

PE07-007
HOGAN&HARTSON FOR
DAIMLERCHRYSLER
4/19/2007
ATTACHMENT 1
PART 2 OF 8,

Summary Note Information

Mercedes Benz of U.S.A

Note ID 449047 **Cus Ident** 11155742 **Legal** **Note Type** Summary Note

Customer [REDACTED]

Address [REDACTED]

Herndon VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E21A [REDACTED]
Mileage 7295 **Prod Date** 10/17/2000 **Warr Date** 01/26/2001 **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	09/13/2001 13:00:01	Patrick Hunter	

Summary Notes

09/13/2001 13:00:11 Patrick Hunter

Customer called in and was upset that the dealer allegedly could not resolve a BAS/ESP issue with his car and wanted the issue resolved. Writer advised customer to call S/M of the dealer for review and advised customer to call writer back if not satisfied.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 356567 **Cus Ident** 10413993 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

West Linn OR [REDACTED]

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

Sell Dir 66105 MERCEDES-BENZ OF WILSON\ WILSONVILLE OR
Last Sell Dir 66105 MERCEDES-BENZ OF WILSON\ WILSONVILLE OR

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E1YA [REDACTED]
Mileage 1 **Prod Date** 01/24/2000 **Warr Date** 02/28/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	06/08/2000 16:15:04	Eileen Mcgowan	4608

Summary Notes

06/08/2000 16:15:28 Eileen Mcgowan 4608

Overall satisfaction with Retailer: completely satisfied Overall satisfaction with Vehicle: completely satisfied Overall satisfaction with Price: satisfied Problems exist: #13B concerns not successfully resolved Favorite things: 1. ride up high on drivers side - I fractured my hip and this is great! 2. curving radious - turns in tight spots. Least favorite things: 1. At moment, lock for all doors (automatic) is not functioning. 2. memory seats - doesn't have 3. no additional lumbar support 4. (can't read) Survey comments: "We had a problem with the locking mechanism. The dealer provided a loaner car, cookies, hot latte & wonderful service -- Brandon, Jim Service Dept. I was treated so well - maked me always want to go there for service and own a Mercedes. (spouse filled out form) #5 "Nice folks the ESP service. I like lattes, cookies, children's play area. #7 "Nice to our children - not high pressure to sell #1 "My sister has purchased 2 Mercedes with VISA/Mastercard to earn mileage on plans. This dealer would NOT accept(can't read) \$10,000. Research: Action:called 503-656-3747 - left msg to pc 800# Clier comments during phone call:

Summary Note Information

Mercedes Benz of U.S.A

Note ID 345180 Cus Ident 22476841 Legal N Note Type Initial Buyer Surv
 Customer Address [Redacted] Jr

Phone Assign Dir [Redacted] Grosse Ile MI [Redacted] Phone Location Residence

Sell Dir 39106 MERCEDES-BENZ OF NOVI NOVI MI

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E5YA [Redacted]
 Mileage 0 Prod Date 10/14/1999 Warr Date 12/29/1999 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	03/02/2002 17:26:35	Susan Aviles	6257

Summary Notes

04/13/2000 13:08:09 Susan Aviles 6257

IBS Comments: "I also objected to my sales rep sending me a copy of this form and instructing me to complete with all excellent ratings!" Favorite Things: "1. Front seat shoulder room 2. Easy entry/exit from front seats 3 ESP Traction". Least Favorite Things: "1. CD Player in Back 2. Power Outlet in Back not convenient. 3. No heat controls for back seats 4. No Kleenex Holder." "I had to purchase vehicle ? two days... The night before h gave he hard sell to sign P.O.....I haven't had this type of sales approach in years....finally, he offers me \$20 off/month to get me sign and tells me I hadn't been give the best least rate...I ?" "We were rushed to get home...not necessarily the staff's problem." "Don't know if I receive a rate commensurate with my credit level....however , my wife liked the ML 320 and I had to get something by the end of the next day." "I asked for Apr...He said MB is not obligated to divulge...?.....?" Called 248 344 4111 - Left message

04/13/2000 17:24:58 John Loughran 4624

Mr. Eschbach called @5:20 PM Would like to speak with Susan Aviles who had called him Copy of SN passed o to Susan

Summary Note Information

Mercedes Benz of U.S.A

Note ID 651717 Cus Ident 11175891 Legal Note Type Summary Note

Customer Address [Redacted]

Newport Beach CA [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir 05101 FLETCHER JONES MOTORCAR NEWPORT BEACH CA

Sell Dir 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Last Sell Dir 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E11A [Redacted]
 Mileage 27700 Prod Date 11/03/2000 Warr Date 11/09/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	08/26/2003 17:01:17	Mike Siracusa	6326
Vehicle Quality	Overall Dissatisfaction with Quality	08/26/2003 17:01:03	Mike Siracusa	6326
	Frequency of Repairs	08/26/2003 17:01:02	Mike Siracusa	6326

Summary Notes

08/26/2003 17:07:46 Mike Siracusa 6326

Client phoned CAC to express his overall dissatisfaction with the quality of his ML320. Client alleges he has experienced numerous issues with vehicle ranging from start/stalls situations, SRS, BAS/ESP light sensors intermittently activating, to power steering pump failure and crankshaft pulley issues. According to client, SRS light has activated numerous times and has required visits to dealer each time, which has been a great inconvenience for him as well as his family. Advised client his concerns will be documented under his file. Client inquired about lemon law; writer advised client that laws vary from state to state and that he should contact the DMV in the state his vehicle is registered in to determine exactly what criteria needs to be met in order to qualify under lemon law.

Primary Phone: (213) 748 - 8951
 Current Mileage: 27700
 Dealer(s) involved: 05101

Situation:

Action Taken:

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 611098 **Cus Ident** 11376323 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

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

Sell Dir 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA
Last Sell Dir 05141 MERCEDES-BENZ OF FRESNO FRESNO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E11A [REDACTED]
Mileage 21842 **Prod Date** 02/21/2001 **Warr Date** 03/20/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tele-Aid	Response Time Complaint	04/09/2003 22:34:53	Joseph Vitale	4613

Summary Notes

04/09/2003 22:34:41 Joseph Vitale 4613

Customer contacted ATX via landline stating that her teleaid system did not work on the way home from work this evening. ATX conferenced the call (customer had her ESP light on) to roadside. After helping the customer with her malfunction light, the writer spoke to her about the teleaid issue. Customer will try her teleaid system again tomorrow in the same locale. If the connection is unsuccessful, she stated that she will contact CA with a complaint.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 633190 Cus Ident 10764062 Legal Note Type Summary Note
Customer Address [REDACTED]

Los Angeles

CA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir 05758

CALSTAR MOTORS, INC.

GLENDALE CA

Sell Dir 05101

FLETCHER JONES MOTORCAR NEWPORT BEA CA

Last Sell Dir

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED]

World Vin: 4JGAB54E9YA [REDACTED]

Mileage 13222 Prod Date 06/01/2000 Warr Date 07/20/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	ML Power Steering Hose Clamp	06/25/2003 18:41:48	James Blasie	4620

Summary Notes

06/25/2003 18:41:34 James Blasie 4620

Customer alleged vehicle high light is on "all the time" (she stated she has been driving with light on for "a time") and the ESP & BAS lights come on intermittently, and a "red engine light" comes on intermitently. She stated she has svc appointment 6/27 for recall work.

Writer advised she contact dealer toady to relate issues and see what is advised.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 693499 **Cus Ident** 4722064 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

San Juan PR [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 70301 GARAGE ISLA VERDE, INC. CAROLINA PR

Sell Dir 70301 GARAGE ISLA VERDE, INC. CAROLINA PR

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXYA [REDACTED]
Mileage 20477 **Prod Date** 12/03/1999 **Warr Date** 01/17/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/08/2004 14:16:08	James Blasie	4620
Dealer Service	Overall Dissatisfaction with Service	01/08/2004 14:16:16	James Blasie	4620

Summary Notes

01/08/2004 14:16:01 James Blasie 4620

Copy of her souse's (Carlos) e-mail:

Comments: The problem is not with the service advisors they are polite and try to do their best, the problem is #1 vehicle and then the quality control of the repair work. The repair history of the vehicle is attached. We own at a house 3 MB, and the ML is a true lemon. Service for Mercedes Benz ML320 2000 Attention to: [redacted] MB Service Advisor Johnny Velez 1505 Liani Reyes 1510 Appointments [redacted] GIV RR #1 Box 29 Carolina, PR 00979 Telephone: [redacted] 787-620-1313 Fax 787-791-4206 Name: [redacted] Crimilda

[redacted] Customer # 503593 [redacted] [redacted] [redacted] San Juan, Puerto Rico Telephone: [redacted] (Ofi) [redacted]

Cellular [redacted] Mercedes Benz 2000 Model: [redacted] ML 320 Chassis: [redacted] 4JGAB54EXYA [redacted]
Color: Brilliant Silver 744 Interior Gray 258 Lic Plate: [redacted] Purchase date: [redacted] Jan 17, 2000 (48/50,000) Jan 16, 2004 + extension of 4 yrs. Dealer: [redacted] Garage Isla Verde, Inc Sales person: [redacted] Carmelo Santiago Mileage: Date: A report of Services and repairs for the above vehicle: Date [redacted] Invoice # [redacted] Problems/Repairs [redacted] Result 29May2000 [redacted] 99800 [redacted] Installation Running Board [redacted] [redacted] Installation done [redacted] [redacted] Installation fender flares [redacted] ? 06Dec2000 [redacted] 105233 [redacted] [redacted] Campaign: 200010007 [redacted] [redacted] Center Rear seat belt anchor [redacted] [redacted] Miles 5147 27Sept2001 [redacted] 114699 [redacted] [redacted] Radio does not work [redacted] [redacted] Corrected radio with lights on [redacted] [redacted] [redacted] Miles 8857 [redacted] [redacted] [redacted] [redacted] 10Dec01 [redacted] 117146 [redacted] [redacted] Flexible service 9894 miles [redacted] [redacted] done \$6.20 charge 15Apr02 [redacted] 121595 [redacted] [redacted] Left Front window glass does [redacted] Power window switch uni [redacted] [redacted] [redacted] not work Miles 11459 [redacted] [redacted] [redacted] replaced 23Dec02 [redacted] 130818 [redacted] [redacted] Power Steering; leak [redacted] [redacted] P steering return hose ? G box to [redacted] [redacted] [redacted] Miles 15867 [redacted] [redacted] [redacted] tank replaced [redacted] [redacted] [redacted] [redacted] P steering pump replaced 29Jul2003 [redacted] 140035 [redacted] [redacted] Campaign 2003040005 [redacted] [redacted] Replacement of clamp for lower [redacted] [redacted] [redacted] Miles 18676 [redacted] [redacted] [redacted] [redacted] power steering hose 30Oct03 [redacted] 144095 [redacted] [redacted] Power Steering leak, PS does [redacted] Rack and Pinion were found 05Nov03 [redacted] [redacted] [redacted] not work Miles 20475 [redacted] [redacted] leaking; R & P replaced, Automobile aligned, defective terminals replaced (tie-rod) 22Dec03 [redacted] 146442 [redacted] [redacted] Flexible maintenance [redacted] [redacted] Done \$62.52 charge 30Dec03 [redacted] [redacted] [redacted] Miles 21582 ETS, BAS/ESP lights on [redacted] [redacted] Stop lamp switch replaced [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] Steering column replaced [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] P S Gear box replaced When checked BAS/ESP lights on, the steering wheel was not aligned. Car returned 30Dec03 [redacted] 146681 [redacted] [redacted] BAS/ESP lights on [redacted] [redacted] [redacted] Checked Steering column [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] [redacted] Repositioned BAS/ESP lights off The drivers? MB black rubber mat misplaced; there is a mis-alignment of the car as well as the steering wheel. Check brakes [redacted] Front brakes pads replaced \$509.00 charge 03Jan04 [redacted] GIV called informed Mr. Pedro Rivera that the black rug was missing 05Jan03 [redacted] [redacted] Contacted [redacted] about the rug, they did not find it, said will replace the rug. [redacted] [redacted] Informed that the alignment of the vehicle was lost with the steering column replacement. Told me to bring the car back, I will bring on 07Jan04 since 06Jan04 are a local holiday. Thanks [redacted], MD [redacted]

Writer left msg with wife for customer to call writer back. [redacted] [redacted] [redacted] [redacted]

01/09/2004 10:57:07 James Blasie 4620

[redacted] called back - he stated poor repair history of vehicle, that dealer staff is "nice, good attitude" but that their "quality control" is poor; that he had to bring vehicle back 3x to address same issues before dealer resolved them.

