

**PE07-007**  
**HOGAN & HARTSON FOR**  
**DAIMLERCHRYSLER**  
**4/19/2007**  
**ATTACHMENT 1**

**PE07-007**  
**HOGAN&HARTSON FOR**  
**DAIMLERCHRYSLER**  
**4/19/2007**  
**ATTACHMENT 1**  
**PART 1 OF 8,**

Prepared on : April 17 2007

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 935882    **Cus Ident** 17086768    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED] [REDACTED]  
**Address** [REDACTED]

Marietta                      GA [REDACTED]  
**Phone** [REDACTED]    **Home**    **Phone Location**    **Residence**  
**Assign Dir**

**Sell Dir** 22409                      LOEBER MOTORS, INC.                      LINCOLNWOOD IL

**Last Sell Dir**

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

Vehicle Information	
<b>DBAG Vin</b> 1631721A [REDACTED]	<b>World Vin:</b> 4JGAB72E3YA [REDACTED]
<b>Mileage</b> 43365	<b>Prod Date</b> 01/05/2000 <b>Warr Date</b> 01/26/2000 <b>Model</b> ML430 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/04/2005 17:09:45	James Blasie	4620
Vehicle Quality	Frequency of Repairs	10/04/2005 17:09:52	James Blasie	4620

## Summary Notes

10/04/2005 17:09:39 James Blasié 4620

Copy of his e-mail and response sent:  
Thank you for your recent.

We regret to learn of your disappointment with your ML and the circumstances that prompted your correspondence and apologize for any inconvenience you may have experienced. However, lacking any direct involvement in the situations that you describe prevents us from commenting with specifics. As you know, Mercedes-Benz prides itself on the well-deserved reputation our products and services have earned, as well as our on-going efforts to both maintain and further improve that reputation.

[REDACTED], as you are aware, your vehicle's the New Vehicle Limited Warranty of 4 years/50,000 miles (whichever came first) has expired. As such, requests for post warranty assistance may be reviewed on a case-by-case basis by the Service Manager at your local authorized Mercedes-Benz dealership.

We do appreciate the opportunity to respond.

Sincerely,

James Blasié  
Customer Relations Liaison  
Telephone# 1-800-367-6372  
James Blasié/HO/MAIL/MBUSA  
Corres: 279794

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dgriffin@speartek.com

10/03/2005 02:08 PM

To: mailmaster@mbusa.com

cc:

Subject: Warranty Questions (CWAR)

Subject: Warranty Questions (CWAR)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: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Marietta

State: GA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I purchased a 2000 ML430 with 40k miles recently. It had good svc records and appeared perfect. Shortly after that, numerous large service issues came up including the passenger seat sensor, YAW sensor for ESP, and a control unit (part #s 163-910-14-50, 003-542-23-18, and 163-545-58-32, respectively). These repairs were well over \$2,000 making my first MB experience very painful. Is there any relief possible from MB in cases like this where a car with limited use starts to fall apart in many different areas? Thanks

Survey Information:

Day Phone Number: [REDACTED]

Evening Phone Number: [REDACTED]

Preferred number: Work

Preferred time to call: Afternoon

Fax: -

VIN Number: 4JGAB72E3YA [REDACTED]

## Summary Note Information

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

**Note ID** 1388786    **Cus Ident** 16830618    **Legal**    **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

Wheeling                      Wv 260034800

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

**Assign Dir** 67231                      JOHN SISSON MOTORS, INC.                      WASHINGTON    PA

**Sell Dir** 67231                      JOHN SISSON MOTORS, INC.                      WASHINGTON    PA

**Last Sell Dir** 67231                      JOHN SISSON MOTORS, INC.                      WASHINGTON    PA

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]                      **World Vin:** 4JGAB54E31A [REDACTED]  
**Mileage**                      38932    **Prod Date** 01/22/2001    **Warr Date** 10/18/2001    **Model** ML320    2001

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Information Inquir	Vehicle Features Inquiry	09/14/2006 20:53:21	James Blasie	4620

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	09/14/2006 20:53:27	James Blasie	4620

### Summary Notes

09/14/2006    20:53:02                      James Blasie                      4620

Customer sent letter, corres 304588. the vehicle recently repaired for BAS/ESP issue ("failure of the yaw rate and lateral acceleration sensors". He attached a copy of dealer work order which listed those parts.

Customer alleged "significant safety issue with BAS/ESP system" used in the ML, that wife "wants to sell" the vehicle.

Customer stated dealer advised him "MB no longer uses that system on their vehicles, but the replacement parts for (vehicle) were still original type."

He inquired if issue occurred on other ML models, requested information to assure his wife on vehicle's operator and inquired if his SL has same system as her ML.

Writer contacted svc manger Bob Anderson who confirmed the replacement of the noted parts, that vehicle was road tested and returned to customer operating as factory designed.

Writer will respond to customer and suggest he call CAC to reach Technical Coordinators for technical informatio on our vehicles.





## Summary Notes

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05/22/2006 09:11:55 James Dowles 4628

Customer contacted CAC claiming "You need to ridicule the dealer, I called last week, they have not contacted me!"

Writer confirmed previous contact and asked customer if S/M has contacted him to review concerns, customer claimed no.

Writer advised customer to stay in contact with S/M.

Customer claimed "You need to give me to your boss now, you do nothing there."

Writer respectfully declined. Customer claimed "F\*ck you, you can not deny me, give me them now!"

Writer advised customer there is no need for that type of language.

Customer claimed "F\*ck you, this is why your company has gone down hill, Chrysler took over, give me your dan boss now!"

Writer respectfully declined and advised customer concerns have been documented and forwarded to all appropriate parties involved including dealer management team and internal departments.

Customer said "You suck!" Customer terminated call.

05/22/2006 12:36:58 James Dowles 4628

Writer contacted dealer and spoke with shop foreman Rob.

Per Rob:

vehicle brought to dealer for stall complaint  
vehicle checked for codes and "arm's length of codes"  
multiple stored codes (yaw rate was one)  
main code was C1000 ESP  
ESP control unit replaced  
codes reset  
customer was "in a hurry"  
quick test drive done (4-5 mile drive)  
no codes found  
vehicle washed and returned to customer

Shop foreman claimed he would have liked to do a longer test drive, 4-5 mile test drive is not enough, customer requested vehicle back due to "being in a hurry."

Shop foreman from 17315 contacted Justin (shop foreman from 59210)

Customer left dealer, ESP light came on

Vehicle brought to 59210

C1000 code found

ESP control unit replaced

Longer test drive occurred

Yaw rate sensor - stored code

Yaw rate sensor replaced

Customer came to pick up vehicle, vehicle would not start

loaner vehicle provided

Transmission control unit replaced

Per Rob, he will review with S/D Jay Harward.

Not enough time was allowed for extensive road test.

05/22/2006 12:54:36 James Dowles 4628

S/N 1220074





## Summary Notes

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05/25/2006

16:40:57

James Dowles

4628

Customer sent email (corres # 296290):

"E-mail: [REDACTED]"

Comments: [REDACTED] Atlanta Classic Cars and Beck Imports Car came in on Saturday. No appt available till Monday. At three on Mon. we were told it would be \$915 and ready at 4. We came to the dealer and it was \$1195 and ready at 4:30. They left off the tow bill. They "fixed" the BAS/ESP module. Got about 100 miles from Atlanta and the light came on. Called dealership at 5:45 pm. No return call till the next morning. Aldo said that the car probably hasn't reset the light and all would be ok in the morning after the car "reset". Light was on till Tuesday. He said take it to Beck and he would handle it. Took the car to Beck on Tues. They had no loner, nor would they give me a used car to drive. I left with my husband. Beck made sure the part that Atlanta put in was not bad. It wasn't. Beck kept getting the same codes that Atlanta got. They ordered a Yaw Modulator. This part was to come in on Wed. We were passed off to Sherrill cause Barry went on vacation. Called Sherrill on Tues. She said not to call back, she would call when the car was ready. Then I called her late Wed. A different girl, Kelly, said that I should call Blake, he knew what was going on. The part did actually come in, when they said it had not. This is four people I have talked to with no straight answer. Thursday. They replaced the Yaw Modulator. Told me to come get the car. Rode up there with my husband. 30 miles away! They went to bring the car around and it would not crank. Just like what happened on Saturday when I had it towed to Atlanta. They gave me a loner and Stuart and I left. Friday morning. Called David Beck at 10, cause I have not heard anything from them. He returned my call and told me that the Shifter went out. The shifter caused the yaw modulator and the sensor that ACC fixed to go out. Had ACC fixed the shifter, the Yaw and the sensor (what they did fix) would not have gone out. ACC fixed the wrong part. Said they had to order a part and it would not be here today. Now it is Friday, six days later and I have a broken car with only 40,000 miles on it, barely out of the time frame of the warranty and well within the allowed mileage of the warranty. Beck quoted me approx. \$2000 to fix the two new problems. I have had a history at Beck of problems, to include [REDACTED] [REDACTED] Given a loaner with a dead tag that belonged to a different car [REDACTED] [REDACTED] Personal property stolen, which I reported to police... a gun. Called Aldo on Friday at 10:55 about the part sequence that Beck told me about. He said he would call back in 20 minutes. He called back at 3:50. Four hours later. He said that if I had let him keep the car longer, he would have found the real problem. Called Mercedes corporate on them. MB corp took our story and after a half an hour, when we thought we were going to get some help, the MB corp guy said that we would have to talk with the dealerships to resolve the problem. He said he could not do anything and there was no one else that we could talk to. He would not let me talk to his boss. I hung up. It is 10 am on Monday and I have not gotten one call from Beck to update me on my car."

Writer spoke with customer, customer advised concerns have been addressed.

