZ OF PLEASANTON? Very Unlikely

17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML500? Satisfied

18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "Many."

19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE ML500 FOR THE FUTURE?

"Too Much Road Noise; The Engine Simply Dies At Times While Driving."

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

"We Are Becoming More Dissatisfied With This Vehicle As Time Goes On. The Heated Driver's Seat Just Burnt A Hole In The Leather Seat And Ruined A Pair Of Pants Not To Mention Burned My Wife While Driving Potentially Causing An Accident!"

1/25/2005 22:35:26 Denise Deverzo 5265

Spoke to Mrs. Degraele, who stated "I don't really have anything else to add, they have fixed the heated seat. anything her husband would like to discuss further.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 830820 Cus Ident 26209822 Legal Note Type Summary Note

Customer

Address

Allentown

PA

Phone

Phone Location Residence

Assign Dir 67235

KNOPF AUTOMOTIVE

ALLENTOWN

PA

Sell Dir 12101

MERCEDES-BENZ OF WILMING

WILMINGTON

DE

Last Sell Dir 67235

KNOPF AUTOMOTIVE

ALLENTOWN

PA

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541

World Vin: 4JGAB54E2Y

Mileage

41105 Prod Date 3/18/2000 Warr Date 10/19/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Overall Satisfaction with Sales	01/17/2005 16:48:29	Susan Goldamez	7861
	Disatisfied with Starlink Certification	01/17/2005 16:48:29	Susan Goldamez	7861
Vehicle Quality	Overall Satisfaction with Quality	01/17/2005 16:48:44	Susan Goldamez	7861
Warranty	Incomplete Starlink Warr. Info Provided	01/17/2005 16:48:49	Susan Goldamez	7861
Survey and Follow Up	CPOS - Certified Pre-Owned Survey	01/17/2005 16:48:36	Susan Goldamez	7861
Customer Comments / Su	Seat Styling / Comfort / Operation	01/17/2005 16:48:11	Susan Goldamez	7861

Summary Notes

1/17/2005 16:48:46 Susan Goldamez 7861

CPO Survey Summary - not loaded into DL

Satisfied with CPO sales experience at Knopf Automotive.

Satisfied with CPO ML320.

Follow up by phone - issues resolved.

FAVS-"It is a full SUV. I feel very safe driving it."

SUGGESTIONS-"Please check for heated seat defects and correct."

COMMENTS-"Within 1 week of purchase, the driver's side front heated seat had an overheating defect. Knopf is taking good care of this."

Action taken - called (610)-355-0138, writer left 800# message on voice mail.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 831328 Cus Ident 22374954 Legal Note Type Summary Note
 Customer Mr. [REDACTED]
 Address [REDACTED]

Nixa MO [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 45421 ELITE AUTOMOTIVE GROUP SPRINGFIELD MO
 Sell Dir 45421 ELITE AUTOMOTIVE GROUP SPRINGFIELD MO
 Last Sell Dir 45421 ELITE AUTOMOTIVE GROUP SPRINGFIELD MO
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541 [REDACTED] World Vin: 4JGAB54E02 [REDACTED]
 Mileage 46592 Prod Date 11/20/2001 Warr Date 12/14/2001 Model ML320 2002

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	01/19/2005 10:08:50	Cleveland Best	6344
	Lack of Followup	01/19/2005 10:08:50	Cleveland Best	6344
	Part(s) on Backorder	01/19/2005 10:08:50	Cleveland Best	6344

Summary Notes

1/19/2005 10:08:21 Cleveland Best 6344

Mr. Bero called CAC claiming a replacement seat cover and seat heater (passenger seat) have been on back order 4 weeks. Customer claims the dir does not know when they will get stock (claims the heater burned a slight hole in the front passenger seat). Customer requested MB assistance with getting the parts for vehicle.

Writer advised customer we will look into his inquiry. Copy of sum note to M. Reger to research.