He stated he spoke to his svc tech and sent fax to owner of dealer about quality control - he stated he has not yet received a response.

Writer did suggest that he speak to svc mgr. who is responsible for staff and svc level of that department.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 720984 **Cus Ident** 22157366 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Santa Barbara CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05107 CUTTER MOTORS SANTA BARBAR CA

Sell Dir 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E3YA [REDACTED]
Mileage 53357 **Prod Date** 03/03/2000 **Warr Date** 07/04/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/02/2004 15:22:02	James Blasié	4620

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Visibility	Visibility	04/02/2004 15:22:05	James Blasié	4620

Summary Notes

04/02/2004 15:21:56 James Blasié 4620

Customer alleged vehicle driver side window does not work properly, wants MB \$ assistance with repair.

Writer suggested she speak to her svc mgr about request - any decision rendered would be supported by MB. She also referred to alleged issues with ESP & ABS lights/system but stated her independent mechanic was working on issue.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 780574 **Cus Ident** 29415631 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Brooklyn Park MN [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN
Sell Dir 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN
Last Sell Dir 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E31A [REDACTED]
Mileage 35409 **Prod Date** 10/09/2000 **Warr Date** 01/08/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Tires and Rims	Tire Wear	08/27/2004 11:55:55	James Blasie	4620

Summary Notes

08/27/2004 11:55:48 James Blasie 4620

Customer inquired about size/rating of replacement tires, - writer so advised.
 Customer alleged that dealer advised him at 12,000 miles that tires were "cupping" and to use them up and then they would replace them. He stated dealer now declines to do so.
 Customer stated that dealer provides poor svc, that he has repair issues (no specifics) - also, that dealer rep advised him vehicle's frame is "7 inches" over tire and may be causing "cupping."
 Customer also inquired about contacting MB lemon law department.

Writer advised customer to contact his state DMV for information on lemon law, to discuss repair and tire issues with svc mgr.

Writer contacted svc mgr Gregg Rupp and shared customer's issue with him; he advised that at 12,000 miles, he did offer to share cost of 4 tires with customer (50-50) and customer got discount on alignment; customer never rendered a decision and now has come to dealer with expectation of that offer (vehicle has over 35,000 miles).

08/27/2004 12:04:10 Robyn Letz 6209

Customer called back claims he was referred here by Attorney general's office of his state.
 Customer asked for Lemon Law Arbitration department.
 Customer alleges BAS/ESP light cannot be repaired, and that vehicle engine missing, dealer unable to duplicate as you can see James spoke with dealer, vehicle is repaired and they requested customer return loaner and pick it up.
 SM says that despite customer being second owner, he did not like appearance of dash and SPOM replaced with ML55 dashboard.
 Writer advised customer we would contact dealer to determine if assistance necessary, dealer says vehicle is operating as designed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1084419 **Cus Ident** 31103040 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

New Egypt NJ [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dir 51126 DAVID MICHAEL MOTOR CAR C FREEHOLD NJ
Sell Dir 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXYA [REDACTED]
Mileage 105079 **Prod Date** 01/06/2000 **Warr Date** 01/31/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	02/16/2006 14:01:51	James Blasie	4620

Summary Notes

02/16/2006 14:01:44 James Blasie 4620

Customer stated she hit deer 4 weeks ago, independent body shop did body repairs, then vehicle taken to dealer for engine issues.

She stated dealer is waiting for part for 3 weeks - no ETA - that she is paying for loaner.

Writer advised her he would submit parts assistance request.

Part # 1635455832 - ESP control unit - no ETA.

02/22/2006 16:43:55 Linda Tognetti 6268

Update from PAC: "Shipped out on Feb. 20th ETA is March 1"

Summary Note Information

Mercedes Benz of U.S.A

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

Customer Address [REDACTED]

Wheeling **WV** [REDACTED]

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 information on our vehicles.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 369439 Cus Ident 24706089 Legal N Note Type Initial Buyer Surv
Customer [Redacted]
Address [Redacted]

Chino Hills CA [Redacted]

Phone [Redacted] Phone Location Residence
Assign Dir 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA
Sell Dir 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E3YA [Redacted]
Mileage 4000 Prod Date 04/12/2000 Warr Date 06/04/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	08/18/2000 18:05:00	Regina Latourette	4610

Summary Notes

08/18/2000 18:05:28 Regina Latourette 4610

Overall satisfaction with Retailer: very satisfied Overall satisfaction with Vehicle: somewhat dissatisfied
Problems/Dissatisfaction: see survey comments Favorite things: ESP Least favorite things: Small size tires, tire are not good quality using general brand. Looks dented all over tire surface maybe the mold is bad or defect.
Survey comments: My new ML320 already been repaired twice. When it is only 200 miles. The noisy high pitch sound came from rear. Fix the fuel filter. Now at 2000 miles the ARS/Airbag light lit up. My car was in service for 3 days - technicians can not solve the problem or part was not there. Why there are too many problems with this ML320. Please call me, I have some questions on this ARS/Airbag. Action: Called and spoke with client who stated the following: *problem with fuel filter and air bags has been corrected *when vehicle is turned on all lights come on for a few seconds and then go off - airbag light stays on a second or two longer then the other lights - but then goes off - suggested client bring this to retailer's attention *concerned with the look of the tires surface - was assured by retailer that it is normal - figures it must be the case since it is the same on all four tires Mileage Update: 4000 Survey completed and filed in drawer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 426568 **Cus Ident** 17808242 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Phone [REDACTED] **Phone Location** Cranston RI [REDACTED] **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:** 4JGAB54E6YA [REDACTED]
Mileage 17456 **Prod Date** 01/04/2000 **Warr Date** 01/26/2000 **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	05/30/2001 20:59:48	Regina Latourette	4610

Summary Notes

05/30/2001 21:08:39 Regina Latourette 4610

[REDACTED] called Survey & Followup Dept and stated the following:

- *very dissatisfied with service dept at Inskip
- *had problem with having to press very hard on the brakes - called service dept early Saturday - spoke with service mgr - Arthur - he advised that the car was safe to drive and they should bring it in Monday
- *after car was service - customer stated that she was "scolded" and told she should never drive a car if there is a brake problem - explained that she had called and was told it could wait
- *had to bring in for service again for ABS, ESP lights coming on - suspects that it was problem with tires not bein balanced after previous service
- *most recently brought in for oil light coming on - asked service dept to clean vehicle - was charged \$65 to have car cleaned - very poor job - coffee stains left on the interior
- *customer alleges that she is treated "like a two year old" and they constantly call her husband regarding service even though she is the primary driver and brings the vehicle in for service
- *customer has spoken with General Manager but does not want to have to do that every time she needs service
- *customer will followup with General Manager regarding the cleaning

Mileage Update 18,000

Summary Note Information

Mercedes Benz of U.S.A

Note ID 399863 **Cus Ident** 11908226 **Legal N** **Note Type** Initial Buyer Surv
Customer Address [REDACTED]

Southlake TX [REDACTED]

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

Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA
Last Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E21A [REDACTED]
Mileage 1 **Prod Date** 11/04/2000 **Warr Date** 11/24/2000 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	06/26/2001 14:16:53	Robert Little	4631

Summary Notes

01/20/2001 12:44:33 Robert Little 4631

Initial Buyer Survey Overall satisfaction with Retailer:very satisfied Overall satisfaction with Vehicle: somewhat dissatisfied Overall satisfaction with Price: satisfied Favorite things:looks, ride, ESP Least favorite things:the controls are not like other MBs I have owned. The panic button placed awkwardly on the key. Accidently setting -- (Some of the words are not copied well). Survey comments:had to wait for 45 minutes due to back up at cleaning Action taken/client's comments: Survey filed by sum note number.

01/20/2001 14:22:55 Robert Little 4631

Dialed 301.765.1893 disconnected Dialed 301.332.9872 and left message

Summary Note Information

Mercedes Benz of U.S.A

Note ID 431929 Cus Ident 14792075 Legal N Note Type Summary Note

Customer Address [REDACTED]

Corona Del Mar CA [REDACTED]

Phone [REDACTED] Phone Location Residence Assign Dir

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

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E51A [REDACTED]
Mileage 501 Prod Date 04/22/2001 Warr Date 05/02/2001 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	06/25/2001 13:21:18	Gregg Mault	6350

Summary Notes

06/25/2001 13:21:20 Gregg Mault 6350

customer called stating she is bringing car back to dealer again for the alarm system and the BAS/ESP light keep coming on. Customer states car is at dealer now. writer told customer to allow dealer to try to fix. If not then write told customer to call writer for SPOM intervention.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 608680 Cus Ident 10154183 Legal Note Type Summary Note
Customer Address [REDACTED]

Tucson AZ [REDACTED]

Phone [REDACTED] Phone Location Mobile
Assign Dir

Sell Dir 47607 DEMAROIS OLDS - GMC CO. MISSOULA MT

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E3YA [REDACTED]
Mileage 46315 Prod Date 11/17/1999 Warr Date 12/30/1999 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	04/01/2003 10:32:58	Gregg Mault	6350

Summary Notes

04/01/2003 10:32:50 Gregg Mault 6350

Customer called stating he has had a problem with the ESP light coming on and off.