## Summary Note Information

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

**Note ID** 1386281    **Cus Ident** 33754358    **Legal**    **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

Morristown                      TN [REDACTED]

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

**Assign Dir** 74303                      MERCEDES-BENZ OF KNOXVIL    KNOXVILLE                      TN

**Sell Dir** 15320                      BRUMOS MOTOR CARS, INC.    JACKSONVILLE FL

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]                      **World Vin:** 4JGAB54E9YA [REDACTED]  
**Mileage**                      96820    **Prod Date** 10/19/1999    **Warr Date** 11/22/1999    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Dealer Contact to CAC</b>	Updated Vehicle / Customer Record	09/13/2006 12:22:03	John Hart	4669
	Vehicle Issue Cannot Be Duplicated	09/13/2006 12:22:03	John Hart	4669
<b>Customer File Maintenance</b>	Vehicle Relationship Update	09/13/2006 12:22:43	John Hart	4669
<b>Tires and Rims</b>	Wheel Vibration (Balance)	09/13/2006 12:22:26	John Hart	4669

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
<b>Engine and Engine Coolin</b>	Engine and Engine Cooling	09/13/2006 12:22:31	John Hart	4669

## Summary Notes

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09/13/2006

12:53:21

John Hart

4669

The Service Manager Karen Cooper phoned the writer advising customer [REDACTED] visited the dealer alleging his front wheels locked-up. Customer requested the dealer test drive vehicle. Vehicle was at the dealer from July 27-Aug. 16- test driven 120 miles- alleged front wheel lock concerns not duplicated. Customer was upset that dealer did not replenish gas.

Additionally, vehicle was awaiting catalytic converter, customer stated vehicle was too loud and choose not to drive vehicle. An aftermarket trailer hitch was noticed while inspecting vehicle- trailer hitch is hot wired to battery and leads going everywhere.

Customer declined the following work stating he needed vehicle to drive to Florida and had vehicle flat bedded out of dealership at his expense:

ESP- yaw sensor needs replacement

Remote Keys-faulty AAM control unit

Customer returned from Florida alleging his check-engine light is illuminated. Dealer welcomed customer to visit the dealer for inspection.

NTMT to SPOM and Dealer

# Summary Note Information

Mercedes Benz of U.S.A

Note ID 1446553 Cus Ident 12182740 Legal Note Type Summary Note  
 Customer [REDACTED]  
 Address [REDACTED]

Selah WA [REDACTED]

Phone	Phone Location	Residence	
Assign Dir 84611	HAHN MOTOR COMPANY	YAKIMA	WA
Sell Dir 84611	HAHN MOTOR COMPANY	YAKIMA	WA
Last Sell Dir 84611	HAHN MOTOR COMPANY	YAKIMA	WA

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E41A [REDACTED]  
 Mileage 73000 Prod Date 04/09/2001 Warr Date 08/03/2001 Model ML320 2001

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer at Risk	Loyal Customer	10/27/2006 15:59:56	Robyn Letz	6209
Vehicle Quality	High Cost of Repairs	10/27/2006 16:00:09	Robyn Letz	6209
	Frequency of Repairs	10/27/2006 16:00:09	Robyn Letz	6209

### Summary Notes

10/27/2006 15:59:43 Robyn Letz 6209

[REDACTED] called the CAC. Customer claims that the vehicle locked up at 70 MPH. Customer alleges that dealer found rotors were rusted and there were rocks in the calipers. Customer alleges that 1 week went by and issue returned. Customer alleges yaw sensor needs to be replaced and repair is \$600. Customer says based on this experience and having to replace brake pads and rotors "so often " she will never buy another MB vehicle. Customer also claims that several items of value were stolen from her vehicle while it was there for repairs. Customer says dealer took no responsibility. Write apologized and assured her comments would be documented and shared.

## Summary Note Information

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

**Note ID** 562859    **Cus Ident** 20207921    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Old Bridge                      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** 1631721A [REDACTED]                      **World Vin:** 4JGAB72E1YA [REDACTED]  
**Mileage** 32565    **Prod Date** 05/30/2000    **Warr Date** 11/21/2000    **Model** ML430    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	10/22/2002 14:02:18	ERIC ERDENBERGER	

### Summary Notes

10/22/2002    14:15:02                      Eric Erdenberger

SPOM met today with [REDACTED] and his father [REDACTED] regarding their ML430. Owners stated they have had too many problems with their vehicle and would like MBUSA to help them get out of their vehicle. SPOM already discussed this issue at length with owner in April (see closed referral) and stated then that their vehicle ownership is not unusual and therefore does not deserve special consideration. Owner never went back to Ray Catena (Purchase location) as was discussed in April (see notes). Owner stated he no longer wants to deal with Ray Catena. Since the April 2002 visit, owner has driven approx. another 10,000 miles and returned for a faulty yaw control sensor (1st time occurrence), which was repaired. SPOM stated to owners today that MBUSA will no provide any financial assistance because any problems in the past have been properly addressed and repaired under the 4/50 warranty. SPOM advised owners to speak with the Sales manager if they would like to trade out the vehicle

SPOM reviewed VMI along with Roger Pittman







## Summary Notes

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06/06/2005 14:20:05

From File 050606CPSanswers  
Record Sequence Number M4863039  
World VIN 4JGAB54E21A [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH  
MERCEDES-BENZ OF AUSTIN?  
Very Satisfied

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

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? No

IF CONTACTED BY A REPRESENTATIVE FROM  
MERCEDES-BENZ OF AUSTIN :  
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 MERCEDES-BENZ OF AUSTIN? Somewhat Likely

11. WHEN YOUR VEHICLE NEEDS SERVICING, WHAT IS THE LIKELIHOOD THAT  
YOU WILL HAVE YOUR ML320 SERVICED AT  
MERCEDES-BENZ OF AUSTIN? Likely

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

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

16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE  
ML320 FOR THE FUTURE?  
"Power Seat (driver) And Memory As Standard Feature - Right Now Its  
Optional. "

17. PLEASE ENTER ANY QUESTIONS, COMMENTS, COMPLIMENTS OR  
CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:  
"Check And Verify Everything If The Car Is Certify (star Mark) My MI 320  
Bas And Esp Light Came On The Day After We Picked Up The Car. Improve  
Loaner Car Program . None Was Available Just One Day After We Picked The  
Car And Had To Brifng It Back For Service. "

ACCORDING TO OUR RECORDS, YOUR WARRANTY COVERAGE INCLUDES:  
WARRANTY DESCRIPTION NOT FOUND FOR 24C  
18. IS THIS WARRANTY INFORMATION CORRECT? Yes  
"No Text"

COMPLETE ADDRESS CHANGE REQUIRED:

## Summary Notes

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06/07/2005

20:04:59

Jacqueline Iaria

7836

Certified Pre-Owned Survey- The customer is satisfied with the sales experience and the vehicle. The customer was dissatisfied with the explanation of the features and controls. The customer was neither satisfied nor dissatisfied with the dealer explanation of the reconditioning and all quality checks required for CPO.

The customer made the following comments: "Check And Verify Everything If The Car Is Certify (star Mark) My I 320 Bas And Esp Light Came On The Day After We Picked Up The Car. Improve Loaner Car Program . None Was Available Just One Day After We Picked The Car And Had To Bring It Back For Service. "

### Action Taken:

Called [REDACTED] left message inviting the customer to call 800# with any additional questions or concerns.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 700925    **Cus Ident** 10785743    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Cranston                      RI [REDACTED]

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

**Assign Dir**

**Sell Dir** 71109                      INSKIP AUTOCENTER                      WARWICK                      RI

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E1YA [REDACTED]  
**Mileage** 36123    **Prod Date** 02/09/2000    **Warr Date** 05/10/2000    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	02/02/2004 10:34:38	Ellen P. Bie	6301

## Summary Notes

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02/02/2004 10:34:04 Ellen P. Bie 6301

following e-mail received from Ann Sullivan (PR):

Ellen,

██████████ is out of the office and wanted me to contact you regarding a call I will be asking Jim Resnick to handle.

I received a call this morning from Susan Hogan, a CBS consumer reporter, who is doing a TV story on a Mercedes customer, ██████████ of Cranston, Rhode Island. Their 2000 ML 320 has been repaired 7 times for an alignment/shimmy issue. A Mercedes rep saw the car, had the wheels and rims changed and "told them that's how it drives."

Their car has been sitting in the garage for a year. They bought another new car to drive. Their issue with Mercedes is that they want the ML 320 deemed a lemon.

Ellen, please send whatever you have regarding the customer to me. Jim is out of the office today, but I will follow up with him.

Thanks.

Ann Sullivan  
Corporate Communications

and Linda Tognetti's response to Ann:

Hi Ann:

RE: ██████████  
□1631541A ██████████

According to FASTRACC notes entered on 4/16/01: "Plaintiff demands judgment with respect to the purchase of her 2000 ML320. It is alleged that the vehicle exhibits defects including vibration, pulling to the right, BAS/ESP warning light indicating malfunction, and scratches to the paint, and that defendant, Inskip Autocenter, failed to repair the vehicle's defects."

You might want to contact legal regarding this issue.

If you need anything else, please let me know.

Regards,  
Linda

## Summary Notes

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02/02/2004 10:37:17 Ellen P. Bie 6301

additional information from Anthony Zepf/Legal:

Hi all:

This matter has been in litigation in Kent County, Rhode Island Superior Court since March 2001. MBUSA is being defended by the law firm of Higgins, Cavanaugh & Cooney, LLP. The case is scheduled for trial during the week of April 12, 2004. Given the case's litigation status, perhaps media inquiries should be directed to our defense counsel.

I can provide more specifics if needed.

Thanks,

Anthony

On second thought, I don't want our defense counsel getting involved with the press so Jim Resnick and I will meet to discuss the case background so that Jim can respond.

Thanks,

Anthony D. Zepf  
Company Counsel  
Mercedes-Benz USA, LLC

## Summary Notes

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03/24/2004 11:06:42 Ellen P. Bie 6301

following e-mails exchanged between Jim Resnick and Anthony Zepf:

Jim ,

Since this matter is in litigation, all attempts to contact the customer directly must come through our local defense counsel in Rhode Island. I will contact our attorneys and ask that they coordinate with Jim McIntosh regarding whatever repair options we may have at this juncture.