1/19/2005 10:16:32 Michael Reger 6363

request sent to the pac

1/19/2005 10:52:02 William Maher 6250

Update from PAC:

Spoke with Larry in the parts department and from his understanding, the part is at the dealership and attempts to reach the customer have been unsuccessful. Dealer stated that messages were left for customer to bring truck in

1/19/2005 16:16:45 Cleveland Best 6344

Writer called service manager, Jason Holland, regarding above inquiry. SM stated the customer was reached today—appt. scheduled for tomorrow for installation.

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

Note ID 891431 **Cus Ident** 5081026 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Trotwood **OH** [REDACTED]
Phone [REDACTED] **Phone Location** **Business**
Assign Dir 62414 **ROSS MOTOR CARS** **CENTERVILLE OH**
Sell Dir 14399 **MBNA JACKSONVILLE REG VE** **JACKSONVILLE FL**

Last Sell Dir**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 163175 [REDACTED] **World Vin:** 4JGAB75E93 [REDACTED]
Mileage 25006 **Prod Date** 3/28/2003 **Warr Date** 4/7/2003 **Model** ML500 **2003**

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) not Available	01/19/2005 13:51:53	James Blasia	4620
Internal	Internal inquiry	01/19/2005 13:51:57	James Blasia	4620

Summary Notes

1/19/2005 13:51:46 James Blasia 4620

Copy of his e-mail:

E-mail: MjWalton2@woh.rr.com

Comments: I AM HAVING TROUBLE GETTING MY SEAT REPAIRED IN MY 2003 ML-500. MY AREA MERCEDES DEALER SERVICE DEPARTMENT MANAGER TELLS ME THAT THEY WAITING FOR A OVERSEAS DELIVERY AND THAT IS WHAT HAS MY REPAIR DELAYED. I THINK THIS IS JUST A STALLING TACTIC BY THE SERVICE DEPARTMENT. THE HEATER IN THE DRIVER SIDE SEAT MALFUNCTIONED AND BURNED A HOLE IN THE SEAT. I DISCOVERED THIS JUST BEFORE IT BURNED A HOLE IN MY PANTS. I TOOK MY VEHICAL TO THE DEALERSHIP IN MY AREA FOR THE REPAIRS BACK IN 11/04 AND I AM STILL WAITING. THIS SEAT MALFUNCTIONING CAN BE A SAFTEY HAZARD FOR SOME IF THEY WERE TO GET BURNED FROM THIS MALFUNCTION. CAN YOU HELP RESOLVE THIS SITUATION.
 THANK-YOU□□ □□ □□

Writer spoke to svc mgr J. Steiner who advised they have part and will be contacting customer.
 Writer contacted customer and so advised him.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 832221 Cus Ident 12907388 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Toronto, Ontario MP368

Phone [REDACTED] **Phone Location Residence**

Assign Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541 [REDACTED] **World Vin: 4JGAB54EX1** [REDACTED]
Mileage 59000 Prod Date 5/24/2001 Warr Date 8/21/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/21/2005 10:19:40	Cleveland Best	6344
	Overall Dissatisfaction with Quality	01/21/2005 10:19:40	Cleveland Best	6344
Service / Repairs	Repeat Repairs on Same Component	01/21/2005 10:19:23	Cleveland Best	6344
Technical Assistance Req	Vehicle Technical Assistance Request	01/21/2005 10:19:27	Cleveland Best	6344

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/21/2005 10:19:15	Cleveland Best	6344

Summary Notes

CONFIDENTIAL

1/21/2005

10:18:03

Cleveland Best

6344

[REDACTED] called executive hotline looking to speak with Paul Heleta-writer advised due to corp. obligations we take calls on his behalf.

Customer claims he is in Toronto, Canada—allegedly 2 days ago the driver's side heated seat burned a hole in the leather allegedly for the 2nd time. Customer demanding that MB buyback vehicle or take him out of this vehicle and put him into another MB because of the service history on vehicle.

Writer apologized for any inconvenience, but advised because his vehicle is in another country and lacking direct involvement in his current alleged concern, we are not in a position to commit with specifics. Writer advised customer while at this time we are unable to take him out of vehicle as requested, we suggest once he gets back to the US to contact his local authorized dir for review of his alleged concern. Customer wanted the address of Mr. Heleta and writer provided.