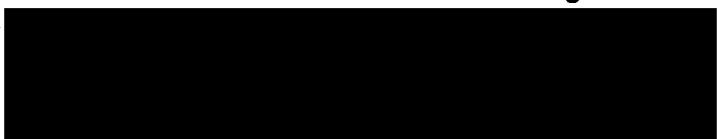
Customer stated he will now be dealing with the third dealer since he has since moved. Writer advised customer to bring vehicle into dealer for inspection and if needed we can offer dealer technical advise/assistance to repair vehile pursuant to LNCW. Customer feels this is a safety feature.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 922215 Cus Ident 5549433 Legal Note Type Summary Note

Customer
Address



Knoxville

TN [Redacted]

Phone

Phone Location

Assign Dir 74303

MERCEDES-BENZ OF KNOXVIL KNOXVILLE TN

Sell Dir 74303

MERCEDES-BENZ OF KNOXVIL KNOXVILLE TN

Last Sell Dir

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin	1631541A [Redacted]	World Vin:	4JGAB54E5YA [Redacted]
Mileage	65000	Prod Date	10/26/1999
		Warr Date	11/10/1999
		Model	ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/29/2005 14:51:14	Gregg Mault	6350

Summary Notes

08/29/2005 14:51:03 Gregg Mault 6350

Customer called stating she just had pads/rotors replaced and then the BAS/ESP light came on. Customer feels that if the BAS is something with the brake system, customer thought this should have been covered due to the previous brake repair. Dealer is telling her it is not related. Customer was hoping for possible post warranty assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1427245 Cus Ident 2401834 Legal Note Type Summary Note

Customer Address [REDACTED]

Tampa FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL

Last Sell Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E11A [REDACTED]
Mileage 63331 Prod Date 02/05/2001 Warr Date 02/23/2001 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	10/13/2006 12:02:23	Gregg Mault	6350

Summary Notes

10/13/2006 12:01:57 Gregg Mault 6350

Customer called in reference to a buzzing noise in he vehicle customer stated the noise stopped but the ASR/ES light came on. Writer advised customer to shut vehicle off and restart. Customer did and light stayed off.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 370826 Cus Ident 10638493 Legal N Note Type INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Olney MD [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Last Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2YA [REDACTED]
Mileage 2100 Prod Date 05/10/2000 Warr Date 05/23/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	08/26/2000 00:52:18	Kathleen Durning	4633

Summary Notes

08/26/2000 00:52:21 Kathleen Durning 4633
CORRESP NO 172555- REFER TO CASE # 130838-SRS LIGHT REMAINING ON

Summary Note Information

Mercedes Benz of U.S.A

Note ID 389523 Cus Ident 14824577 Legal N Note Type Summary Note

Customer [REDACTED]

Address [REDACTED]

Inglewood CA [REDACTED]

Phone [REDACTED]

Phone Location Residence

Assign Dir

Sell Dir 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

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

Mileage 11485 Prod Date 11/12/1999 Warr Date 12/17/1999 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	03/02/2002 02:09:27	Kathleen Durning	4633

Summary Notes

11/22/2000 18:37:58 Kathleen Durning 4633

Client called in asking that we document the most current occurrence with her ML- the BAS/ESP lights are on. Client stated she will bring into retailer but wanted this in the record.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 396136 **Cus Ident** 6401405 **Legal N** **Note Type** Initial Buyer Surv
Customer [REDACTED] **Md**
Address [REDACTED]

West Linn OR [REDACTED]
Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 66604 MERCEDES-BENZ OF PORTLAN PORTLAND OR

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED]	World Vin: 4JGAB72E51A [REDACTED]
Mileage 1	Prod Date 10/02/2000 Warr Date 10/31/2000 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	12/29/2000 01:22:30	Kathleen Durning	4633

Summary Notes

12/29/2000 01:22:33 Kathleen Durning 4633

corresp # 178502 Don, Happy New Year. I received this clients IBS with letter attached. I will have a copy faxe to you for review. Client is questioning if it is MB policy to charge a client for a "checkup" of a perceived malfunction on a vehicle under warranty. Rasmussen MB informed him it is our policy and he feels that this discourages clients from having possible important items such as brakes looked at for malfunction if the client is charged when no malfunction is detected. Please review his survey and let me know how we should respond.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 396969 **Cus Ident** 2918672 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Little Neck NY [REDACTED]
Phone [REDACTED] **Phone Location** Business
Assign Dir

Sell Dir 55109 RALLYE MOTORS LLC ROSLYN NY
Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E2YA [REDACTED]
Mileage 14510 **Prod Date** 12/21/1999 **Warr Date** 01/18/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	01/04/2001 01:43:58	Kathleen Durning	4633

Summary Notes

01/04/2001 01:44:14 Kathleen Durning 4633

rcvd corresp # 179121- client letter states info previously provided over the phone on 12/20/00 and referral to region was opened # 137834- will have copy of letter sent to SPOM-P. Gagliardi for review.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 397215 **Cus Ident** 10139240 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Rockwell NC [REDACTED]

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

Sell Dir 59232 HENDRICK MOTORS HICKORY NC
Last Sell Dir 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E2YA [REDACTED]
Mileage 17105 **Prod Date** 09/19/1999 **Warr Date** 10/16/1999 **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	01/05/2001 01:26:48	Kathleen Durning	4633

Summary Notes

01/05/2001 01:26:50 Kathleen Durning 4633

rcvd corresp 179205- opened referral # 138301- sent client following response. Thank you for your recent query. Upon receipt of your e-mail, we requested that our regional manager get involved on the local level to help resolve the power lock issue for you. Mr. Barry Downing or the retailer service manager should be contacting you shortly to discuss this situation. If you require any further assistance with this matter, please call me at the Client Assistance Center at 1-800-367-6372, extension 4633.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 397649 Cus Ident 22415047 Legal N Note Type INTERNET MES
Customer [REDACTED]
Address [REDACTED]

New York NY [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E1YA [REDACTED]
Mileage 6545 Prod Date 03/02/2000 Warr Date 03/16/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/08/2001 21:54:40	Kathleen Durning	4633

Summary Notes

01/08/2001 21:54:54 Kathleen Durning 4633

rcvd e-mail Corresp # 178966- called client to confirm the retailer which was servicing the vehicle. Client stated that the shift mechanism needed to be taken in twice before it was correctly fixed. Client requested a conversatic with the MB regional manager regarding this vehicle and its service history so far. opened referral to SPOM

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 398447 Cus Ident 16989225 Legal N Note Type INTERNET MES
 Customer [REDACTED]
 Address [REDACTED]

Monroe

GA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E9YA [REDACTED]
 Mileage 11909 Prod Date 06/24/2000 Warr Date 08/05/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/11/2001 19:33:16	Kathleen Durning	4633

Summary Notes

01/11/2001 19:33:19 Kathleen Durning 4633

corresp # 179076- Thank you for your query. We regret to learn of your dissatisfaction with the navigational system on your 2000 M-Class. We appreciate you taking the time to express your opinions, which help to strengthen our product. The input we receive from our clients is vital to our efforts, and your comments will be shared with the appropriate individuals within our corporation. Best wishes for safe and pleasant driving.

Summary Notes

09/06/2001 08:02:38 Andrew Dunleavy 6320

Dear [REDACTED] We share your disappointment and concern over the need for repairs and adjustments to your 2000 ML320 so early in its service life. Please accept our apologies for any inconvenience this may have caused you and your family. Every effort is made by Mercedes-Benz to prevent malfunctions; however, there is always the potential for a failure to occur. It is for this reason that we provide our (4 yr./50,000 mile) Limited New Car Warranty. Nevertheless, your comments have been noted and will be shared with the appropriate departments within our organization. Speculation on repairs via correspondence would be virtually impossible. We suggest you contact the service manager/service director at your respective dealership. Again, we regret any inconveniences you experienced and trust the efforts of your dealer and the future performance of your vehicle will restore your faith in our product. We appreciate the opportunity to correspond. □ Elvira Shafir □ 09/04/01 12:25 PM □ □ □ □ To: Drew Dunleavy/HO/MAIL/MBUSA@MBUSA □ □ cc: □ □ Subject: Other Comments & Questions (OCAQ) 191430 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 09/04/01 12:25 PM -----

□ <JJunkins@Hotmail.com> □ 08/31/01 04:44 PM □ □ □ □ To: <mailmaster@mbusa.com> □ □ cc: □ □ Subject: Other Comments & Questions (OCAQ) Date: Fri, 31 Aug 2001 16:16:48 -0400 Comment: Unauthenticated sender X-Mailer: JNet Qsmtp Subject: Other Comments & Questions (OCAQ) From: JJunkins@Hotmail.com To mailmaster@mbusa.com *** Other Requests & Comments *** The following person has filled out the Other Requests & Comments Form on www.MBUSA.com. Contact Information Title: MR First Name: [REDACTED] Initial: L Last Name: [REDACTED] Suffix: Street: [REDACTED] Court Address 2: City: Loganville State: GA Zip: [REDACTED] E-mail: [REDACTED] Comments I have a question about "LEMONS". I'm having bad problems with my ML 320 transmission. My dealer says that they can't find the problem. I've had 2 service advisors ride with me on 4 different occasions. They say they feel the roughness when they ride with me but later on, they tell me it ok. I know its not and I want it fixed. I enjoy the car but I'm very displeasd with the transmission. Please help me. The dealer is Atlanta Classic Cars in Decatur, GA. If no one can help me, I plan to trade it in on a BMW X5.

[REDACTED] Survey Information MB Vehicle you are most interested in: M-Class When do you plan to purchase or lease your next car? 7-12 months I would like a test drive: No I would like to be contacted by a salesperson: Yes Day Phone Number: [REDACTED] Evening Phone Number: [REDACTED] ext: Preferred number: Home Preferred time to call: Afternoon Mercedes-Benz Ownership Have you ever leased or owned a Mercedes-Benz? Yes Vehicle Year: 2000 Model last leased or owned: M-Class Do you currently own a Mercedes-Benz? Yes Vehicle Year: 2000 Model You Own: M-Class

09/27/2001 18:52:53 Andrew Dunleavy 6320

We have received your correspondence and have asked our regional manager, [REDACTED] to contact you. You spoke earlier today with Ms. Feuss, who has requested our representative handle your concerns on a local level We appreciate the opportunity to correspond. □ Michele Hackett □ 09/27/01 01:51 PM □ □ □ □ To: Drew Dunleavy/HO/MAIL/MBUSA@MBUSA □ □ cc: □ □ Subject: Owner Feedback MBUSI (OUSI) 192644 Michele Hackett MBUSA Consumer Promotions 201-476-6277 ----- Forwarded by Michele Hackett/HO/MAIL/MBUSA on 09/27/2001 01:51 PM ----- □ [REDACTED] □ 09/25/2001 02:01 PM □ □ □ □ To: "mailmaster@mbusa.com" <mailmaster@mbusa.com>, "webteam@bamabenz.com" <webteam@bamabenz.com>, "marie.pullen@mbusi.daimlerchrysler.com" <marie.pullen@mbusi.daimlerchrysler.com> □ □ cc: □ □ Subject: Owner Feedback MBUSI (OUSI) You have received owner feedback from http://www.mbusi.com REMOTE ADDR...12.92.211.215 HTTP

BROWSER..Mozilla/4.0 (compatible; MSIE 5.5; Windows 98; Win 9x 4.90; AT&T CSM6.0) ----- First Name: [REDACTED] Last Name: [REDACTED] Street: [REDACTED] Court State: [REDACTED] GA ZIP: [REDACTED] Country: [REDACTED] USA Email: [REDACTED] (H): [REDACTED] Phone(W): [REDACTED] FAX: [REDACTED]

MB Vehicle1: [REDACTED] MB Vehicle2: [REDACTED] COMMENTS: [REDACTED] VIN#: 4JGAB54E9YA [REDACTED] I have had some problems with my ML320 that have not been able to be fixed. Also, I have noticed that the problems are consistent with all the ML's. My transmission has a knock in the rear end when driving slow. The gas pedal isn't smooth while pressing. The drivers side window also has a knock in it, noticeably when the window is taken down. My M-Class has been at the service department about 6 times for each one of these problems. Other than that, I love it. I don't think I'll ever own anything else other than a Mercedes unless my company gives me a BMV Here are a few things that could be better and more characteristic of a Mercedes. The seats on the ML are a little stiff and need more bolster support. The volume/power button for the radio is not driver friendly at all. How come Mercedes can't but the button on the steering wheel. I was really disappointed with that. The navigation works excellent except for the fact that unpopular or country counties are not included. Most of the roads in Alabama aren't even on the navigation with stinks for Mercedes because the vehicle is made in the state. Six disc change could be in the dash. If Ford can do it, I know M-B can. Sunroof is noisy when opened. Color keyed door handles with chrome trim would be nice, since all other M-B's have it. The rear window should be able to open without the gate. Standard Xenon's.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 398499 Cus Ident 10212960 Legal N Note Type INTERNET MES