Thanks ,

Anthony

Anthony D. Zepf  
Company Counsel  
Mercedes-Benz USA, LLC

James Resnick

03/24/2004 09:43 AM

To: Anthony Zepf/171/DCAG/DCX@WK-COOP, Colin E Burke/171/DCAG/DCX@WK-COOP, James McIntosh/171/DCAG/DCX@WK-COOP

cc: [REDACTED], Nancy Gandelot/RGN/MAIL/MBUSA@MBUSA, Ellen Bie/HO/MAIL/MBUSA@MBUSA, Peter Patrone/171/DCAG/DCX@WK-COOP, Ron Mueller/171/DCAG/DCX@WK-COOP, Vincent Piarulli/171/DCAG/DCX@WK-COOP

Subject: Imminent negative consumer advocate TV segment - Inskip customer Castagna

Folks:

This issue has come up a third time and I can no longer contain the reporter without action by the service organization.

Customer complaints to a WPRI reporter in Providence that her M-Class has always pulled to the right, vibrated "through the frame" and dealer (Inskip) never fixed properly; ongoing for several years; dealer refuses to fix again maintains nothing is wrong with it. Customer has several evaluations by independent mechanics that car does not drive properly. Reporter surprised that a luxury car manufacturer would treat a customer in this fashion, etc.

In a nutshell:

If the region office can get the car fixed or find the problem, please do - it will prevent a negative consumer advocate TV segment not only about bad service and customer relations, but another M-Class poor quality message at a time of softening M-Class sales.

Customer name:

[REDACTED]  
Cranston , RI

Regards,

James M. Resnick  
Manager, PR / East  
Mercedes-Benz USA  
e-mail: resnickj@mbusa.com  
phone: 201-573-4018

<http://media.mbusa.com>  
<http://media.maybachUSA.com>

Prepared on : April 17 2007

## Summary Note Information

Mercedes Benz of U.S.A

Note ID 446993 Cus Ident 11063267 Legal Note Type Initial Buyer Surv

Customer [REDACTED]

Address [REDACTED]

Traverse City MI [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 39432 BLACK FOREST MOTORS ACME MI

Sell Dir 39432 BLACK FOREST MOTORS ACME MI

Last Sell Dir

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E81A [REDACTED]  
Mileage 1 Prod Date 03/28/2001 Warr Date 05/30/2001 Model ML320 2001

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	09/04/2001 20:10:52	Suzanne Kuhn	6380

### Summary Notes

09/04/2001 13:40:45 Stephanie Bottine

Initial Buyer Survey

Overall satisfaction with Retailer: VS

Overall satisfaction with Vehicle: S

Overall satisfaction with Price: S

Problems/Dissatisfaction: X

Favorite things: the ESP program, ability to contact assistance so readily, Bose system

Least favorite things: Difficulty moving seats for storage in back 1/2 of ca; back trunk or cargo area smaler than I'm used to and flat.

Survey comments: I'd like a complete but concise explanation of 10a., b., c.

Research: X

Action taken/client's comments: Writer called [REDACTED] - seems to be a cell phone? try again some other time- filed in first attempt folder.

Mileage Update:

Survey filed by sum note number.

09/04/2001 20:10:54 Suzanne Kuhn 6380

2nd attempt:

Dialed 231-780-0078 - " cannot be completed as dialed."

Dialed 231-947-0543 - left machine message

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 534448    **Cus Ident** 10623523    **Legal**    **Note Type** Roadside Assista

**Customer** [REDACTED]

**Address** [REDACTED]

Saint Joseph    MI [REDACTED]

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

**Assign Dir**

**Sell Dir** 25425    GURLEY-LEEP MOTOR WERKS    MISHAWAKA    IN

**Last Sell Dir** 25425    GURLEY-LEEP MOTOR WERKS    MISHAWAKA    IN

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E3YA [REDACTED]  
**Mileage** 15510    **Prod Date** 01/10/2000    **Warr Date** 05/09/2000    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	07/09/2002 09:45:40	Stephanie Bottine	

### Summary Notes

07/09/2002    09:45:43    Stephanie Bottine

Roadside Assistance Survey  
 Ticket #1408293

The customer felt that the Roadside assistance was excellent; the technician was very good but the problem is with the vehicle. This is the 2nd time BAS/ESP lights have come on.





## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 450917    **Cus Ident** 12273893    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Greensboro                      NC [REDACTED]

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

**Assign Dir** 09103                      MERCEDES-BENZ OF GREENW GREENWICH    CT

**Sell Dir** 09103                      MERCEDES-BENZ OF GREENW GREENWICH    CT

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]                      **World Vin:** 4JGAB54E9YA [REDACTED]  
**Mileage** 13000    **Prod Date** 04/12/2000    **Warr Date** 05/11/2000    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	09/24/2001 14:23:22	Cynthia Feuss	6289

### Summary Notes

09/24/2001    14:21:41    Cynthia Feuss    6289

Mr. DeSantes alleges it took 3 repairs attempts to resolve ABS/ESP light. Owner alleges he was told this was a common problem. Owner alleges when the car was in for service he asked Vito Maturro if the ESP/ABS was checked, and Vito replied "no." Owner states he asked "don't you think it should be since we and other owners have been having so many problems with it?" Owner alleges Vito replied "If you want me to tell you we made a mistake, fine, we did, and so did Mercedes-Benz with this system." Owner states he felt this response was "inappropriate and offensive." Owner claims he told his sales rep (who he likes very much, no complaint with sales rep). Owner states "you would think someone would have called us back to apologize. I am a DCAG stockholder and it upsets to see that is how your dealers talk to customers...I will never return to this dealer for service. I also got a better trade in value on my M Class from the BMW dealer than from my owner MB Greenwic dealer.. At the rate you guys are going, I will probably buy a BMW."

Owner vents for several minutes. I apologized that he was offended , thanked him for advising us, assured I will document & share his complaint as he has requested. Copy of this sum note to SPOM Zawacki via email.

# Summary Note Information

Mercedes Benz of U.S.A

Note ID 472200 Cus Ident 11799252 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Wilsonville OR [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 66105 MERCEDES-BENZ OF WILSONV WILSONVILLE OR

Last Sell Dir

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E71A [REDACTED]  
Mileage 8001097 Prod Date 03/30/2001 Warr Date 05/10/2001 Model ML320 2001

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	12/15/2001 16:53:24	Cynthia Feuss	6289

### Summary Notes

12/15/2001 16:53:25 Cynthia Feuss 6289  
INCIDENT 60700336 - FROM ATX - I explain ESP to owner.

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1355714    **Cus Ident** 26404513    **Legal N**    **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

Owings Mills    MD [REDACTED]

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

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

**Sell Dir** 55138    MERCEDES-BENZ OF SMITHTO ST. JAMES NY

**Last Sell Dir** 34209    MERCEDES-BENZ OF HUNT VA COCKEYSVILLE MD

**Note to Market Ind:**    **Amount**    0.00

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54EX1A [REDACTED]  
**Mileage** 78000    **Prod Date** 01/05/2001    **Warr Date** 07/12/2001    **Model** ML320 2001

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	08/22/2006 15:00:59	Cynthia Feuss	6289
	Lack of Followup	08/22/2006 15:00:59	Cynthia Feuss	6289
	Alternate Transportation Issues	08/22/2006 15:00:59	Cynthia Feuss	6289

**Product Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/22/2006 15:01:03	Cynthia Feuss	6289

## Summary Notes

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08/22/2006 15:00:44 Cynthia Feuss 6289

Owner claims ongoing issue with BAS/ESP light, claims light has been coming on since Oct. 2005; claims 6 repair attempts. Owner claims dealer recently repaired the sensor again as good will as StarMark Warranty just expired on 7-11-06. Owner claims she dropped vehicle off on a Wednesday night, she called her SA Lisa the next day and Lisa never called her back. Owner claims she called Lisa again, made contact, Lisa told owner she would call her back with update, but never called owner back. Owner claims when she called the next day and asked for Lisa, she was told she went away on vacation. Owner states "Lisa knew that this was my 6th time to the dealer for the same repair, but she still did not follow up with me and did not arrange to have anyone follow up with me. She did not even look into the file to see that I really should not have been expected to pay for this repair since the car has been back 6x for the same thing. I thought MB dealers are supposed to give the best service, not less than average service." Owner alleges locks operating spontaneously, claims dealer told her they could not duplicate but when they brought the car out to her the locks started activating. Owner also expresses frustration re: alt tran claims because she is 20 she can not rent a car and "they will never help me out with a loaner. I still drive a MB. am still customer and they still make money from my service. Why am I treated like they don't appreciate my business."

I apologize to owner for her inconvenience, assure I have documented and will share her concerns with our SPO for internal review with dealer mgmt. Advise she can review with Dealer SM if she wishes to address with them directly. Owner thanks me for listening.

08/24/2006 07:35:46 NETSTAR

Name : Judy Sutton (Service Manager)  
Phone : 410-363-7793 (x-589)

Reviewed with Customer  
Yes (By Phone) (Review Date : 08/23/2006 00:00:00)

# Summary Note Information

Mercedes Benz of U.S.A

Note ID 359905 Cus Ident 14866753 Legal N Note Type Initial Buyer Surv

Customer [REDACTED]

Address [REDACTED]

Heathrow FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Last Sell Dir

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E6YA [REDACTED]  
Mileage 228 Prod Date 02/16/2000 Warr Date 05/10/2000 Model ML320 2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	06/27/2000 09:36:43	Carol Tobias	6243

### Summary Notes

06/27/2000 09:36:45 Carol Ramirez 6243

Corresp #169330 IBS Survey- fair Survey comments: client wrote a letter stating that he was quoted one lease price but the bill came out to a different price. WRiter spoke directly to client who claims that he belives that everything has been taken care of but he is waiting for his statement this month. Client alleges that he is happy with the vehicle and is having no problems.