Writer called SPOM Ault to advise of call. SPOM agreed with position provided to customer being the vehicle is out of the country. SPOM stated the customer should contact his local authorized dir for review of his alleged concern when he gets back to US (and as always, our regional staff stands ready to provide technical assistance requested).

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 832528 Cus Ident 22048838 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Toronto, Ontario M5P366

Phone [REDACTED] Phone Location Residence

Assign Dir 55201 MERCEDES-BENZ OF BUFFALO WILLIAMSVILLE NY

Sell Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA

Last Sell Dir

Note to Market Ind: Amount

- Vehicle Information

DBAG Vin 1631541 [REDACTED]	World Vin: 4JGAB54EX1 [REDACTED]
Mileage 59000	Prod Date 5/24/2001 Warr Date 8/21/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	01/21/2006 16:16:01	Arnold Almaguer	4821

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/21/2006 16:16:57	Arnold Almaguer	4821
Seats	Non-Child Seat Issue	01/21/2006 16:16:54	Arnold Almaguer	4821

Summary Notes

1/21/2006 16:15:36 Arnold Almaguer 4821

Mrs. Samuels called extremely dissatisfied rehashing the same complaint that her husband expressed on sum note 882221.

Mrs. Samuels claims the driver's side seat "sparked" and the leather is burnt. She believes this is due from the heated seat. Mrs. Samuels stated that no injuries occurred to herself when this alleged incident occurred. She demanded that Paul Halsta replace her vehicle or she will seek legal actions against MBUSA. Mrs. Samuels claims this allegedly occurred 9 years ago also. She stated MB of Toronto repaired this alleged issue and it has allegedly occurred again on 1/14/06.

Customer spoke with MB of Toronto and stated that she will visit them on Monday, 1/24/06. She demanded that MBUSA be involved. She claims her Service Manager advised her that they are already communicating with MBUSA.

Witness apologized for any inconvenience she may have experienced and suggested she keep in communication with the Service Manager at MB of Toronto. Call was recorded on Witness.

Witness is consulting with Team Leader about call.

Summary Notes

1/24/2006 11:57:25 Arnold Almaguer 4621

Writer NTMT SPOM of the dealer who sold this vehicle to customer.

CONFIDENTIAL

1/24/2006 11:57:38 Arnold Almaguer 4621

Writer email F. Berenz.

1/24/2006 12:21:46 Arnold Almaguer 4621

Writer also emailed SPOM that covers Buffalo dealer 55201 due to prior involvement with this customer from past sum notes

1/24/2006 12:32:33 Arnold Almaguer 4621

Writer received email from F. Berenz who suggested a referral be generated.

Writer opened referral to Region 1 based on geographical location to Toronto, Canada.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 833140 **Cus Ident** 14859896 **Legal**
Customer [REDACTED]
Address [REDACTED]

Note Type Summary Note

Beckley **WV** [REDACTED]
Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 85201 SMITH COMPANY MOTOR CAR: CHARLESTON WV

Last Sell Dir 85201 SMITH COMPANY MOTOR CAR: CHARLESTON WV

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 163157 [REDACTED] **World Vin:** 4JGAB57E13 [REDACTED]
Mileage 6596 **Prod Date** 12/11/2002 **Warr Date** 2/7/2003 **Model** ML350 2003

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/24/2005 20:43:28	Eric Rice	4672

Summary Notes

1/24/2005 20:43:01 Eric Rice 4672

Customer called on tele-aid and stated he was driving the vehicle and turned the heated seat feature on. He stated he then felt a strong burning smell, and later realized the heated seats had burned right through the seat, his pants, and into his wallet. Customer stated he lives about 50 miles from DLR, and he's unsure if the vehicle is safe to drive. Writer stated we could not guarantee this, and suggested a tow. Customer declined. He stated he would speak to his service advisor tomorrow to get his opinion.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 833717 Cus Ident 10849381 Legal N Note Type SERVICE EXPEI
 Customer [REDACTED]
 Address 1 Precedent Pl.