Customer [REDACTED]
Address [REDACTED]

Redmond WA [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

Sell Dir 84602 PHIL SMART, INC. SEATTLE WA
Last Sell Dir 84602 PHIL SMART, INC. SEATTLE WA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E5YA [REDACTED]
Mileage 4840 Prod Date 12/11/1999 Warr Date 01/26/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/12/2001 01:22:28	Kathleen Durning	4633

Summary Notes

01/12/2001 01:22:30 Kathleen Durning 4633

corresp 179382- referral138580 Thank you for your query. We regret to learn of the difficulties you have experienced with your M-Class and we have asked our Service and Parts Operations Manager, Don Zinda, to review your concerns on a local level. He will be contacting you shortly, if not already. Thank you for the opportunity to correspond. Kathleen Durning National Client Assistance Representative

Summary Note Information

Mercedes Benz of U.S.A

Note ID 400626 Cus Ident 7824969 Legal N Note Type Summary Note

Customer Address [REDACTED]

Pensacola FL [REDACTED]

Phone [REDACTED] Phone Location Residence Assign Dir

Sell Dir 14342 CENTENNIAL IMPORTS INC. PENSACOLA FL

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E3YA [REDACTED]
Mileage 5600 Prod Date 06/28/2000 Warr Date 08/23/2000 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	01/25/2001 01:48:02	Kathleen Durning	4633

Summary Notes

01/25/2001 01:48:10 Kathleen Durning 4633

rcvd corres # 180070 regarding clients complaint with brake pad indicator light- referral opened # 138579- requested mailgram be sent to client acknowledging receipt of letter.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 400888 **Cus Ident** 10145926 **Legal N** **Note Type** Summary Note
Customer Address [REDACTED]

Phone Bellevue WA [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information	
DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E5YA [REDACTED]
Mileage 14206	Prod Date 10/28/1999 Warr Date 12/22/1999 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	01/26/2001 00:37:54	Kathleen Durning	4633

Summary Notes

01/26/2001 00:42:55 Kathleen Durning 4633

rcvd corresp # 179906- letter addressed to John Ramstetter General Manager of Barrier Motors client writes the his vehicle has not exceeded his expectations- the vehicle has been plagued by the following problems: rubbing/squeaking noise from rear leater seats oily film on front windshield which they can not get to wipe off , soundproofing falling off of roofing frame and onto headliner causing bulges, black mastic constanly pulled across sunroof, to repair insulation was cut back which now increased the road noise, gas gauge not operating correctly during heavy rain water collected in the front overhead interior lights, Bose sound volume erratic, power mirror button loose, anti-theft alarm system would go off without being engaged, vehicle experienced a gas leak. CLien stated that vehicle does not meet expectations and he does not feel safe driving this vehicle. Client is requesting some reasonable proposals such as purchasing the vehicle back, or at minimum exchanging this vehicle for a more suitable one. will send copy to SPOM- D. Zinda to review.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 401743 **Cus Ident** 10980025 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Newark CA [REDACTED]

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

Sell Dir 05765 AUTOBAHN MOTORS BELMONT CA
Last Sell Dir 05765 AUTOBAHN MOTORS BELMONT CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E81A [REDACTED]
Mileage **1 Prod Date** 10/18/2000 **Warr Date** 11/26/2000 **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	01/30/2001 22:36:19	Kathleen Durning	4633

Summary Notes

01/30/2001 22:36:57 Kathleen Durning 4633

rcvd corresp # 180329- called client to discuss concern regarding Autobahn Motors being listed on the AAA Vehicle Purchasing Service and a client will receive membership only pricing. Client feels this is false advertising Left message at client's home asking him to call me at 800# ext 4633 to discuss.

01/31/2001 23:24:03 Kathleen Durning 4633

spoke to Mr. Manila regarding his survey he stated that he sent the same AAA copies and made the same comments on the survey he received from the dealer. Client does not feel that Autobahn is providing any discount to AAA members and is practicing false advertisement in order to get potential buyers into their dealership. Will pass the information to the MM- Mr. Manila thanked me for following up on his concerns.

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

Note ID 402060 Cus Ident 4752826 Legal N Note Type INTERNET MES
 Customer [REDACTED]
 Address [REDACTED]

Granada Hills CA [REDACTED]

Phone [REDACTED] Phone Location Residence
 Assign Dir

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 1631741A [REDACTED] World Vin: 4JGAB74E5YA [REDACTED]
 Mileage 7470 Prod Date 03/08/2000 Warr Date 03/25/2000 Model ML55 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/31/2001 22:45:08	Kathleen Durning	4633

Summary Notes

01/31/2001 22:45:10 Kathleen Durning 4633

rcvd corresp # 180560- will pass along to MM- D. Sorenson 180560 ---- Forwarded by Michele Hackett/HO/MAIL/MBUSA on 01/31/2001 01:45 PM ---- <rtabaka@pacbell.net> 01/30/2001 11:58 AM
 To: <mailmaster@mbusa.com> cc: Subject: Other Comments & Questions (OCAQ) Date: Tue, 30 Jan 2001 11:30:57 -0500 Comment: Unauthenticated sender X-Mailer: JNet Qsmtp Subject: Other Comments & Questions (OCAQ) From: rtabaka@pacbell.net To: mailmaster@mbusa.com *** Other Requests & Comments **
 The following person has filled out the Other Requests & Comments Form on www.MBUSA.com. Contact Information Title: MR First Name: [REDACTED] Initial: [REDACTED] Last Name: [REDACTED] Suffix: Street: [REDACTED] 2: City: Walnut Creek State: CA Zip: [REDACTED] E-mail: [REDACTED] Comments I am the owner of 2000 ML 55 AMG. My wife and I are happy with the vehicle , with one small exception, a squeek in the dash. My deal Stead Motors has been very good at trying to solve the problem, and I think they will when the squeek feels like showing itself to the dealer. This is not why I am writting. On July 2nd 2000 we ordered a CLK 430 Cabriolet. It has been 7 months and still no car. The dealer cannot provide a delivery date. How can it be possible that a company as large as MB cannot provide this information to a customer. I only ask for a date!!!! Survey Informati
 MB Vehicle you are most interested in: CLK When do you plan to purchase or lease your next car? 0-3 months I would like a test drive: Yes I would like to be contacted by a salesperson: Yes Day Phone Number: (415) [REDACTED] ext: Evening Phone Number: [REDACTED] ext: Preferred number: Home Preferred time to call: Afternoon Mercedes-Benz Ownership Have you ever leased or owned a Mercedes-Benz? Yes Vehicle Year: 2000 Model last leased or owned: M-Class Do you currently own a Mercedes-Benz? Yes Vehicle Year: 2000 Model Yc Own: M-Class

02/13/2001 01:57:57 Kathleen Durning 4633

left voice msg for D. Sorenson asking that update to Summary note be made or leave me a message regarding status of this request. Client asking for delivery date for CLK430 Cabrio

Summary Notes

02/13/2001 18:13:05 Kathleen Durning 4633

Kathleen, I am resending my response to you as your voice mail indicates that you did not receive my earlier message. Regarding Mr. Tabaka's request for a date when he'll receive his CLK430A: Until his order is pulled into our system and scheduled for production (we are currently scheduling April production this week) we (MBUSA) can not give this client a date when he'll receive his car. The retailer can give an estimate of when the clients car will be produced as he has the information as to how many orders precede this clients, but are not yet in our system. The dealer can only give an estimate however because neither he nor I know how many production slots for sure he'll receive. At the moment, (for a couple of months) the dealer has received approx. Cab. per month, but this will drop off to 1 every 6 weeks and then 1 every 2 months if last years earnings are indicative of this year's vehicle earnings. Unfortunately with a small production model such as the CLK430A it is difficult to estimate. I will request that the retailer contact the client and give their best estimate. If you feel it is appropriate to respond to the client by return e-mail, please do so, but I caution you against giving a commitment that we can't guarantee. Regards, Deborah

□ Kathleen Durning □ 01/31/2001 07:55 PM □ □ □ To: Deborah Sorenson/RGN/MAIL/MBUSA@MBUSA □ □ cc: □ □ Subject: Summary # 402060- Robert Tabaka- Regarding Delivery Time on CLK430-Stead Motors Deborah, The following is the e-mail we received with this client asking about the delivery time for the CLK he ordered. If you can provide any info for this client that would be great. Please let me know so I can update our summary notes. Thanks so much. Kathy Contact Information Title: MR First Name: [REDACTED] Initial: [REDACTED] Last Name: [REDACTED] Suffix: [REDACTED] Street: [REDACTED] Address 2: City: Walnut Creek State: CA Zip: [REDACTED] E-mail: [REDACTED] net Comments I am the owner of 2000 ML 55 AMG. My wife and I are happy with the vehicle , with one small exception, a squeek in the dash. My dealer Stead Motors has been very good at trying to solve the problem, and I think they will when the squeek feels like showing itself to the dealer. This is not why I am writting. On July 2nd 2000 we ordered a CLK 430 Cabriolet. It has been 7 months and still no car. The dealer cannot provide a delivery date. How can it be possible that a company as large as MB cannot provide this information to a customer. I only ask for a date!!!! Survey Information MB Vehicle you are most interested in: CLK When do you plan to purchase or lease your next car? 0-3 months I would like a test drive: Yes I would like to be contacted by a salesperson: Yes Day Phone Number: [REDACTED] ext: Evening Phone Number: [REDACTED] ext: Kathleen Durning National Client Assistance Representative extension: 4633

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 402065 Cus Ident 10973092 Legal N Note Type INTERNET MES

Customer Address [REDACTED]

Assuncion F Galindez

Milpitas CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 05636 CLARIDGE S LTD. FREMONT CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E81A [REDACTED]

Mileage 2592 Prod Date 10/13/2000 Warr Date 11/28/2000 Model ML320 2001

General Issues:

Code	Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet		Internet Inquiry	02/01/2001 00:58:32	Kathleen Durning	4633