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 365685    **Cus Ident** 10146115    **Legal** N    **Note Type** INTERNET MES

**Customer** [REDACTED]

**Address** [REDACTED]

San Jose                      CA [REDACTED]

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

**Assign Dir**

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

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

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

**Vehicle Information**

<b>DBAG Vin</b> 1631541A [REDACTED]	<b>World Vin:</b> 4JGAB54E7YA [REDACTED]
<b>Mileage</b> 6800	<b>Prod Date</b> 12/11/1999 <b>Warr Date</b> 12/27/1999 <b>Model</b> ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/01/2000 11:58:37	Carol Tobias	6243

### Summary Notes

08/01/2000    11:58:38    Carol Ramirez    6243

See case 130265 Thank you for your email. We regret to learn of your dissatisfaction with you M-Class. Our records show that you have discussed your issues with our Service and Parts Operations Manager, [REDACTED]. We are aware that at this time your vehicle is working to factory specifications. Should you have any other questions or concerns, please contact us via email or call 1-800-FOR-MERCEdes. The opportunity to review this matter is appreciated. Sincerely, Carol J. Ramirez National Client Assistance Representative >>>  
 <tedvo@cisco.com> 07/21 3:36 PM >>> Date: Fri, 21 Jul 2000 15:26:13 -0400 Comment: Unauthenticated send X-Mailer: JNet Qsmtp Subject: Warranty Questions (CWAR) From: tedvo@cisco.com To: mailmaster@mbusa.com \*\*\* Client Assistance \*\*\* The following person has filled out the Client Assistance Form on www.MBUSA.com. Contact Information: Title: MR First Name: [REDACTED] Last Name: [REDACTED] Slopeview Drive Address [REDACTED] San Jose State: CA Zip: [REDACTED] Email: [REDACTED] Comments: Hi I bought a Lemo ML320! why ? Got this ML320 for less then 7 months, It's late on delivery and in the shop about 3 weeks totally. It's brake automatic on me in the hwy at 70+MPH to almost stop, almost kill me. Automatic brake, stop and ESP light come on and off. It's in the shop right now. I'm very upset and angry. I thought that Mercedes car was high in quality and save, but not for me. I'm so scared to drive this ML320 and not trusting it anymore. Could someone do anything, take it back perhaps. Thanks, Survey Information: Day Phone Number: (408) 527-5068 ext: Evening Phone Number: (408) 223-1814 ext: Preferred number: Preferred time to call: Fax: (408)527-0840 VIN Number: 4JGAB54E7YA [REDACTED] Vehicle Year: 2000 Model You Own : ML320

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 468345    **Cus Ident** 24924956    **Legal**    **Note Type** Summary Note

**Customer Address** [REDACTED]

Little Falls    NJ    [REDACTED]

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

**Assign Dlr**

**Sell Dlr** 51113    MERCEDES-BENZ OF MORRISTOWN    MORRISTOWN    NJ

**Last Sell Dlr** 51118    GLOBE MOTOR CAR CO.    FAIRFIELD    NJ

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E11A [REDACTED]  
**Mileage** 11227    **Prod Date** 11/17/2000    **Warr Date** 01/18/2001    **Model** ML320    2001

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	11/30/2001 13:43:04	Honora Duffy	6307

### Summary Notes

11/30/2001    13:43:04    Honora Duffy    6307

Owner called claiming ABS/ESP lights on again "for 3rd time - I just got car back a week ago from Fairfield"

I told him to call Chris Burke - Service Manager will make appointment and once vehicle arrives if they need technical help, they have means to contact regional market team. I told him if Mr. Burke is not available, he can ask for whoever is handling customers on his behalf.





## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1034068    **Cus Ident** 30683054    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Blue Bell                      PA [REDACTED]  
**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dir** 67107                      R & S IMPORTS                      FORT WASHING PA  
**Sell Dir** 31102                      BOWLING GREEN IMPORTS                      BOWLING GREE KY

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 1631721A [REDACTED]                      **World Vin:** 4JGAB72E91A [REDACTED]  
**Mileage** 41000    **Prod Date** 06/06/2001    **Warr Date** 08/22/2001    **Model** ML430    2001

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	01/09/2006 16:07:47	Honora Duffy	6307

### Summary Notes

01/09/2006    16:07:38                      Honora Duffy                      6307

[REDACTED] called - brake pad light was on & he brought to dealer on Friday - they replaced pads/rotors.

They took vehicle home - no lights on. Next day the BAS/ESP light came on - he claims they couldn't get car out of gear either. They called RAP (no rap call) - put pen in gear shift and got vehicle to drive - they went to dealership and wanted them to fix right away - it was too late.

Now they are being told today that they have to pay for diagnosis and also other items not related to Friday's repairs (sensor , etc.)

I confirmed from his description, both repairs do not relate in any way - so dealer is within their right to charge for diagnosis/repairs needed today.

[REDACTED] not happy - he claims he got upset & complained to manager - "They told me that they can put my car back together & I can get fixed somewhere else!"

I again confirmed dealer is within rights to charge for diagnostics/repairs. If he doesn't agree with them, we can get in middle of dispute.

Customer questioned why vehicle would need such repairs at this mileage; I confirmed that it's possible any vehicle may need repair as age/mileage accrues, but if he's questioning whether repair are needed, he can spea to Service Manager/Director.

Customer stated "I don't like R & S anymore - what other dealers are in my area?" I gave him phone numbers of Devon & Doylestown.

## Summary Notes

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01/09/2006 16:14:18 Honora Duffy 6307

I called dealer - Bud told me that he spoke to both [REDACTED] & tried to explain - they remain bitterly unhappy.

Parts that now need to be replaced now are brake light switch and travel sensor for BAS .

Originally they complained about brake pad warning light coming on - nothing else. On Friday, front brake pads/rotors & rear pads were done.

Last weeks repairs and this weeks don't relate in an way; customer doesn't want to pay for labor - only parts.

Bud advised [REDACTED] that dealer would be happy to put parts back in & give them car back broken at no cost.

Customer told his wife to pay the bill & get car out of there; they would not authorized the recent repairs & removed vehicle from dealer.

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 371330 **Cus Ident** 10069593 **Legal N** **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

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**

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED] **World Vin:** 4JGAB54EXYA [REDACTED]  
**Mileage** 10800 **Prod Date** 10/06/1999 **Warr Date** 10/30/1999 **Model** ML320 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	08/29/2000 09:40:12	Ronald Smith	6315

### Summary Notes

08/29/2000 09:41:20 Ronald Smith 6315

See Corres. No. 172894 Client's letter is a complaint of the many problems she has had with the vehicle. ASR, BAS, ESP lights on, locks going up and down on their own, lug nuts rusting. Vehicle failed while client was in FL and taken the our retailer in Ft. Pierce, FL for keys not working and vehicle would not start. Appointment was scheduled at above retailer 8/23. I called the client today and was advised by [REDACTED] who advised that the vehicle has been repaired and all is well at this time. cc: of the letter

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 424132    **Cus Ident** 10137937    **Legal** N    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Alpharetta                      GA [REDACTED]  
**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dir**  
**Sell Dir** 14316                      MERCEDES-BENZ OF TAMPA                      TAMPA                      FL

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]                      **World Vin:** 4JGAB54E2YA [REDACTED]  
**Mileage** 23155    **Prod Date** 12/03/1999    **Warr Date** 12/13/1999    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	05/19/2001 20:36:27	Ronald Smith	6315

### Summary Notes

05/19/2001    20:36:37                      Ronald Smith                      6315  
 see corresp no 185261 letter faxed to SPOM for review and advise regarding HO's response.

# Summary Note Information

Mercedes Benz of U.S.A

Note ID 425077 Cus Ident 11840828 Legal N Note Type INTERNET MES

Customer [REDACTED]

Address [REDACTED]

Norfolk VA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACH VA

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 1631721A [REDACTED] World Vin: 4JGAB72EXYA [REDACTED]  
Mileage 15115 Prod Date 02/09/2000 Warr Date 02/29/2000 Model ML430 2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/23/2001 18:26:51	Ronald Smith	6315

### Summary Notes

05/23/2001 18:27:20 Ronald Smith 6315

see corresp no 186103 I spoke with the owner today regarding the documents she forwarded to me. Owner advised me that she had spoken to the SPOM and all is well. No further action needed at this time.



# Summary Note Information

Mercedes Benz of U.S.A

Note ID 453539 Cus Ident 13759854 Legal Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Reading PA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 76267

Sell Dir 67267 SUN MOTOR CARS, INC. CAMP HILL PA

Last Sell Dir

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E91A [REDACTED]  
Mileage 11911 Prod Date 01/03/2001 Warr Date 01/23/2001 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	10/09/2001 15:47:21	Ronald Smith	6315

### Summary Notes

10/05/2001 16:39:33 Ronald Smith 6315

See corres no 192818 (invoices attached).....copy is being faxed to SPOM

Owner loves the dlr but is unhappy with the amount of service visits needed to maintain this vehicle. I called to talk to the owner regarding her service needs. Owner states that the vehicle is repaired now but she feels the manufacturer should look into the amount of times the vehicle has been in for service. I advised the owner that the letter is being sent to the spom who has the full authority of executive management to make any decisions deems appropriate. Owner would like some follow-up feed back on the findings.



## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 418705    **Cus Ident** 23894550    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Calabasas                      CA [REDACTED]

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

<b>Assign Dir</b> 05703	AUTO STIEGLER, INC.	ENCINO	CA
<b>Sell Dir</b> 05703	AUTO STIEGLER, INC.	ENCINO	CA
<b>Last Sell Dir</b> 05703	AUTO STIEGLER, INC.	ENCINO	CA

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]                      **World Vin:** 4JGAB54E5YA [REDACTED]

**Mileage** 10337    **Prod Date** 02/22/2000    **Warr Date** 03/13/2000    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	04/24/2001 14:19:20	Thomas Trivento	

### Summary Notes

04/24/2001    14:19:21    Thomas Trivento

See previous case of December 2000. Customer called CAC alleging spoke to SPOM Berberian at dealer on 4/23/01 regarding continual problem with BAS/ESP lights and allegedly was promised call back by Dan. Voicemail left with SPOM asking for customer contact.

### Summary Note Information

Mercedes Benz of U.S.A

Note ID 468059 Cus Ident 6731911 Legal Note Type INTERNET MES

Customer Address [REDACTED]

Huntington Beach CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Sell Dir 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Last Sell Dir

Note to Market Ind: Amount

#### Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E1YA [REDACTED]  
Mileage 29072 Prod Date 04/11/2000 Warr Date 05/27/2000 Model ML430 2000

#### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/29/2001 12:33:08	Thomas Trivento	

#### Summary Notes

11/29/2001 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

11/29/2001 12:34:28 Thomas Trivento

Below are customer internets regarding repair situations.