Manalapan NJ [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ
 Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ
 Last Sell Dir 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ
 Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 163157 [REDACTED] World Vin: 4JGAB57E23 [REDACTED]
 Mileage 25267 Prod Date 5/7/2003 Warr Date 8/12/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	02/01/2006 19:12:47	mary marlen	4834
	Excessive Wait for Vehicle Repair	02/01/2006 19:12:47	mary marlen	4834
Service / Repairs	Lack of Parts	02/01/2006 19:13:48	mary marlen	4834
Survey and Follow Up	SES - Service Experience Survey	02/01/2006 19:13:11	mary marlen	4834

Summary Notes

1/26/2006 14:54:13 Rama Reddy 6373

CONFIDENTIAL

From File: 050124SEAnswers
Record Sequence Number M4617039
World VIN AJGAB57E23

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT BENZEL - BUSCH MOTOR CAR CORPORATION? Very Dissatisfied

HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT BENZEL - BUSCH MOTOR CAR CORPORATION

6d. EXPLAINED CHARGES AND WORK PERFORMED? Good

IF CONTACTED BY A REPRESENTATIVE FROM BENZEL - BUSCH MOTOR CAR CORPORATION:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? No

13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML350 SERVICED AT BENZEL - BUSCH MOTOR CAR CORPORATION? Very Unlikely

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Likely

14b. FROM BENZEL - BUSCH MOTOR CAR CORPORATION? Somewhat Unlikely

17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML350? Satisfied

18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"Safety-but Not After Being Set On Fire."

19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE ML350 FOR THE FUTURE?

"They should have kept the car till it was repaired."

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

"Was Told That Maybe David Michael Should Service Us-maybe I'll Just By My Next Vehicle From Them Too."

COMPLETE ADDRESS CHANGE REQUIRED:

2/1/2006 19:12:05 mary merten 4634

Service Experience Survey- Customer was completely dissatisfied with the dealership and claims that her heater seat burnt a hole in her coat and seat. Customer did add that the dealership reimbursed her for the damage to her seat. Customer was dissatisfied with having to wait 1 month for the part to repair the vehicle.

Action Taken:

Called 732-916-3222. Customer stated that it was not a good time and requested a call back on 2/2/06 during the hours of 9 to 5 at [REDACTED]

Writer returned survey to the queue for a call back.

2/9/2006 14:38:44 Kathy Becchiocchi 4632

3rd attempt

called 212 686 3319 left a message on vm w/800

Summary Notes

CONFIDENTIAL

2/2/2006

18:15:03

Lia Luciano

7649

Customer called back regarding message left. Customer stated that her seat went on fire burnt her jacket and a hole through the seat. Customer stated she was told it would take a week to repair and it took a month, burn material was not covered. Customer stated service department is not very nice. Customer stated that dealer promised to take vehicle back and give customer a "brand new car" then they decided not to. Writer apologized for customer's dissatisfaction and advised her that the dealerships are independently owned and operated. Customer stated "I was literally on fire." Customer stated she has a "good lawsuit" Writer advised customer that her comments were being documented and would be passed on for further review. Writer advised customer that we would not expect this to be her experience with MB and again apologized for customer's dissatisfaction.

Sum note will be passed on to a Team Leader for further handling.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 835667 Cus Ident 14757975 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Englewood Cliffs NJ [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dlr 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Last Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR ENGLEWOOD NJ

Note to Market Ind: Amount

Vehicle Information

OBAG Vin 1631541 [REDACTED] World Vin: 4JGAB54E93 [REDACTED]
 Mileage 20338 Prod Date 9/27/2002 Warr Date 10/31/2002 Model ML320 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	01/28/2005 12:33:13	William Maher	6260

Summary Notes

1/28/2005 12:33:05 William Maher 6260

Customer claims the heated seat element on her vehicle burnt through and has allegedly been on order since the beginning of December. Her husband who was on the phone also, is requesting some sort of refund because he paid for a feature and the months when they would use it, they cannot.

Writer apologized for the inconvenience, and informed the customer that he will research the part and see if we can expedite it for them. Writer informed the customer that he will forward his request for a credit along and see there is anything that can be done as well.