Summary Notes

02/01/2001 00:58:34 Kathleen Durning 4633

rcvd corresp 179412 Thank you for your query. Based on vehicle performance testing, our engineers have concluded that for vehicles equipped with Flexible Service System(FSS), continued optimal engine performance at intervals called for by the FSS can only be maintained through the consistent, long term use of pure synthetic motor oil. For that reason, pure synthetic oil is now the only engine lubricant recommended by Mercedes-Benz for 2000 and 2001 model year vehicles equipped with (FSS). Among the brands of synthetic oil Mercedes-Benz suggests are Mobil 1, Valvoline, Castrol, and Shell. The preferable weight is a 5W30 or 10W30. Switching to pure synthetic motor oil at your next oil change will allow your engine to perform at its peak. Kathleen Durning National Client Assistance Representative extension: 4633 179412 ----- Forwarded by Michele Hackett/HO/MAIL/MBUSA on 01/09/2001 11:45 AM ----- <trupn0y4o8@aol.com> 01/06/2001 11:00 PM [] [] To: <mailmaster@mbusa.com> [] cc: [] Subject: Other Comments & Questions (OCAQ) Date: Sat, 6 Jan 2001 22:46:55 -0500 Comment: Unauthenticated sender X-Mailer: JNet Qsmtp Subject: Other Comments & Questions (OCAQ) From: trupn0y4o8@aol.com To: mailmaster@mbusa.com *** Other Requests & Comments *** The following person has filled out the Other Requests & Comments Form on www.MBUSA.com. Contact Information Title: MR First Name: [REDACTED] Initial: Last Name: [REDACTED] Suffix: Street: [REDACTED] Address 2 City: Milpitas State: CA Zip: [REDACTED] E-mail: [REDACTED] Comments What type of oil does my ML320 take? What formula and what brand do you recommend? Survey Information MB Vehicle you are most interested in: S-Class When do you plan to purchase or lease your next car? 4+ years I would like a test drive: No I would like to be contacted by a salesperson: No Day Phone Number: - ext: Evening Phone Number: [REDACTED] ext: Preferred number: Home Preferred time to call: Afternoon Mercedes-Benz Ownership Have you ever leased or owned a Mercedes-Benz? Yes Vehicle Year: 2000 Model last leased or owned: ML320 Do you currently own a Mercedes-Benz? Yes Vehicle Year: 2000 Model You Own: ML320

Summary Note Information

Mercedes Benz of U.S.A

Note ID 406172 **Cus Ident** 9242605 **Legal N** **Note Type** Summary Note

Customer Address [REDACTED]

Attorney General Of Washington

Kennewick WA [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir

Sell Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA

Last Sell Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 1200 **Prod Date** 05/18/2000 **Warr Date** 11/28/2000 **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	02/21/2001 22:15:34	Kathleen Durning	4633

Summary Notes

02/21/2001 22:15:48 Kathleen Durning 4633

rcvd corresp 181232 from the Attorney General Of Washington- Marilyn Anderson on behalf of Oscar Holgado-client sent previous letter to McCurley Imports attn: Rick Parmelee Letter is asking that MB respond to the complaint filed by Oscar Holgado . They have received a response from McCurley but are asking for our version in writing. Writer has faxed the letter with attached corresp. to MM- [REDACTED] for response on handling writer also left voice message requesting update via e-mail or voice mail regarding how we will handle this

02/27/2001 22:30:46 Kathleen Durning 4633

rcvd call from [REDACTED] regarding this clients case and the Attorney General of Washington's request that MB respond in writing. [REDACTED] was familiar with the events that occurred with the attempted sale of this vehicle and also stated that the client found out he could purchase this vehicle through a broker at a reduced rate and then wanted out of this car. [REDACTED] stated he would put a letter together. Writer stated that if he wanted to e-mail the letter to me would see that it gets printed on letterhead and copy filed with corresp.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 408674 **Cus Ident** 10304588 **Legal N** **Note Type** Summary Note

Customer Address [REDACTED]

Aliso Viejo CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 11418 **Prod Date** 01/18/2000 **Warr Date** 02/06/2000 **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	03/07/2001 19:58:22	Kathleen Durning	4633

Summary Notes

03/07/2001 19:58:48 Kathleen Durning 4633

rcvd corresp # 181705- dated 2/20/01 rcvd 2/27/01 letter addressed to Ms. Lorelei Pingree, President Mercedes-Benz of Laguna Niguel Client states in this letter that she is currently being held responsible for the lease payments on two MB vehicles, CLK320 and ML320 which her ex- fiance which she just found out is a fraud and a con artist. [REDACTED] now finds that she is being held solely accountable for these financial commitments of the leases illegally transacted by Mr. Barry Buydens. Client stated that she was notified by a smalls claims court judgement that she is held responsible for the \$3,029 due upon delivery of the CLK320 in Feb. 2000 Client states she is not in a position to absorb this loss. Client states that MB is in a better position to insure against this type of exposure, loss and fraud than she is individually. [REDACTED] feels that she has made every effort to do what is right and to be diligent in trying to resolve this problem. She feels MBLN is not working with her and does not recognize that she and MBLN have both been victimized by Mr. Buyden. [REDACTED] feels she is unjustly being held accountable for the actions of a convicted criminal. She seeks contact to discuss a fair and equitable resolution. will have copy of letter faxed to MM- M. McHenry

Summary Note Information

Mercedes Benz of U.S.A

Note ID 410531 Cus Ident 7643907 Legal N Note Type Summary Note

Customer Address [REDACTED]

Leawood KS [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

Sell Dir 30104 ARISTOCRAT MOTORS SHAWNEE MISS KS

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E8YA [REDACTED]
Mileage 24551 Prod Date 02/23/2000 Warr Date 02/29/2000 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	03/15/2001 21:47:06	Kathleen Durning	4633

Summary Notes

03/15/2001 21:47:25 Kathleen Durning 4633

rcvd corresp # 182210 SES- client stated that he has taken vehicle in for servicing 4 times to resolve a "chatterin noise" from the windshield. Since client dated survey 2/2/01 - writer called to see if issue is still unresolved- left message to contact me on direct extension 4633-

03/15/2001 23:42:34 Kathleen Durning 4633

[REDACTED] called back and thanked me for the follow up and stated that the last service at the dealership has resolved the squeaking sound from the windshield. will file survey.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 412070 **Cus Ident** 7824969 **Legal N** **Note Type** Summary Note
Customer Address [REDACTED]

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

Sell Dir 14342 CENTENNIAL IMPORTS INC. PENSACOLA FL

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E3YA [REDACTED]
Mileage 6393 **Prod Date** 06/28/2000 **Warr Date** 08/23/2000 **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	03/22/2001 20:26:41	Kathleen Durning	4633

Summary Notes

03/22/2001 20:26:45 Kathleen Durning 4633

rcvd corresp # 182939- SES- client refers to the repeated trips to the dealership to repair the same problem- only problem indicated on client file is the brake sensor. Referral # 138579 was opened on 1/11/01 and closed 2/14/01- survey recd 2/27/01 in follow up but issue has been resolved and repairs made. No need to pursue this clients survey issue- resolved.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 413784 **Cus Ident** 26387772 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Pasadena CA [REDACTED]

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

Sell Dir 05646 RUSNAK/ARCADIA ARCADIA CA
Last Sell Dir 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72EXYA [REDACTED]
Mileage 11498 **Prod Date** 01/26/2000 **Warr Date** 02/11/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	03/31/2001 01:23:12	Kathleen Durning	4633

Summary Notes

03/31/2001 01:23:16 Kathleen Durning 4633

recvd SES corresp # 183386- client completed survey and stated his complete dissatisfaction with ML430 and tr service recvd at Rusnak Pasadena. Customer stated that this vehicle was recently traded in and he purchased a new ML55-2001- Client stated that he feels the service at this dealership is "horrible" and they "seem to busy to care- don't return phone calls". Customer stated the he has had 8 years experience with them but they treat him "as if he is bringing in 20 year old Chevy Nova's" Since customer no longer has this vehicle any more- there is no further action required other than to forward a copy of this survey to the SPOM (J. HOrmann) for review.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 426586 Cus Ident 6065836 Legal N Note Type Summary Note

Customer Address [REDACTED]

Carson CA [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

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

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E1YA [REDACTED]
Mileage 9195 Prod Date 02/01/2000 Warr Date 03/05/2000 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	05/30/2001 23:45:25	Kathleen Durning	4633

Summary Notes

05/30/2001 23:45:27 Kathleen Durning 4633

rcvd corresp # 1866661-dated 5-22-01 customer has previous case still open from 3/19/01 # 141060- customer still seeking assistance in resolving what they believe to be a brake problem on their car. Writer updated referral notes since it is still open and other notes indicated that customer called in on the 5/29 and updated us with a new phone # and on 5/22 SPOM- Ray Rohm noted that the parts came in and TS will arrange to have installed. Writer left voice message for SPOM- R. Rohm asking for updates regarding this situation. At this time writer does not see the need to respond since SPOM is currently involved. Will have letter faxed to SPOM for review.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 426587 **Cus Ident** 12764189 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Beverly Hills CA [REDACTED]

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

Sell Dir 05127 PENSKE MOTORCARS WEST COVINA CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E01A [REDACTED]
Mileage 4128 **Prod Date** 12/13/2000 **Warr Date** 12/28/2000 **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	05/31/2001 00:30:59	Kathleen Durning	4633

Summary Notes

05/31/2001 00:31:04 Kathleen Durning 4633

rcvd faxed copy of letter corresp # 186647 dated 5-25-01 addressed to Steve Smythe at Beverly Hills Ltd. regarding his order for a CL55. Customer claims that that he order the vehicle nearly a year ago (6/28/00) and was told availability would be approx 12- 18 months and now is being told that it will be an additional 14 months from now. Customer claims that a year ago he was 17th on the list but now is only 14th and he believes the dealership received more than 3 cars this year and that they are selling to celebrities instead of those on the list. He is requesting to cancel his order and is requesting a check to reimburse his \$1,000 deposit. customer stated he is not happy with the level of service received from the Beverly Hills dealership. will Fax copy of letter to MM-1 Aden for fyi

Summary Note Information

Mercedes Benz of U.S.A

Note ID 426588 Cus Ident 11385314 Legal N Note Type Initial Buyer Surv

Customer Address [REDACTED]

Laurel MD [REDACTED]

Phone [REDACTED] Phone Location Residence Assign Dlr

Sell Dlr 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E91A [REDACTED]
Mileage 1500 Prod Date 02/22/2001 Warr Date 03/20/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	05/31/2001 00:38:01	Kathleen Durning	4633

Summary Notes

05/31/2001 00:38:12 Kathleen Durning 4633

rcvd IBS corresp #186630 - referral # 142622 recently closed on 5-17-01 by SPOM Gary Williams stating that customers concerns regarding numerous warranty repairs within the first 3 weeks of ownership- Mr. Williams stated that the regulator and fuel line were replaced and customer would drive for an extended period and report back to dealership if problem not resolved. Since survey was dated 4/9/01 and referral was opened on 5/14/01 addressing the same concerns there is no further action required at this time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 428030 **Cus Ident** 10876220 **Legal N** **Note Type** SERVICE EXPEI

Customer Address [REDACTED]

Salt Lake City UT [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 78602 KEN GARFF IMPORTS SALT LAKE CITY UT

Last Sell Dir 05636 CLARIDGE S LTD. FREMONT CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54EXYA [REDACTED]
Mileage 7507	Prod Date 08/15/2000 Warr Date 09/30/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	06/05/2001 23:26:09	Kathleen Durning	4633

Summary Notes

06/05/2001 23:26:12 Kathleen Durning 4633

rcvd corresp # 186815- SES with letter attached from customer. Letter documents the alleged fuel gauge problems and not being able to fill the tank completely, as well as an oil leak. The letter states that the vehicle was going back into the service center for replacement of parts previously ordered. Writer phoned the customer to follow up on service work but got the voice message system. Writer left customer message indicating why we were calling and requested her to call me back with the info.