We leased a 2000 ML 430 in May of 2000 and have had the following challenges:<?xml:namespace prefix = o ns = "urn:schemas-microsoft-com:office:office" />

- 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 Elvira Shafir/CONS/MAIL/MBUSA on 11/28/01 10:12 AM -----

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

□ 11/27/01 07:33 PM

□ □

□ □ To: <gblumenthal@fjmercedes.com>

□ □ cc: <cacinternet@mbusa.com>

□ □ Subject: Follow up from service

CORRESP # 195193

Hi Garth,

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 Tauber 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!

Elvira Shafir  
CAC - Operations  
Mercedes-Benz - USA, LLC  
(201) 505-4623  
(201) 476-6319  
shafire@mbusa.com

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

□ me@paulkramer.com

□ 11/26/01 09:04 PM

□ □

□ □ To: mailmaster@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: me@paulkramer.com

To: mailmaster@mbusa.com

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

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2: =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 sever= al 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=92t close 7)=09Cente= r console finish is bubbling 8)=09Windshield washer bottle broken 9)=09Re= ar brake pads wore out at 18,000 miles (before fronts?) Replaced under warr= anty due to problem with rear calipers. 10)=09Rear passenger seal makes no= ise 11)=09Transmission shifts at strange intervals when starting from a st= op. Fletcher Jones has not been able to assess problem 12)=09Fix trailer h=

### Summary Notes

itch. Light hookup didn't work. 13)04Rear cargo door doesn't latch shut and opened while driving. 14)09Drive side seat melted and burned driver when the heated seat was engaged. 15)09Oil leaks 16)09BAP light comes on once in a while 17)09Brake light sensor comes on once in a while when brakes don't need replacing. These are somewhat little things that are basically annoying. However, each one of this required a trip to the dealer 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 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 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 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.

11/29/2001 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.

11/29/2001 16:55:50 Ed Conner

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.

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 420860    **Cus Ident** 22747282    **Legal**    **Note Type** SERVICE EXPEI

**Customer** [REDACTED]

**Address** [REDACTED]

Timonium                      MD [REDACTED]

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

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

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

**Last Sell Dir**

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

**Vehicle Information**

**DBAG Vin** 1631721A [REDACTED]                      **World Vin:** 4JGAB72E0YA [REDACTED]  
**Mileage** 17410    **Prod Date** 05/23/2000    **Warr Date** 05/27/2000    **Model** ML430    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	05/04/2001 10:58:15	Mary Ellen Smith	6267

### Summary Notes

05/04/2001    10:58:46                      Mary Ellen Smith                      6267

SES  
 Overall satisfaction with Dealer/Personnel: Completely dissatisfied "Window was stuck down had my staff take ca to Mercedes Dealership, staff was very rude to my staff. I also have had my BAS, ESP light on for 4 months. Schedule 3 appt; no help w/rent a cars & my car still isn't fixed."  
 Alternate Transportation: Yes, did receive a car  
 #6)Poor - understood the specific problem, addressed your concerns, fulfilled all commitments made to you  
 Fair - promptness in writing service order, listened to your needs , courtesy in serving you  
 #7)Poor - ease of obtaining an appointment , promptness in handling service repair, completion of all work requested , availability of parts, ability to fix problem on first visit, quality of work performed, cleanliness of vehicle after service.  
 Fair - helpfulness and promptness in greeting you, knowledge or expertise of service personnel.  
 #10)Completely dissatisfied -time it took to pay  
 #11)Stated he would look into the problem. My lights are still on. Its been 4 months. I had to wait 1 1/2 for my window to be fixed.

Survey comments: "I will not ever use your service department. I have paid over \$900.00 for rent a cars and my problem still has not been corrected."  
 Action taken/customer comments:  
 Called #(410)409-4451  
 l/m on v/m to call 800# w/concerns  
 Survey filed by sum note number.

05/07/2001    16:22:11                      Edna Martin                      6275

Spoke with customer...Very dissatisfied with service at R & H motors, and Valley Motors.Has three MB's and cannot believe how poor the service is. Salesman is great, but service is lousy. Mileage: Less than what's currently on file.

## Summary Notes

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09/12/2001

16:08:51

Amy McNally

4636

██████████ called today requesting a copy of her survey be faxed to her at 410-833-5871. Writer confirmed information and fulfilled her request.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 337167    **Cus Ident** 10304308    **Legal** N    **Note Type** INTERNET MES  
**Customer** [REDACTED]  
**Address** [REDACTED]

Chesapeake    VA [REDACTED]

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

**Assign Dlr**

**Sell Dlr** 80218    PHILLIPS AUTOMOTIVE INC.    VIRGINIA BEACH VA

**Last Sell Dlr** 80218    PHILLIPS AUTOMOTIVE INC.    VIRGINIA BEACH VA

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E2YA [REDACTED]  
**Mileage**    0    **Prod Date** 12/22/1999    **Warr Date** 02/05/2000    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	03/07/2000 21:12:17	Jackie Wing	6296



## Summary Notes

03/07/2000 21:12:18 Jackie Wing 6296

Corres # 162954 FORMER CASE # 123656 CLOSED ON 3/7/00 Client sent the following message on Feb 23, and writer will not respond given above closed case. Car has been repaired. Date: Wed, 23 Feb 2000 19:15:58 -0500 Comment: Unauthenticated sender X-Mailer: JNet Qsmtp Subject: Warranty Questions (CWAR) From: rpabst@worldnet.att.net To: mailmaster@mbusa.com \*\*\* Client Assistance \*\*\* The following person has filled out the Client Assistance Form on www.MBUSA.com. Contact Information: Title: MR First Name: [REDACTED] Last Name Pabst Street: [REDACTED] Address 2: City: chesapeake State: VA Zip: [REDACTED] E-mail:

Comments: February 23, 2000 Mercedes-Benz USA Inc. One Mercedes Drive Montvale, NJ 07645-0350 Attn: Client Assistance Center SUBJECT: NOTIFICATION OF NON-CONFORMITY The purpose of this letter is to document in writing the problems I am having with my new 2000 ML 320. While it is not meant to be confrontational, it is my desire to have this matter resolved in an appropriate manner. I purchased the vehicle in question (VIN# 4JGAB54E2YA [REDACTED]) on Saturday, Feb. 5, 2000 new from Phillips Automotive, Inc. of Virginia Beach. Delivery of the vehicle was on time and professional. We fell in love with the truck immediately. That afternoon while driving, the ESP/BAS console light illuminated. The light would go out when the engine was switched off, but would return generally after driving for about 3-5 miles. On Monday, Feb. 7, 2000, I called the dealer and made arrangements to bring it in on Tuesday, Feb. 8, 2000. During this first visit to the service center a faulty lateral acceleration sensor was diagnosed and replaced. I picked the vehicle up that afternoon. It drove fine until the weekend, at which time the ESP/BAS light again began illuminating after 3-5 miles of driving. After coordinating for a return visit to the shop, I dropped it off on Tuesday, Feb. 15, 2000, this time with the light illuminated. Again it was diagnosed as a faulty lateral acceleration sensor, but this time I was told that there was a Service Bulletin covering this problem and a new "known good" part was on order. On Thursday, Feb. 17, 2000, I picked up the vehicle having been told it was repaired. In both instances, personnel at Phillips Automotive were courteous and professional. I have driven the vehicle about 1200 miles, mostly in clear weather. The vehicle has not been off paved roads except for my 200 gravel driveway. Now however, I am sad to report the ESP/BAS light has begun illuminating again. This is the third time in less than three weeks from delivery. While I still enjoy the ML 320 and think it is a fine vehicle, I am having a difficult time with two key questions. First, is it SAFE? I've read the owners manual and as I understand the light and related systems, when it is illuminated the BAS and ESP systems are taken offline, but you have normal braking. Right now I have little to no confidence the systems will work if needed or how they would react. Second, is the question of value. I elected to purchase the ML 320 based on its safety ratings as well as the Mercedes-Benz reputation for value and workmanship. Anyway you look at my experience so far, a reasonable man would conclude this is not what I paid for. My time is valuable and I do not like making weekly trips to get my car fixed. I have contacted the dealer, spoken with the service manager and have been assured it will be fixed. I am taking the vehicle to the dealer tomorrow for more troubleshooting of the problem and hopefully to finally get it fixed. I am not looking to make a big deal of this except to get it fixed. Some form of compensation would be appreciated, but that is secondary and will be moot if the vehicle is not fixed soon. At this point I intend to keep the vehicle and get it fixed. However, by this letter I am serving notice of non-conformity as stipulated in the Owners Manual and as required under Virginia's Lemon Law. I look forward to a quick and permanent resolution to this issue. Thank you, [REDACTED] Chesapeake, VA [REDACTED] cc: [ ] Phillips Automotive, Inc. [ ] Virginia Beach, VA [REDACTED] [ ] Survey Information: Day Phone Number: (757) 287-5045 ext: Evening Phone Number: (757) 421-7455 ext: Preferred number: Work Preferred time to call: Afternoon Fax: - VIN Number: 4JGAB54E2YA [REDACTED] Vehicle Year: 2000 Model You Own : M-Class

## Summary Note Information

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

**Note ID** 352780    **Cus Ident** 12984587    **Legal N**    **Note Type** Initial Buyer Surv  
**Customer** [REDACTED]  
**Address** [REDACTED]

Wilmington                      NC [REDACTED]

**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dir** 34104                      HERB GORDON AUTO GROUP, SILVER SPRING MD  
**Sell Dir** 34104                      HERB GORDON AUTO GROUP, SILVER SPRING MD  
**Last Sell Dir** 34104                      HERB GORDON AUTO GROUP, SILVER SPRING MD  
**Note to Market Ind:**                      **Amount**

**Vehicle Information**

**DBAG Vin** 1631721A [REDACTED]                      **World Vin:** 4JGAB72E3YA [REDACTED]  
**Mileage**                      4000    **Prod Date** 01/24/2000    **Warr Date** 02/04/2000    **Model** ML430    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	05/23/2000 20:32:54	Bianca Lubin	4663

### Summary Notes

05/19/2000    19:19:38                      Heidi Martin                      6294

IBS Survey Overall satisfaction with Retailer: very satisfied Overall satisfaction with Vehicle: satisfied Overall satisfaction with Price: satisfied Q.7Bb - rated finance manager as "fair" with comment "I felt he was trying to get me in & get me out!" Favorite things: "Handling(?) & Visibility" Least favorite things: "Before the first 500 miles - (BAS-ESP Lght) came on & required service. Also volume control should be moved closer to driver." Survey comments:"Like your competitors Lexus & Infinity twhen you pick your vehicle up from service its cleaned inside out. My ML-430 was never touched on the inside & there were cigarette ashes on the console. Further , there was some unknown female leaning against the passenger door while it (was? cut off) parked in the pickup area." Action: Called client at (301) 617-4112 - left message and 800# with woman who answered. Survey Filed in by summary note number.