B/O Part Inquiry sent to PAC:

1/28/2005 16:07:34 William Maher 6260

Update from PAC:

The heat element is part of the seat cover and these have been on B/O from vendor for a while. MBUSI says that all B/Os will be filled by WK 5 (next week). Dealer has a request in on this with Special Procurement.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 838144 Cus Ident 14938709 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Franklin Lakes NJ [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Bell Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 163157 [REDACTED] World Vin: 4JGAB57E2 [REDACTED]
 Mileage 20440 Prod Date 11/21/2002 Warr Date 2/28/2003 Model ML350 2003

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fire	Fire	02/03/2006 13:43:12	Julie Hart	8284

Summary Notes

2/3/2006 13:40:36 Julie Hart 8284
 Customer called the CAC via Tele Aid (Incident # 64122189).

Customer alleges after driving the vehicle 300 feet from her home, the vehicle began to smoke. Customer states "the heated seat warmer caught on fire" which allegedly caused her skirt, panty hose, & leg to burn. Customer claims she waited a few minutes for the seat to cool down in which she drove the vehicle back to her home. Customer is requesting the vehicle be towed to the dealership as she is afraid to drive the vehicle any further.

Writer apologized & made arrangements for JJ's Tow to pick the vehicle up & flat bed the vehicle to Prestige.

Writer advised customer technical & regional staff will be made aware of the situation in which she should stay in contact with the SM at her dealer.

2/3/2006 13:50:46 Julie Hart 8284

Writer forwarded to TL Jacquelyn Galletta to generate referral.

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

Note ID 839719 **Cus Ident** 26441323 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Farmington Hills**MI****Phone** [REDACTED]**Phone Location** Business

Assign Dir 39128 **MERCEDES BENZ OF ANN ARB** ANN ARBOR MI
Sell Dir 39128 **MERCEDES BENZ OF ANN ARB** ANN ARBOR MI
Last Sell Dir 39128 **MERCEDES BENZ OF ANN ARB** ANN ARBOR MI

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

DBAG Vin 163157 [REDACTED] **World Vin:** 4JGAB57E8 [REDACTED]
Mileage 14184 **Prod Date** 11/26/2003 **Warr Date** 12/16/2003 **Model** ML350 2004

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Advertisements	TV/adio/print Advertisement Inquiry	03/08/2005 14:02:10	Julia Hart	8284

Summary Notes

2/9/2005 14:00:28 Julia Hart 8284

Mr. Zieger, owner of Zieger Health Care Corp, called regarding executive vehicle that he leases through MB.

Customer alleges he was watching the local news on channel 4 (WDIV) in which he saw a "ticker running across the bottom of the screen". The customer claims the "ticker" was advising owners of MY 2003 ML 320, that there is an issue in which the heated seat warmer causes the seat to overheat & even cause burns.

The customer stated he viewed this information on channel 4 (WDIV).

The phone number for WDIV is 313-222-0500 & the e-mail address is clickondetroit.com.

Writer advised customer per vin, there is no recall pertaining to his vehicle. Writer advised I would research this further & should I find any further information that does pertain to his vehicle, I would call to advise.

2/9/2005 14:08:06 Julia Hart 8284

Writer forwarded to TL Carol Tobias for review.

2/9/2005 14:25:38 Carol Tobias 8249

Forwarded to Frank Beranz, legal and Donna Boland, PR

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 847711 Cus Ident 9284129 Legal N Note Type SERVICE EXPEI

Customer [REDACTED]

Address [REDACTED]

Naperville IL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 22115 MERCEDES-BENZ OF NAPERVI NAPERVILLE IL

Sell Dir 22115 MERCEDES-BENZ OF NAPERVI NAPERVILLE IL

Last Sell Dir 22115 MERCEDES-BENZ OF NAPERVI NAPERVILLE IL

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631571 [REDACTED] World Vin: 4JGAB57E43 [REDACTED]
 Mileage 19483 Prod Date 3/19/2003 Warr Date 6/30/2003 Model ML350 2003