06/06/2001 19:43:15 Kathleen Durning 4633

[REDACTED] called back in response to my voice message and stated that the fuel gauge has been resolved and dealership has been attentive and helpful. She stated she appreciated our follow up and thanked us.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 432882 Cus Ident 11856764 Legal N Note Type INTERNET MES

Customer Address [REDACTED]

Federal Way WA [REDACTED]

Phone [REDACTED] Phone Location Residence Assign Dir

Sell Dir 75117 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E3YA [REDACTED]
 Mileage 21426 Prod Date 11/08/1999 Warr Date 01/07/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	06/29/2001 02:07:40	Kathleen Durning	4633

Summary Notes

06/29/2001 02:07:44 Kathleen Durning 4633

rcvd corresp # 186917 regarding customers concerns with the electrical system on his Pre-owned 2000 ML430-Am forwarding the following e-mail to SPOM D. Zinda for his review- title: MR First [REDACTED]; Craig Last Name: [REDACTED]; [REDACTED] Address 2: City: Federal Way State: WA Zip: [REDACTED] E-mail: [REDACTED]@ [REDACTED].com Comments: I am very disappointed with my pre owned 2000 ML 430 and the Warranty service that I have received. Lets start with the good and move our way to the bad. 5/29/01 I had the battery replaced because the car wouldn't start - I was very happy with how 24 hour roadside took care of me They had me going within an hour. 5-31-01 I took the car into Bellevue Mercedes to have it inspected (because had just bought it) to make sure everything was in working condition. I was told that I needed new brake pads - r problem. I got a couple of recalled items taken care of - great. They missed one major component that is what this email is all about. Once I got the car back, one small problem - the brakes still squeaked. No big deal!! One major problem - since I got the car back, the electrical system was acting very strange. I was on my way to taking it to the Bellevue dealership (6-4-01) when on the freeway, my battery caught fire and the car would have been a total loss if it hadn't been for a nice person driving by who put the fire out with his thermos of coffee. After waiting in the cold for the tow truck (for about an hour), I get to MB of Tacoma (I was closer to this dealership at the time) and I am told that the loaner I get is a Dodge Intrepid. Not a bad car, but I would think that I would get something comparable to my 2000 ML 430. What makes me mad about this is the fact that I am (going to be paying \$700/month for a Dodge Intrepid. Does this seem right?? This is the first Mercedes that I have owned and I am thinking that it will probably be the last. I thought that one of the reasons that Mercedes-Benz was so successful was that their service and reliability was unmatched. So far, I am not seeing it. Sincerely, Craig Middlebrooks , CCNP Senior Network Engineer WorldStream Communications (425)974-3022

07/11/2001 00:50:09 Kathleen Durning 4633

Thank you for your e-mail. We regret to learn of your dissatisfaction regarding your 2000 ML430 and apologize for any inconvenience caused. Upon receiving your e-mail we requested that our regional representative review your concerns with the dealership. You should be hearing from the service manager shortly, if not already. Kathleen Durning National Client Assistance Representative extension: 4633

Summary Note Information

Mercedes Benz of U.S.A

Note ID 454430 **Cus Ident** 14893356 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Dds**
Address [REDACTED]

Trophy Club TX [REDACTED]

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

Sell Dir 75118 PARK PLACE MOTORCARS MID BEDFORD TX
Last Sell Dir 75118 PARK PLACE MOTORCARS MID BEDFORD TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631741A [REDACTED] **World Vin:** 4JGAB74E11A [REDACTED]
Mileage 4321 **Prod Date** 02/21/2001 **Warr Date** 04/13/2001 **Model** ML55 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 22:07:34	Kathleen Durning	4633

Summary Notes

10/09/2001 22:07:37 Kathleen Durning 4633
rcvd corresp # 193201- customer was to have vehicle replaced with new ML55- no record of any other VIN # - let voice message for SPOM- Craig Dearing due to previous involvement. Asked if he has any info regarding the status of this vehicle and if customer no longer is the owner. Waiting for a response.

10/10/2001 19:18:53 Kathleen Durning 4633
rcvd call back from Craig Dearing confirming that this ML55 is no longer owned by this customer and he claims th survey dept was notified that this customer should not receive a survey but it must have fallen thru the cracks. C. Dearing asked that we not respond to this survey from the customer since the issues he had with the vehicle hav been resolved via the repurchase and the survey is no longer providing any useful, constructive information. will file and document this s/n for reference.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 477429 **Cus Ident** 10127250 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

San Diego CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Sell Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Last Sell Dir 05749 HOEHN MOTORS INC. CARLSBAD CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E8YA [REDACTED]
Mileage 25000 **Prod Date** 09/24/1999 **Warr Date** 10/22/1999 **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	01/10/2002 18:27:35	Kathleen Durning	4633

Summary Notes

01/10/2002 18:27:18 Kathleen Durning 4633

This is a customer response from previous corresp # 196051 which resulted in referral #149021- customer was contacted by SM, below is his opinion on the offer and options presented to him.

Dear Kathleen,

I have spoken at some length with the General Manager of Hoehn - but to a large extent the problem lies with the overall build quality of the ML - especially the electrics. My problems have been compounded by Hoehn's less than perfect attempts at servicing.

I am also well aware that I am not alone in experiencing these problems with my ML and Hoehn's servicing abilities.

Unfortunately the General Manager at Hoehn's was not able to offer anything more than a verbal promise that when out of warranty they would repair only those items which have already been repaired while under warranty. It is entirely probable that my ML will continue to have numerous un-related quality issues for a long time to come thus his promise is practically worthless and does nothing to restore my confidence.

Given that I paid full MRSP for this vehicle and have been very patient over the past two years, I find Hoehn's offer unacceptable and can only conclude that I have had a very expensive lesson in Mercedes build quality and after sales service.

Therefore it is very unlikely that I will purchase (or recommend) a Mercedes in the future. Like many others I will vote with my wallet and hope that in time MB gets the message.

Of course, I'd like to think that MBUSA would do 'the right thing' and resolve this situation - but again I doubt they will.

Tim Forrester

Summary Notes

01/12/2002 01:10:41 Kathleen Durning 4633

[REDACTED]

We regret to learn of your continued dissatisfaction with your vehicle and Hoehn Motors, Inc. since we last corresponded. We have shared your e-mail with our regional manager for his review. Our regional managers are empowered by Mercedes-Benz USA to make decisions of this type, on behalf of this corporation, in their areas of responsibility.

The opportunity to review is appreciated.

Kathleen Durning
National Customer Relations Representative

02/07/2002 21:10:45 Kathleen Durning 4633

Re: 196051 Owner Feedback MBUSI (OUSI)

Dear Kathleen,

I am still waiting to hear from your regional manager about the situation with my ML, which by the way is in for repair yet again. This time for a faulty remote entry key, a noisy engine bearing (apparently the alternator), an erratic fuel gauge and non-operative front passenger power seat which also seems to have disabled the SRS. I would strongly advise your regional manager to review the service file on this vehicle as soon as possible and settle this matter in a mutually amicable way without further delay.

Otherwise I may be compelled to return the vehicle permanently to Hoehn (it spends way too much time there anyway) and place the whole matter in the hands of an attorney who will be instructed to seek financial compensation for my time, inconvenience, mileage and devaluation of the vehicle.

I can be contacted on 858 882 2155 during normal office hours.

Yours

Tim Forrester

02/07/2002 21:11:16 Kathleen Durning 4633

Kathleen,

I have left a VM message for Cust today @ approx. 5:15pm.

Please close out your correspondence by informing Cust that, after reviewing car's service history, MBUSA is not in a position to offer refund/replacement, but will continue honor our obligation as per the terms of the new car warranty by repairing or replacing any defective or failed part/component.

Thanks!

Regards,
Edward Conner

02/08/2002 13:57:56 Ed Conner

SPOM received VM response from Cust today, during which he stated his "demand," for "compensation," from MBUSA, due to his "loss of time, aggravation, depreciation (presumably of ML), etc." Cust listed two options for MBUSA: A. MBUSA provides Cust w/ELW at no cost, or, B. MBUSA provides Cust w/"monetary compensation," consisting of 700 miles of travel time to/from 05749 @ \$0.50/mile, or \$350, plus an additional \$850 for above-listed offenses, for a total of \$1,200.

02/08/2002 14:00:03 Ed Conner

Regarding previous note, above, SPOM to contact Cust, and explain that, after review of ML service file, MBUSA selects option C., none of the above.

02/08/2002 14:05:05 Ed Conner

SM @ 05749 reports that Cust ML has been repaired, QC performed, normal operation verified, and is ready for pick up. Dealer to advise Cust. Note: Current visit required the following repairs: Replace Fuel Sending Unit. Replace Remote Key. Replace Alternator. Repair connection at SRS Sensor. Repair connection at RF Seat Motc

Summary Notes

02/11/2002 18:30:08 Kathleen Durning 4633

Dear Kathleen,

Please pass the attached complaint onto Ed Conner (Regional Manager) and inform him that I will be sending a hardcopy of this attachment to various departments within the headquarters of MB USA within the next few days. I will also be sending a copy to MB HQ in Germany.

Please inform him this is in no way intended to be a threat, rather a means to improve the overall quality of MB products and their after sales practices.

If he wishes to continue our dialog or has any comments, I would be more than pleased and can be contacted on 858 882 2155.

Thank you

Tim Forrester.

Summary Notes

02/11/2002 18:31:12 Kathleen Durning 4633

Model Year 2000, ML430 VIN [REDACTED]

To Whom It May Concern:

I purchased the above ML430 in November 2000 and have since driven it approximately 27,000 miles with no off road use or any other treatment, which could in anyway be considered harsh.

Despite the local dealerships best attempts, I have suffered 22 warranty incidents / repairs. Please see the attached list for details.

Certainly some of the warranty items have been trivial or cosmetic and fixed by the dealer without my request.

However putting these trivial items aside, 12 have been hard failures caused by a combination of poor assembly, quality of component or design. Hard failures are shown in BOLD.

Many of these hard failures have resulted in un-scheduled service visits and general inconvenience. On average a failure has occurred every 2 -3 months.

I attempted to resolve this situation with the local dealer, but without success and have recently escalated the matter to the regional manager of Southern California MBUSA.

Although the regional manager was courteous and polite, I was not able to reach agreement. This despite my offer to accept a modest \$400.00 as compensation for the 800 + miles I had driven for the sole purpose of warranty repairs. Please note that I paid full MRSP for this vehicle as was the MB practice at the time.

A mere \$400 bona fide payment would have bought my goodwill and restored my faith in MB USA – a small price to have paid for a contented customer who may have continued to purchase and recommend other (but alas not the ML) MB products. Therefore, I consider the regional managers decision not to oblige demonstrates extremel poor judgement.

As a result of failing to reach agreement, I was considering taking legal action to re-coupe some of my perceived losses. However, I have decided a more effective way is to write this open letter such that others may have the benefit of my experience with the M Class and MB USA in general.

Therefore please be informed that I do not intend to take any legal action against MB USA, instead this open letter will be posted * on the various MB USA internet forums and I will reply privately to anyone who requests further information. (* I am giving MBUSA a grace period of 2 weeks before I post this message, today is February 11th 2002).

My final suggestion to MB USA is that they take a few lessons in customer care from Porsche Cars North America from where I have just purchased another new model year '02 911 and have received excellent after sales service.

Needless to say, unless I receive a satisfactory response from MB USA, I will not be purchasing another Mercedes in the near future, nor will I be able to recommend the ML or MB USA to any of my friends or acquaintances.