05/23/2000    20:33:12                      Bianca Lubin                      4663

Client returned call. [REDACTED] stated "I will never buy one again." Client reiterated his comments. He has beer to the service dept. 6 times/ 5 times for the same problems-BAS light. The scroll light has gone out and the brake squealed during a trip to NC. At service center in Wilmington, they could not find a problem. Client is very unsatisfied with the performance of his vehicle but stated that Tom Filger (?) has gone out of his way to fix the vehicle. Writer advised client of #800 for future reference. Updated mileage. Completed



## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 373809    **Cus Ident** 21179107    **Legal**    **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

Dalhart                      TX [REDACTED]

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

**Assign Dir**

**Sell Dir** 30103              SUNFLOWER MOTORS, INC.      TOPEKA              KS

**Last Sell Dir** 30103              SUNFLOWER MOTORS, INC.      TOPEKA              KS

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

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E1YA [REDACTED]  
**Mileage**              21    **Prod Date** 12/16/1999    **Warr Date** 06/08/2000    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	09/07/2000 12:44:38	Frank Obregon	6353

### Summary Notes

09/07/2000    12:44:47              Frank Obregon              6353

CLIENT CALLED STATED BAS/ESP LIGHT CAME ON FEW DAYS AGO. RETAILER INFORMED OKAY TO DRIVE UNTIL SCHEDULED APPOINTMENTS. CLIENT RECENTLY EXPERIENCED SHAKING AND LOST OF CONTROL WHILE MAKING SLOW TURNS. CLIENT FELT LOST OF CONTROL AND IS EXTREMELY APPREHENSIVE IN DRIVING VEHICLE DUE TO SAFETY ISSUES. CONTACTED RETAILER WHO INSTRUCTED TO CALL ROADSIDE TO HAVE VEHICLE TOWED - RAP WILL CONTACT TECH ON CALL AT RETAIL CENTER TO ARRANGE TO HAVE VEHICLE TOWED AND INFORM OF PENDING CLIENT'S CONCERNS. (FAO)



## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 448096    **Cus Ident** 11190928    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Randolph                      NJ [REDACTED]

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

**Assign Dir** 51113                      MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

**Sell Dir** 51113                      MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

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

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

**Vehicle Information**

**DBAG Vin** 1631721A [REDACTED]                      **World Vin:** 4JGAB72E21A [REDACTED]  
**Mileage** 5278    **Prod Date** 03/06/2001    **Warr Date** 03/12/2001    **Model** ML430    2001

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	09/07/2001 16:54:12	Michael Reger	6383

### Summary Notes

09/07/2001    16:49:38                      Michael Reger                      6383

The customer alleged that the vehicle has reoccurring problems that dealer 51113 has not been able to repair after one attempt. The customer was inquiring to find out how many attempts are necessary to have the vehicle running properly.

The customer alleges that currently when the ESP light comes on the vehicle will not shift out of park, unless you use a pen in the shifter. The trip computer changes itself every few days to the wrong date and time. The handle broke off the glove box, and it is not usable.

The customer is very upset with this vehicle, and is looking to get these matters resolved.

The writer called the Service Manager from dealer 51113 (herman) and explained the conversation to him. Herman stated that he never spoke with the customer.

The writer advised the customer to speak to the service manager, who can arrange for regional help if necessary



## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 567143    **Cus Ident** 14395534    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Ferndale                      WA [REDACTED]  
**Phone** [REDACTED]                      **Phone Location** Residence  
**Assign Dir** 05623                      STEAD MOTORS OF WALNUT C WALNUT CREEK CA  
**Sell Dir** 05101                      FLETCHER JONES MOTORCAR NEWPORT BEACH CA

**Last Sell Dir**

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

**Vehicle Information**  
**DBAG Vin** 1631721A [REDACTED]                      **World Vin:** 4JGAB72E61A [REDACTED]  
**Mileage** 31009    **Prod Date** 12/07/2000    **Warr Date** 02/11/2001    **Model** ML430    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	11/05/2002 19:42:25	Michael Reger	6383

### Summary Notes

11/05/2002    19:42:49                      Michael Reger                      6383

The customer called the CAC alleging that he has replaced the rear brakes on his vehicle every 8,000 miles. The customer explained that he recently had the rear brakes measured and at 4,000 miles they are 50% worn.

he writer explained to the customer that brakes are a wearable item, and when used (by pressing on the brakes) or activated by a sensor to brake (ABS ESP sensors) end result would be frequent brake changes in a shorter term of driving.

The writer spoke to svc manager Giovanni, who is going to arrange for the customer to meet with spom Woolsey (after the dealer meeting) to discuss the customer's brake concerns.

The customer was rude to the writer and insisted by law (screaming that his sister has an Acura dealership) that the svc manager needs to produce the wear information in writing if the customer requests.

The svc manager informed the writer that he will get the customer as much information as possible to explain brake wear.

The customer hung up on the writer.



## Summary Notes

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11/05/2002

19:51:19

Miriam Clark

4699

Customer's wife called refusing to give information other than her husband spoke with CA Rep, and she did not get his name. [REDACTED] proceeded to ask for a Supv and writer advised there were none available as it was after regular business hours.

Customer then related her story about the brakes that needed replacement as in previous summary note.

After speaking with Mike, I advised the customer that the SM and Mike Woolsey were really the best people to speak with.... Customer became agitated when I asked her for VIN and stated that she purchased the vehicle used and did not have VIN.

Customer stated that writer was not trying to help her, and writer advised the customer that the best possible assistance would come from the dealer and that she should continue to speak with them. Customer ended the call and hung up.

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 621863    **Cus Ident** 11276693    **Legal**    **Note Type** Summary Note

**Customer** [REDACTED]

**Address** [REDACTED]

Niagara Falls    NY [REDACTED]

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

**Assign Dir**

**Sell Dir** 22105    MERCEDES-BENZ OF NAPERVI    NAPERVILLE    IL

**Last Sell Dir**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E3YA [REDACTED]  
**Mileage** 44900    **Prod Date** 12/11/1999    **Warr Date** 12/23/1999    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fulfillment	Recall Clearance/Emission Letter Request	05/19/2003 09:27:44	Michael Reger	6383

### Summary Notes

05/19/2003    09:27:11    Michael Reger    6383

The customer called to the CAC to find out how he can get a recall clearance letter. The writer supplied the customer with the fax # and information needed.

05/21/2003    11:28:26    John Hoey    4605

[REDACTED] called the CAC to see if we can expedite his recall clearance letter.

Corresp # 219652 assigned to M. Reger on 05/19/03. Writer will forward customer's request to Mike.

Customer has 2 fax #'s: 905-938-9050 , 413-740-0709.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 731791    **Cus Ident** 9530707    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]    **Jr**  
**Address** [REDACTED]

Cape Coral    FL [REDACTED]

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

**Assign Dir** 14118    MERCEDES-BENZ OF FORT MY    FORT MYERS    FL

**Sell Dir** 14340    MERCEDES-BENZ OF NAPLES    NAPLES    FL

**Last Sell Dir**

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E7YA [REDACTED]  
**Mileage** 36698    **Prod Date** 08/28/2000    **Warr Date** 10/19/2000    **Model** ML320    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	05/03/2004 16:09:14	Michael Reger	6383
	Overall Dissatisfaction with Service	05/03/2004 16:09:13	Michael Reger	6383
	Personnel Issues or Complaints	05/03/2004 16:09:14	Michael Reger	6383

## Summary Notes

05/03/2004 16:08:54 Michael Reger 6383

Corr # 238616 Retailer Questions (CDQI) geisereller@earthlink.net

05/01/2004 12:56 AM

□□

□□ To: mailmaster@mbusa.com

□□ cc:

□□ Subject: Retailer Questions (CDQI)

Subject: Retailer Questions (CDQI) From: geisereller@earthlink.net

To: mailmaster@mbusa.com

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

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Cape Coral

State: FL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: COMPLAINT: after having already had to deal with more deficiencies, breakdowns and bad service issues to enumerate with my ML 320, today this reached a new high: about 6 weeks ago I first noticed, that while driving the car, randomly the warning lights for ETS, ABS, BAS and ESP would go on without having road conditions which could have triggered them. After talking to a service advisor over the phone, I was told, that it was completely safe to drive the car even with this happening. about 3 1/2 weeks ago first seldom, but than more often, the warning for "low range" would go on, flicker for a while, and than go of and repeatedly go on again. 3 weeks ago the drivers seat plastic trim would brake the third time, since I have this vehicle, so I finally insisted to get these things fixed and asked for an shop appointment at Mercedes of Ft. Myers to get this done. I also had a damaged windshield (stone kicked up from a car preceding me), and also this should have been fixed at this time moreover , since there was left only about 1200 miles to the next service, this also was scheduled to be performed. I was given a date about 2 weeks from than , and yesterday was the day to bring the car to the dealership for the repairs / service. When I brought the car, I was told, that they didn't have the windshield yet (after two weeks) and that I would have to leave the car there for two days (Thursday 29th and Friday 30th of April) to get everything done. since the car was to be in for the two days, I asked also to have it cleaned inside an out, to which they agreed. Today at around 4 PM I was contacted by the "service consultant" and told, that the c. was ready for pick-up. Since I had an business appointment by 5 PM just about 1 mile from the dealership, I immediately drove to Ft. Myers to bring back the rental car I used in the mean time, and had me transported to th dealership to pick up my car, which supposedly was ready: Surprise, surprise, the car was NOT ready , except of the replacement of the windshield, none of the other things were done, because after two weeks notice / scheduling, they didn't have the replacement parts available to perform the repairs, and neither the regular service, nor the cleaning of the car was done - in fact, the car was handed to me dirtier than it was when I brought it, and I will have to bring it again sometimes next week, and loose more of my time, to get the rest done. After a my negative experiences with the lacking quality of this car, the aggravation, time loss, the miserable service first performed by MB of Naples , and now MB of Ft. Myers, my intentions to get a new car of the Mercedes family have definitely vanished, and I will mention to everybody I know my extremely negative Mercedes Benz experiences. This car was the fifth and definitively last Mercedes in my life. Sincerely, Helmuth A. Geiser, /