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	03/03/2005 14:40:33	Susan Goldemarz	7881
	Commitments Not Fulfilled As Promised	03/03/2005 14:40:33	Susan Goldemarz	7881
Vehicle Quality	Poor Design of Component(s)	03/03/2005 14:41:05	Susan Goldemarz	7881
	Overall Dissatisfaction with Quality	03/03/2005 14:41:05	Susan Goldemarz	7881
Customer File Maintenance	Telephone Update	03/03/2005 14:39:49	Susan Goldemarz	7881
Survey and Follow Up	SES - Service Experience Survey	03/03/2005 14:40:52	Susan Goldemarz	7881
Customer Comments / Bu	Seat Styling / Comfort / Operation	03/03/2005 14:39:43	Susan Goldemarz	7881

Summary Notes

CONFIDENTIAL

3/29/06 14:21:29

From File 000236866 Sanovers
Receipt Sequence Number M4714624
World VIN 4JGAB57E43 [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT MERCEDES-BENZ OF NAPERVILLE? Dissatisfied

HOW WOULD YOU EVALUATE THE SERVICE ADVISOR (PERSON WHO WROTE UP YOUR SERVICE ORDER) AT MERCEDES-BENZ OF NAPERVILLE

8a. EXPLAINED CHARGES AND WORK PERFORMED? Very Good

IF CONTACTED BY A REPRESENTATIVE FROM MERCEDES-BENZ OF NAPERVILLE:

12b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? AND WERE THEY SUCCESSFULLY RESOLVED? Blank

13. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML350 SERVICED AT MERCEDES-BENZ OF NAPERVILLE? Very Likely

WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

14a. ANOTHER MB VEHICLE? Somewhat Likely

14b. FROM MERCEDES-BENZ OF NAPERVILLE? Somewhat Likely

17. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML350? Very Dissatisfied

18. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE? "One Of Them Was The Seat Warmer."

19. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE ML350 FOR THE FUTURE? "Correct The Issue, The New Seat Warmer Is Worthless, Hardly Heats Up."

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

"My Heated Seat Actually Burnt A Hole In My Seat And Burnt (melted) My Tennis Shirt. Very Dangerous. Lucky I Didn't Have Accident Or Start Fire. Told Many People About This."

COMPLETE ADDRESS CHANGE REQUIRED:

3/29/06 14:39:23 Susan Galdamez 7801

SSS Survey summary - found in DL
Dissatisfied with service experience at MB of Naperville.
Very dissatisfied with ML350.

FAVE- "One Of Them Was The Seat Warmer."

SUGGESTIONS- "Correct The Issue, The New Seat Warmer Is Worthless, Hardly Heats Up."

COMMENTS- "My Heated Seat Actually Burnt A Hole In My Seat And Burnt (melted) My Tennis Shirt. Very Dangerous. Lucky I Didn't Have Accident Or Start Fire. Told Many People About This."

Action taken - call [REDACTED] writer left 800# message on voice mail.

Summary Note Information

CONFIDENTIAL

Mercedes Benz of U.S.A

Note ID 847848 Cus Ident 12458158 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

John

West Orange NJ [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

Bell 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 163154 [REDACTED]	World Vin: 4JGAB54E92 [REDACTED]
Mileage 52980	Prod Date 10/25/2001
Warr Date 1/28/2002	Model ML320 2002

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	02/28/2005 16:12:04	Arnold Almaguer	4621

Summary Notes

2/28/2005 16:11:58 Arnold Almaguer 4621

Mr. Sodewide claims Globe Motors recently repaired the heated front seats and was allegedly going to review a claim to replace his wife's jacket that was allegedly burnt. Customer stated that he hasn't heard any word yet.

Writer advised that his comments are duly noted and shared appropriately. Writer suggested that he review the status with the Service Manager. NTMT to dealer and SPOM.

2/28/2005 16:13:05 Arnold Almaguer 4621

Writer left voicemail with SPOM.

2/28/2005 16:14:53 Arnold Almaguer 4621

see warranty claims history.

3/1/2005 14:15:27 Arnold Almaguer 4621

Writer received voicemail from SPOM suggesting that writer follow up with SM about the status of this customer's request.

Writer called 973-227-3600 ext. 237 and left a voicemail with Chris Burke.

3/1/2005 14:42:53 Arnold Almaguer 4621

Chris Burke returned call explaining that SM processed request yesterday. Customer will be sent \$515 within a business week for reimbursement of the leather coat.