Yours truly,

Problems to date with MY2000 ML430 VIN 146812

1. MCS (radio, CD player, nav system) unit failure – replaced under warranty.
2. Remote central locking failure – keys replaced 5 times on 4 separate visits, authorization module changed 3 times.
3. Engine check light – Oxygen sensor replaced.
4. Door locks fail to lock – take 2-3 attempts. Authorization module changed again and locks re-aligned.
5. Rear window switches failed. Replaced under warranty.

Summary Notes

6. Front driver's window switch & motor replaced under warranty. Window in stuck down position. Switch & motor replaced under warranty.

7. The passenger front seat rocks under acceleration – loose / broken mount. Repaired under warranty.

8. Fuel gauge inaccurate – replaced under warranty.

9. Whirling noise from engine – alternator replaced , bad bearing.

10. Front passenger power seat failed – switches replaced.

11. Remote key entry in-operative again – key replaced.

12. Brake pad warning light failed to indicate warn brake pads.

13. Excessive sunroof wind noise when open – deflector added FOC by dealer.

14. Auxiliary cooling fan (F44) fuse blown – fixed by installing a slightly higher rated fuse.

15. Drivers side seat now loose, rocks back & forth under acceleration.

16. B pillar black plastic wrinkled – replaced under warranty at dealers suggestion , but they messed up the interior trim.

17. The driver's window rattles when lowered 2-3 inches – sounds like something is tapping the glass inside the door. Still not fixed – seems all ML's suffer from this problem, ignoring it from now on.

18. Center console material cover stretch, replaced under warranty by dealer without my prompt.

19. Squeak coming from the light / handle fixture behind the driver above the rear left hand door. Fixed under warranty.

20. Since the seat belt recall was performed on the rear seat belt it has become more difficult to lower and secure the rear seats. Seats adjusted but still difficult.

21. Leather on underside of rear seats keeps coming un-clipped – poor design, not repaired as yet. Fixed myself

22. Loud bang from rear seats when going over speed humps – even slowly. Fixed myself

02/13/2002 00:50:21 Kathleen Durning 4633

Do not reply!

Regards,
Edward Conner

(949) 643.8804 phone
(949) 643.8821 fax
conner@mbusa.com

03/11/2002 21:19:15 Kathleen Durning 4633

rcvd. copy of e-mail from Robert Nagel- Mr. Forrester has forwarded his previous correspondence to Germany seeking assistance from them.

Customer's issues have already been thoroughly reviewed by the SPOM- Ed Conner- see previous summary notes with details. Customer's concerns have been reviewed and he is not satisfied with the SPOM'S response - no financial compensation and no ELW for this customer.

will not respond again since this issue has been addressed numerous times.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 507900 Cus Ident 3237889 Legal Note Type INTERNET MES

Customer Address [Redacted]

Bloomfield Hills MI [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir 62405 VIN DEVERS, INC. SYLVANIA OH

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: 4JGAB54E4YA [Redacted]
Mileage 1 Prod Date 10/29/1999 Warr Date 12/10/1999 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	04/08/2002 21:54:54	Kathleen Durning	4633

Summary Notes

04/08/2002 21:54:58 Kathleen Durning 4633

Requesting the SPOM Review customer e-mail since our warranty history indicates no activity on this vehicle. Customer is unclear as to if this was all caused by an accident- I believe his concern is that after paying for repair the wiring harness was melted and caused him to breakdown and the tech's at the dealer did not catch this as a possible concern.

corresp # 200693

E-mail: [Redacted]

Comments: My ML320 was repaired at Vin Devers on 1 April 2002 after waiting two weeks to have the car repaired; this they told me was due to a part which had not arrived. I then drove home, and encountered the same problem. I had the car towed home at my expense. I contacted the Dealer on the 2 April 2002, and Roger the Technician, has promised to have it towed in, but this has not happened to date. The fault, an alleged melted wire harness, was not covered under warranty, they said, because it was caused by the collision. It seems that I paid for repairs that were either unwarranted or inadequate. All I get from the dealer are promises that the Tow is on the way. Now I am being told that they are waiting for a less expensive tow company. But this is an inconvenience for me! I am at my wit's end: I would like to have this matter resolved amicably, and I therefore turn to you. [Redacted] ☐☐☐☐ ☐☐☐☐ ☐☐

Summary Notes

04/12/2002 00:20:20 Kathleen Durning 4633

Thank you for your recent e-mail.

We regret to learn of the circumstances that caused you to contact us. Due to your recent accident, the wiring harness repair would not be covered under warranty. Lacking direct involvement with the events described, we suggest you discuss your allegation of inadequate repairs with the Service Manager at Vin Devers, who would be in the best position to provide assistance.

We might also suggest you contact your insurance company and ask if they will assist in picking up the cost of the tow to the dealer and then you could make the necessary arrangements.

Kathleen Durning
National Customer Relations Representative
extension: 4633

Summary Note Information

Mercedes Benz of U.S.A

Note ID 527405 **Cus Ident** 10660609 **Legal** **Note Type** INTERNET MES

Customer Address [REDACTED]

Ashburn VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Last Sell Dir 80215 MERCEDES-BENZ OF TYSONS VIENNA VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 21962 **Prod Date** 05/01/2000 **Warr Date** 05/18/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	06/11/2002 00:30:45	Kathleen Durning	4633

Summary Notes

06/11/2002 00:30:46 Kathleen Durning 4633

corresp # 203378
 Thank you for your recent e-mail.

We regret to learn of the circumstances which caused you contact us and, apologize for any inconvenience caused. As you may be aware, our authorized dealers are independently owned and operated businesses and, as such, solely responsible for their day to day business transactions.

Lacking direct involvement with the events described prevents us from commenting specifically. This will need to be addressed between you and the management of the dealership. We have shared your comments with our regional representative to review with the dealer management for whatever action they deem necessary.

The opportunity to review is appreciated.

Kathleen Durning
 National Customer Relations Representative

E-mail: [REDACTED]

Comments: On June 3, I dropped my car for balancing the tires, rotate tires and VA safty inspection. When I got m car, I found there is a server damage on my back right side windows trim. I don't know rotating and balancing the tires have to do something about this. This is not the first time HBL damage my car. I have to come back several times to get problems fixed. This time I am really pissed and I want to know how you gonna compensate me abo my time and all my energy put into this situation. If there is no further progress to stisify, I promise you , there will be less and less people go to your place to buy the cars and to the service. The HBL, Inc at Tysons in VA has really really bad repair and quality check service

Summary Note Information

Mercedes Benz of U.S.A

Note ID 528425 Cus Ident 24716520 Legal Note Type Summary Note
Customer Address [Redacted]

Hawley PA [Redacted]
Phone [Redacted] Phone Location Residence
Assign Dir 51138 INTERCAR, INC. NEWTON NJ
Sell Dir 51138 INTERCAR, INC. NEWTON NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E7YA [Redacted]
Mileage 45000 Prod Date 10/28/1999 Warr Date 12/31/1999 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	07/24/2002 12:33:21	James Blasié	4620

Summary Notes

06/12/2002 22:11:17 Kathleen Durning 4633
corresp # 203752

rcvd faxed copy of two letters addressed to the Intercar dealership attn: Linda Langille, Service Dept.

Customer states that as of June 10th this vehicle is still exhibiting alleged excessive oil consumption levels. He does not believe that in order to diagnose the problem that he should have to pay for the oil change required after traveling the 750 miles. He also expresses concern over the need for replacement tires with only 15,000 miles on them. Customer claims that new tires were put on the vehicle at the time he leased it and feels this wear is premature.

He states he is dissatisfied with the quality of the vehicle and the solutions are not acceptable to him as a consumer.

e-mail to SPOM- J. Mayo - previously involved.

06/13/2002 18:41:13 Kathleen Durning 4633
Kathy,

I will have dealer look into resolving these issues and let you know of outcome.

John F. Mayo
Service & Parts Operations Manager
New York Region

Summary Notes

06/21/2002 18:51:26 Kathleen Durning 4633

mayoj@mbusa.com

----- Forwarded by John Mayo/RGN/MAIL/MBUSA on 06/21/2002 10:59 AM -----

□ "Brian Morris" <morris_newton@mbretailer.com>

□ 06/19/2002 05:38 PM

□□

□□ To: <mayoj@mbusa.com>

□□ cc:

□□ Subject: Re: Peter Policastro- Previous Referral # 152605 S/N 528425

JOHN, WE WILL BE CONTACTING [REDACTED] ON THURS. 6/20/02 TO DUE WHAT YOU AND I DISCUSSED REGARDING OIL CONSUMPTION. THE PLAN IS TO HAVE OUR ROAD SIDE TRUCK GO UP TOP OFF HIS OIL AND HAVE HIM CALL US AFTER 1000 MILES SO WE CAN SEND TRUCK BACK UP TO RE-CHECK OIL WITH SPECIAL DIP STICK AND REPORT OUR FINDINGS TO YOU. AS PER OUR CONVERSATION LAST WEEK I TOLD YOU THAT I SPOKE TO MR. POLICASTRO LAST WEEK AND I TOLD HIM I WAS GOING TO SPEAK TO YOU AND WE WERE GOING TO DO OUR BEST TO HELP HIM OUT WITH HIS CONCERN. REGARDS BRIAN.

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

From: <mayoj@mbusa.com>

To: <Morris_Newton@mbretailer.com>

Cc: <Danchise_Newton@mbretailer.com>

Sent: Monday, June 17, 2002 12:01 PM

Subject: Peter Policastro- Previous Referral # 152605 S/N 528425

>

> Brian,

>

> Have you contacted this customer (see below) and set something up?

>

> Please keep me posted on this.

>

> John F. Mayo

> Service & Parts Operations Manager

06/27/2002 13:00:00 James Blasie 4620

Customers sent copy of fax he sent to Intercar - Linda Langille - repeated allegations bout oil use in vehicle and alleged that SPOM was to contact him.

Copy of msg sent to SPOM J. Mayo:

John:

Customer [REDACTED] sent CAC copy of fax (dated 6/26/02) he had sent to Linda Langille at Intercar Inc. He repeated allegations about oil usage in vehicle and noted a recent road service unit visit to his home (6/20/02 -they added a quart of oil). Customer requests vehicle be repaired or replaced, and that he was advised a Mercedes-Benz's Service and Parts Operations Manager would be contacting him. [REDACTED] claims that he has not been contacted as yet.

VIN#4JGAB54E7YA [REDACTED]

SN#528425

Thank you.

07/09/2002 09:48:07 James Blasie 4620

Customer faxed cc of letter (dated 7/3/02) he sent to SPOM J. Mayo c/o Intercar Inc.

Letter alleged:

1. conversation with SPOM about oil consumption in vehicle
2. "unacceptable issue" of oil consumption - 1qt every 750-1000 miles
3. requests reply to tire issue (by SPOM)
4. he will contact SPOM at 48390 miles for oil test reading
5. questions accuracy of oil test due to there being no oil change (was recommended but customer did not want incur

Summary Notes

07/24/2002

12:33:14

James Blasie

4620

Customer faxed copy of letter dated 7/23/02 that was addressed to Linda Langille at InterCar Inc. in Newton, NJ. In it he alleged:

1. oil consumption issue - no contact by J. Mayo
2. proposed oil change at his expense to do oil consumption test - test done without oil being changed
3. addition of quart of oil after 1738 miles
4. wants solution and call within 24 hrs. - threatens contact with legal counsel.