VERY DISSATISFIED (EX) CUSTOMER,

Survey Information:

Day Phone Number: - ext: [REDACTED]

Evening Phone Number: [REDACTED]

Preferred number: Home

Preferred time to call: Morning

Fax: -

VIN Number: 4JGAB54E7YA [REDACTED]

Vehicle Year: 2000

Model You Own : M-Class

The writer called the customer and explained that the information will be shared with the dealer, and that the dealer will be incontact with the customer to address the concerns.

05/03/2004 16:11:34 Michael Reger 6383

The writer spoke to the SVC Manager, who will contact the customer upon receiving the NTMT.



## Summary Notes

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09/23/2003 15:49:52 Joseph Burka 6249

Primary Phone: (617) 510 - 8501  
Current Mileage: 12010  
Dealer(s) involved: 36200

Situation: Owner called CAC, very difficult to understand, with a series of stories very difficult to follow. Long-story short owner is dissatisfied with not only dealer but problems with vehicle. Owner claims she has been complaining of a problem with ABS/BAS/ESP warning lights on ML. Owner claims she has brought it to dealer on several occasions without resolve. Owner claims dealer "cannot find problem". Additionally owner claims dealer "trashed vehicle" and put 200 miles on it. Owner randomly jumped from incident to incident in the past speaking negatively about dealer SvM and SPOM R. St. Pierre. Owner also threatened to call NHTSA and BBB. Writer finally interrupted owner and thanked her for bringing this to his attention. Writer advised owner that MBUSA would be in touch with her dealer, so that they may pursue technical assistance to get vehicle repaired. Writer advised that this would be the extent of MBUSA participation.

Writer called SPOM St. Pierre who was at dealer today. SPOM advises customer's issues were reviewed with dealer SvM and GM. SPOM advises that dealer unable to duplicate technical concerns with vehicle. SPOM explains that dealer has road-tested extensively without duplication nor are there any fault codes stored. SPOM confirms MBUSA involvement and will continue to assist dealer.

SPOM also advises that GM called owner to discuss possible trade-out. SPOM advises that upon GM calling customer, customer immediately interrupted GM and gave him a verbal fusilage. GM may call customer back to rediscuss.

Action Taken:

Customer Follow-up Y/N:

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

09/23/2003 16:20:48 John Hoey 4605

Customer called the CAC. Writer also had difficulty understanding what she was mumbling - something about calling the NHTSA.

Customer asked for the name of the person in charge so she could send a letter. Writer provided P. Halata's name, and MBUSA address for correspondence.

09/23/2003 16:31:56 Nicole Shababb 4619

Customer called back on Exec. Hotline requesting to speak with Paul.

Writer advised Paul was currently not available and offered assistance.

Customer reiterating above and speaking unclearly. Customer quickly moving from one issue to the next.

Writer cut in to customer's dialog and advised that issue regarding the alleged "trashing of her vehicle by the dealership." needs to be reviewed with dealership staff directly as they are independently owned and operated business and therefore solely responsible for their daily business practices.

Writer also advised customer that issue regarding vehicle and "repeated safety concerns" can not be duplicated by the dealer, even after an extensive test drive.

Writer advised customer that if the issues she is alleging can not be duplicated by dealer we can not assist with repairs.

Customer mumbled at writer and hung-up.

## Summary Notes

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09/23/2003 17:02:30 Maria Cruz 4604

Customer called the Exec Hotline asking for Paul Halata.

Customer advised that she wanted me to advise Mr. Halata about her dissatisfaction with vehicle and service. Customer was rambling on and would not let me speak. As per above notes I informed customer that she has been given our corporate position on the matter. Customer threatened to go to the media, she advised she contacted Consumer Reports and was told to call CEO and documented our conversations. I advised customer that her concerns had been documented. Customer began to yell and insist that I give Mr. Halata the message. I advised her that everyone she spoke with today was in the position to give her our position on the matter. Customer kept on insisting and finally hung up on me.

09/24/2003 15:42:30 Cleveland Best 6344

██████████ called CAC demanding that Mr. St. Pierre personally inspect vehicle. Customer again claims that the dlr cannot repair vehicle.

Writer asked customer when was the last time she brought the vehicle in for repair; first she stated 2 months ago and then claimed she just picked it up yesterday from dlr and while driving home allegedly more warning lights came on.

Writer advised customer she will need to duplicate her alleged concerns to the dlr, Mr. St. Pierre will not be inspecting the vehicle at this time. Writer advised customer if she is not comfortable with Chambers, then the writer advised of other MB dlrs in her area that she could go to.

Customer kept threatening the media, writer again advised customer she needs to duplicate her alleged concern to the dlr. Customer again continued with the threats--writer softly ended the call.

09/25/2003 10:38:29 Cleveland Best 6344

Copy of e-mail from SPOM..

Hello everyone,

Just a note to update on this lady. It seems the dealer had to call the police to have the lady escorted out of the dealership yesterday. Apparently she was extremely abusive, and yelling and screaming all over the place and at everyone. The dealer was still working on the car at the time. They had just put in a control unit based on stored codes, but had still not been able to duplicate the condition. The customer was so abusive that the dealer stopped working on the car, put it back together, and cleaned the car and gave it back to the owner, and she was advised..... with the help of the police..... that she would no longer be allowed into the dealership. This was at somewhere around 12:30 to 1:00 o'clock. At this point, if she needs servicing, she will need to bring the car to another dealer other than Somerville or Lynnfield.

Regards,

██████████



# Summary Note Information

Mercedes Benz of U.S.A

Note ID 342888 Cus Ident 38820 Legal N Note Type Finish Line Survey

Customer [REDACTED]

Address [REDACTED]

Goshen NY [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dir

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E3YA [REDACTED]  
Mileage 4000 Prod Date 11/30/1999 Warr Date 02/04/2000 Model ML320 2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	Finish Line Survey	04/04/2000 10:08:13	Ruthanne Menary	6381

### Summary Notes

04/04/2000 10:08:26 Ruthanne Menary 6381

1. Was all shipping/transportation wrapping removed from the vehicle? Yes 2. Was there any paint damage to your vehicle? No 3. Was the interior protective plastic removed from door panels, center console, seats and door sill trim plates? Yes 4. Was the vehicle interior cleaned to your satisfaction? Yes 5. Were there any malfunction indicators illuminated on the dashboard at delivery? No 6. Did you experience any problems with the windows and sunroof operation at delivery? No 7. Did you experience any problems with the seat functions at delivery? No 8. Was the radio/CD player (CHECK #5 ON CHECKLIST) offered to be demonstrated at time of delivery? Yes Is the radio/CD player operating properly? Yes 9. Did your retailer representative explain the proper use and function of the remote locking system and alarm system? Yes 10. At delivery, did they offer to explain the use and function of the: - Climate control system, in particular the defrost and defog functions? Yes - Refueling procedures, advice on overfilling and cap closure? yes - Functions that may illuminate the "check engine" lamp? Yes 11. At delivery, did they offer to explain the use and function of the Command / MCS system? N/A - If YES, were its functions and benefits covered, or offered to be covered, in detail? 12. Did your retailer representative make a "TELEAID" acquaintance call with you? N/A 13. Overall, are you satisfied with the delivery process of your new vehicle? Yes 14. Did you have any unanswered questions at the time of delivery? No 15. Now that you're had your \_\_\_\_\_ for awhile, is there anything that that you wish had been explained or demonstrated at the time of delivery that wasn't? No 16. Is there anything else about your delivery experience that you'd like to share with me? Yes 1) Mr Schaumburg stated the vehicle is incredible especially the ESP - while driving in Canada, suddenly experienced "white out" and then in PA a rain storm with slick roads. Client loves the braking system.

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 389753 **Cus Ident** 10884626 **Legal N** **Note Type** Initial Buyer Surv  
**Customer** [REDACTED]  
**Address** [REDACTED]

Portsmouth VA [REDACTED]

**Phone** [REDACTED] **Phone Location** Residence  
**Assign Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA  
**Sell Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA  
**Last Sell Dir** 80210 TYSINGER MOTOR CO., INC. HAMPTON VA

**Note to Market Ind:** Amount

### Vehicle Information

**DBAG Vin** 1631721A [REDACTED] **World Vin:** 4JGAB72EXYA [REDACTED]  
**Mileage** 152 **Prod Date** 06/15/2000 **Warr Date** 10/03/2000 **Model** ML430 2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	11/24/2000 13:11:21	Laurie Shafran	6221

### Summary Notes

11/24/2000 13:11:22 Laurie Shafran 6221

Initial Buyer Survey Overall satisfaction with Retailer: "Very satisfied" Overall satisfaction with Vehicle: "  
 Overall satisfaction with Price: " Problems/Dissatisfaction:Q. 7comments: "We did not talk with any  
 service personnel - Diana talked with them and coordinated getting our vehilce ready for pick up" Q.12 cleanliness  
 of vehicle - "fair" comments "windows in and out dirty, rep tried to clean difficult to see well at night, smeared bad  
 while driving home rom dealer, black smudges" Q.13 On oct 27 rec'd letter dated oct 11 mailed on oct 25  
 welcoming us and congrats. We did receive a care from service dept as they work on a problem with vibration..."  
 Favorite things: "I have a lot of pain in my hips and the ability to adjust both the driver and front pass sts in 8  
 positions is why we bought vehicle. In need an suv as I do a lot of driving.." Least favorite things: "cup holders to  
 shallow, if i sit bottled water in them it flips out as soon as I star driving. Also if a dring is sitting and heat is on ,  
 drink can get warm. Headlights do not light up far enough in front of you" Survey comments: "We made most of  
 our visits to the dealership in the evening including the day we picked it up. Diana was very helpful esp with"  
 Action taken/client comments: L/M client's answering machine 757-686-4650 Survey filed by sumnote #



# Summary Note Information

Mercedes Benz of U.S.A

Note ID 386265 Cus Ident 10852549 Legal N Note Type Initial Buyer Surv

Customer Address [REDACTED]

Coeur D Alene ID [REDACTED]

Phone [REDACTED] Phone Location Residence

### Assign Dlr

Sell Dlr 84612 SUTHERLAND MOTORS, LTD. SPOKANE WA

Last Sell Dlr 84612 SUTHERLAND MOTORS, LTD. SPOKANE WA

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E1YA [REDACTED]  
Mileage 1 Prod Date 08/02/2000 Warr Date 09/11/2000 Model ML320 2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	11/08/2000 12:05:16	Tara Santora	6281

### Summary Notes

11/08/2000 12:05:18 Tara Santora 6281

Overall Satisfaction Rating with Retailer: Very Satisfied With vehicle: Very Satisfied With purchase price: Somewhat dissatisfied Survey Comments: There ws a \$500 additional charge to transport our vehicle from another dealer. We wee not told of this until the final paperwork was in process-not too happy. Lack of time spei with Sales Mgr. Finance Mgr lacked personal touch. Favorite thing about vehicle: ESP and all wheel drive Least favorite thing about vehicle: Closing hatch back. Side mirrors not on memory. Action Taken: Writer spoke with Client who stated that everything is fine with vehicle. Disposition of Survey: Filed.



# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1082439    **Cus Ident** 26200846    **Legal**    **Note Type** Summary Note  
**Customer** [REDACTED]    **Address** [REDACTED]    **III**

Charlotte    NC [REDACTED]

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

### Assign Dlr

**Sell Dlr** 59210    BECK IMPORTS OF THE CAROL CHARLOTTE    NC

**Last Sell Dlr** 59210    BECK IMPORTS OF THE CAROL CHARLOTTE    NC

**Note to Market Ind:**    **Amount**

### Vehicle Information

**DBAG Vin** 1631741A [REDACTED]    **World Vin:** 4JGAB74E1YA [REDACTED]  
**Mileage** 52289    **Prod Date** 06/08/2000    **Warr Date** 09/09/2000    **Model** ML55    2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	Inbound Call - No Survey	02/15/2006 08:44:27	Tara Santora	6281

### Summary Notes

02/15/2006    08:44:19    Tara Santora    6281

Customer called CAC - questioned what ESP and BAS lights are. Writer adv. and adv. customer to contact dealer to check.

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 1212927    **Cus Ident** 16911850    **Legal**    **Note Type** Summary Note

**Customer Address** [REDACTED]

Irving TX [REDACTED]

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

**Assign Dir** 75118    PARK PLACE MOTORCARS MID BEDFORD TX

**Sell Dir** 75534    EWING AUTOHAUS    PLANO TX

**Last Sell Dir** 75534    EWING AUTOHAUS    PLANO TX

**Note to Market Ind:**    **Amount**

**Vehicle Information**

**DBAG Vin** 1631541A [REDACTED]    **World Vin:** 4JGAB54E9YA [REDACTED]  
**Mileage** 51000    **Prod Date** 08/16/2000    **Warr Date** 08/30/2000    **Model** ML320 2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside		05/17/2006 09:35:56	Tara Santora	6281
Dealer Service	Repeat Visit for Same Issue	07/10/2006 14:35:04	Honora Duffy	6307
	Overall Dissatisfaction with Service	07/10/2006 14:35:04	Honora Duffy	6307

### Summary Notes

05/17/2006 09:35:56 Tara Santora 6281

Roadside - Transmission Stuck in Park [See Roadside Ticket ID: 2816722]

07/10/2006 14:34:55 Honora Duffy 6307

Owner has sent 2 page letter .. expressing his unhappiness with repairs needed in May - he goes over circumstances surrounding RAP call & claims that "after fixing everything I started driving car & next day the drive shaft locked again & BAS/ESP light is on dash."

He brought car back after using pen to put vehicle in drive .... customer accusing dealer of not diagnosing proper the first time & replacing wrong part (he spent over \$2,900 the first repair)

I've scanned the letter & have left VM for [REDACTED] to call me... I'm going to send to Service Director for dealer review/feedback.

## Summary Notes

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07/11/2006 08:32:58 Honora Duffy 6307

█████ called me .... customer did not ask for post-warranty consideration @time of repair. Also ... 2nd repair had nothing to do with the first - 2nd repair was battery replacement.

I scanned the letter & sent to █████ - he wants to review before I reply to customer:

████████████████████  
Per our conversation - below is letter we received:

(scanned)

Let me know (after review) if you have any additional feedback - thanks.

Honora

07/25/2006 07:43:21 Honora Duffy 6307

Ken confirmed that there's nothing more to add .... at this point, I'm going to send back letter (because customer does not ask for \$\$ assistance, but simply is expressing his feelings over repairs required) that we apologize , etc





# Summary Note Information

Mercedes Benz of U.S.A

Note ID 1601462 Cus Ident 35526526 Legal Note Type Summary Note

Customer Address [Redacted]

Rolling Meadows IL [Redacted]

Phone [Redacted] Phone Location Business

Assign Dir 22121 MERCEDES-BENZ OF HOFFMAI HOFFMAN EST/ IL

Sell Dir 22409 LOEBER MOTORS, INC. LINCOLNWOOD IL

Last Sell Dir

Note to Market Ind: Amount

### Vehicle Information

DBAG Vin 1631721A [Redacted] World Vin: 4JGAB72E1YA [Redacted]  
Mileage 91290 Prod Date 10/14/1999 Warr Date 01/08/2000 Model ML430 2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	02/12/2007 16:00:03	Theresa Mc Carthy	4601
Service / Repairs	Repeat Repairs on Same Component	02/12/2007 16:00:28	Theresa Mc Carthy	4601
Warranty	Post Warranty Consideration Request	02/12/2007 16:01:07	Theresa Mc Carthy	4601
Dealer Service	Repeat Visit for Same Issue	02/12/2007 16:00:16	Theresa Mc Carthy	4601

### Summary Notes

02/12/2007 15:59:53 Theresa Mc Carthy 4601

Customer contacted CAC and stated he has paid a total of \$6,000 for repairs and issues still exist.

Customer claims he brought vehicle to dealer for ABS ESP Light and Engine Light. He alleges he had to pay diagnostic fees and the fuel pump sensor \$882 and the hydraulic regulator \$2900 were replaced. He stated that now the mass air flow sensor has to be replaced.

[Redacted] stated the alleged screeching noise from the rear wheels was repaired by replacing 2 shock assemblies \$1,400 and alleged noise still exists and now he claims he has to replace brake pads.

Customer states he feel the vehicle's issues are continually misdiagnosed at his expense and that he has been treated unfairly. He claims the general manager offered to put him in a new vehicle at dealer cost and he stated he is not in the position to purchase a new vehicle.

Writer advised customer that his experience would be documented and the service manager would be the best person to speak with.

Writer provided mailing address at customer's request.

## Summary Note Information

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

**Note ID** 412081    **Cus Ident** 12546961    **Legal**    **Note Type** SERVICE EXPEI  
**Customer** [REDACTED]  
**Address** [REDACTED]

Brentwood                      CA [REDACTED]

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

**Assign Dir** 05623                      STEAD MOTORS OF WALNUT C WALNUT CREEK CA  
**Sell Dir** 05623                      STEAD MOTORS OF WALNUT C WALNUT CREEK CA  
**Last Sell Dir** 05623                      STEAD MOTORS OF WALNUT C WALNUT CREEK CA

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

**Vehicle Information**  
**DBAG Vin** 1631721A [REDACTED]                      **World Vin:** 4JGAB72E6YA [REDACTED]  
**Mileage** 23472    **Prod Date** 02/22/2000    **Warr Date** 03/09/2000    **Model** ML430    2000

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	10/17/2002 09:33:54	Suzanne Kuhn	6380

### Summary Notes

03/22/2001    22:31:20                      Suzanne Kuhn                      6380

Did not call customer as per recent owner case  
 ID# 134902  
 Opened: 10/14/00  
 CA Rep: Kathleen Durning  
 Survey forwarded to Erika for review.

03/23/2001    21:16:25                      Kathleen Durning                      4633

rcvd corresp 183003- SES- no further action required.- customer contacted- the previous fuel pump and fuel system problems have been resolved but customer is not happy with the vehicle due to his unpleasant begining. Vehicle has been repaired and operating according to specs. will file survey.

Prepared on : April 17 2007

# Summary Note Information

Mercedes Benz of U.S.A

Note ID 404615 Cus Ident 10413874 Legal Note Type Summary Note

Customer Address [REDACTED]

North Hollywood CA [REDACTED]

Phone [REDACTED] Phone Location Mobile Assign Dir

Sell Dir 05758 CALSTAR MOTORS, INC. GLENDALE CA

Last Sell Dir

Note to Market Ind: Amount

<b>Vehicle Information</b>	
DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54EXYA [REDACTED]
Mileage 12898	Prod Date 02/09/2000 Warr Date 02/28/2000 Model ML320 2000

### General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	02/15/2001 14:12:17	Patrick Hunter	

### Summary Notes

02/15/2001 14:12:18 Patrick Hunter

Client called in and was upset that they have to take it in to the dealer for a BAS ESP issue. Client stated this is the first time this occurred, writer advised client to consult service manager at dewaler and to call writer back if dealer cannot resolve.