Letter was cc to K. Durning -
Copy of

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 529519 Cus Ident 13133112 Legal Note Type Summary Note
Customer [REDACTED]
Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

Sell Dir 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA
Last Sell Dir 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E81A [REDACTED]
Mileage 17512 Prod Date 01/04/2001 Warr Date 01/19/2001 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	06/17/2002 23:59:57	Kathleen Durning	4633

Summary Notes

06/17/2002 23:59:59 Kathleen Durning 4633

Rcvd. corresp # 203877- letter states customer is dissatisfied with service recvd from Downtown LA Motors - especially with service advisor Bernard Nieberg. CUsotmer claims that the window switches required repair 3 times but twice Mr. Nieberg made accusations that the customer or his dog caused the repair, customer then stated he was informed from other owners that this was a common repair in this vehicle. CUsotmer continued to have issues with Mr. Nieberg so he took his vehicle to Beverly Hills Ltd. for repairs. letter response drafted.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 538466 **Cus Ident** 10614780 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Los Angeles CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA

Sell Dir 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Last Sell Dir 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 19688 **Prod Date** 02/29/2000 **Warr Date** 05/01/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	07/23/2002 23:05:57	Kathleen Durning	4633

Summary Notes

07/23/2002 23:05:59 Kathleen Durning 4633

Rcvd. corresp # 205399- letter dated 7/18/02 rcvd. 7/23/02-
Customer is writing to us regarding his need to order a replacement key for his vehicle due to the loop that hooks onto the key chain breaking.
The customer states that the key works perfectly but he was not able to attach it to his key ring so he was forced to order a new key.

[REDACTED] is seeking goodwill on the \$104 for the key stating "the quality of your product is overall remarkable and I feel the ease at which the key loop broke is not a good representation of your high quality."

cc: Les Korngold for review.

07/24/2002 21:15:26 Kathleen Durning 4633

Kathleen,

I think reimbursing the customer would be a nice gesture.

As I am in Hawaii for the next 8 days, maybe the CAC could initiate the check and charge the appropriate cost center, Otherwise I will have to arrange for reimbursement through the dealer when I get back to LA.

Let me know.

Best regards,

Les

Summary Note Information

Mercedes Benz of U.S.A

Note ID 540231 **Cus Ident** 13426808 **Legal** **Note Type** NICE STORIES
Customer [REDACTED]
Address [REDACTED]

San Jose CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA
Sell Dir 75116 MERCEDES-BENZ OF HOUSTOI HOUSTON TX
Last Sell Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631741A [REDACTED] **World Vin:** 4JGAB74E91A [REDACTED]
Mileage 11577 **Prod Date** 12/21/2000 **Warr Date** 05/16/2001 **Model** ML55 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	07/30/2002 19:53:21	Kathleen Durning	4633

Summary Notes

07/30/2002 19:53:05 Kathleen Durning 4633

Rcvd. corresp # 205779- letter addressed to Mercedes-Benz of Sacramento- Attn: Pedro Apolinar- dated 7/22/02 and received 7/30/02

Customer states that this is a "note of appreciation for all of your time and effort during the purchase our 2001 ML55 AMG. Our experience with yourself and the dealership's personnel was exceptional."

"As this was a used vehicle, there were some issues to overcome and you were very cooperative with our requests and you worked hard to meet each of our conditions that were pending the sale."

"We look forward to a long and happy relationship with our new ML55 , yourself and the staff at Mercedes-Benz (Sacramento. Thanks again , Pedro!"

Summary Note Information

Mercedes Benz of U.S.A

Note ID 556663 **Cus Ident** 569529 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Phone Beverly Hills CA [REDACTED] **Phone Location** Residence
Assign Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA
Sell Dir 05766 BEVERLY HILLS, LTD. BEVERLY HILLS CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EXYA [REDACTED]
Mileage 32350 **Prod Date** 03/03/2000 **Warr Date** 03/31/2000 **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	10/03/2002 00:32:13	Kathleen Durning	4633

Summary Notes

10/03/2002 00:32:16 Kathleen Durning 4633

rcvd. corresp. # 208525 copy of letter which [REDACTED] addressed to Les Korngold -SPOM - letter is dated 10/1/02 and states that "It's been 17 days since you told me you would call me back. Please contact me for an update or the situation with my Mercedes."

According to referral # 154645- closing notes entered by SPOM - Les Korngold on 10/2/02 - " SPOM agreed to repurchase vehicle due to multiple repairs for BAS/ESP system malfunctions and an excess of 30 days in the shop for repairs withing the first 18,000 miles nd 18 months since the lease inception."

Since this was updated after the date of this faxed letter no further response is required.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 590862 **Cus Ident** 12017866 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Depew **NY** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 55201 MERCEDES-BENZ OF BUFFALC WILLIAMSVILLE NY
Sell Dir 55201 MERCEDES-BENZ OF BUFFALC WILLIAMSVILLE NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E11A [REDACTED]
Mileage 39988 **Prod Date** 02/22/2001 **Warr Date** 06/20/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	01/30/2003 18:39:06	Kathleen Durning	4633
	Frequency of Repairs	01/30/2003 18:39:06	Kathleen Durning	4633
Dealer Service	Alternate Transportation Issues	01/30/2003 18:39:15	Kathleen Durning	4633

Summary Notes

01/30/2003 18:38:29 Kathleen Durning 4633

[REDACTED] phoned the CAC very upset that his vehicle has an oil high light on and according roadside it may be a malfunctioning sensor. Customer stated that the vehicle was serviced last week for an issue with the central locking system and previously the windows have malfunctioned, and the ASR ESP malfunction required repairs. [REDACTED] is very upset that the dealership could not guarantee a loaner vehicle for the morning since the service dept. was already closed. Writer advised he speak with the SM in the AM for the loaner. Customer stated that he wants to put MB on notice that he will be contacting his attorney regarding the unreliability of this vehicle. He will also contact the NYS Attorney Generals Office and he requests a call back from the Pres. of MB- Paul Halata- writer informed customer that his request will be noted however, customer relations handles all call for the Presidents office- customer stated he expects a call in the morning- writer informed customer that cannot be promised. Writer will leave voice message for SPOM regarding this HOT customer.

Summary Notes

01/31/2003 19:21:05 Kathleen Durning 4633

Hi Carmen, it was a pleasure to speak with you today. Per our conversation here is what we talked about...

Option 1) MBUSA will purchase for you an Extended Limited Warranty so that you will have some coverage through the end of your lease agreement.

Option 2) MBUSA will contribute \$2000.00 toward a deal with MB of Buffalo designed to help you get into another vehicle. MBUSA would supply MB Buffalo with an additional vehicle above their normal allocation. You would be responsible for money difference between what the cost of the new vehicle is and the payoff of your existing vehicle.

I spoke with Irene Connors, the Sales Manager in Buffalo, and we have several vehicle options available to you..

1- My field car 2003 ML320 - silver with black leather - when the vehicle reaches turn in mileage - Irene is willing to pass along ALL of the discount MBUSA provides to the dealer based upon the mileage it has at turn in.

2- Irene has one early 2003 ML320 left that has a \$2000.00 incentive already on it from MBUSA.

3 - Any other Mercedes-Benz model you would choose (excluding niche vehicles like the AMG models, convertibles, and the CLK coupes).

Irene has also committed to sell you the vehicle you choose at the invoice price of the vehicle. Please contact Irene at your convenience to set up an appointment to begin the process of whichever option you decide would best suit your needs.

We appreciate your business and it has been a pleasure to respond to your inquiries and concerns.

Best Regards,

Wes Ault
Service and Parts Operations Manager
Mercedes-Benz USA
Washington Region - Market 7
1-800-526-0315 x 7129
aultw@mbusa.com

Summary Note Information

Mercedes Benz of U.S.A

Note ID 625784 **Cus Ident** 10765797 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Los Angeles **CA** [REDACTED]

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

Sell Dir 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA
Last Sell Dir 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E31A [REDACTED]
Mileage 23160 **Prod Date** 12/11/2000 **Warr Date** 12/14/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenanc	Vehicle Relationship Update	05/30/2003 23:44:10	Kathleen Durning	4633

Summary Notes

05/30/2003 23:43:55 Kathleen Durning 4633

rcvd. fax request corresp # 220098-
 called customer since he was asking for information to verify mileage on this vehicle. Writer confirmed mileage c
 record from FSS on 5/5/03 and previous mileage from warranty repairs. Customer inquired about purchasing
 manuals for the vehicle- writer connected him with promo/literature to order.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 627108 Cus Ident 13100604 Legal Note Type Summary Note

Customer Address [Redacted]

Los Gatos CA [Redacted]

Phone [Redacted] Phone Location Residence Assign Dir

Sell Dir 30104 ARISTOCRAT MOTORS SHAWNEE MISS KS

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E7YA [Redacted]
Mileage 210011 Prod Date 05/18/2000 Warr Date 06/05/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	06/04/2003 22:20:13	Kathleen Durning	4633

Summary Notes

06/04/2003 22:19:57 Kathleen Durning 4633

rcvd. corresp # 220128- from customer regarding previous letter response (letter date 5/29/03)
Customer was complaining about the warranty repairs on this pre-owned non-Starmark vehicle . According to our previous letter- we understood the mechanical issues were resolved with the vehicle under warranty- customer is having a bumper issue (think it was paint or scratches- letter not on imaging yet) which falls outside warranty. Customer was advised to speak with the SM Keith Jacobs regarding the possibility of trading into another vehicle Customer wrote back stating that he is humiliated and embarrassed that this car has become a letter writing campaign. Customer states that she feels a "bit silly" bringing up the bumper issue again with the dealer and also want to know what options Mr. Jacobs will offer.

Writer called customer 3 times- left messages, with phone number and extension asking her to call back to discuss. Customer will be informed that we will uphold the warranty commitment as previously stated- will confirm issue with bumper and advise that she should not feel "silly" following up with the dealers regarding the status of this vehicle and assistance to trade into another car. These options will need to come directly from M-B.

06/05/2003 23:01:35 Kathleen Durning 4633

Writer spoke with [Redacted] this evening. Customer was hoping MB would offer to extend her warranty due to her inconvenience and service history of 6 repairs in the past year. Writer informed customer that since she is not the original owner, the vehicle is over 12 months old and it was purchased from an independent -we would not be offering any extended warranty. Writer informed customer that we will honor our commitment under the warranty. Customer stated her vehicle will be out of warranty shortly and she is concerned about the number of repairs needed. Writer suggested that she discuss her options with the SM and Sales Manager at the dealer- she may be more comfortable in another vehicle and they could provide her with the info and assist in directing her to the most affordable for her.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 798470 Cus Ident 4406621 Legal Note Type Summary Note
 Customer Address [REDACTED]

Santa Barbara CA [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir 05144 SANTA BARBARA AUTO GROUF SANTA BARBAR CA
 Sell Dir 05107 CUTTER MOTORS SANTA BARBAR CA
 Last Sell Dir 05107 CUTTER MOTORS SANTA BARBAR CA
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54EXYA [REDACTED]
 Mileage 57467 Prod Date 06/07/2000 Warr Date 08/12/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/22/2004 21:05:08	Kathleen Durning	4633

Summary Notes

10/22/2004 21:04:56 Kathleen Durning 4633

Recvd. corresp # 251845 - second letter from [REDACTED] regarding repairs after warranty expiration. Custome claims the issue occurred prior to the expiration but he was unable to get the vehicle into the dealer due to personal commitments.

Had previously advised that post warranty must be reviewed by the SM at the dealer but he has chosen to write again with his same request for reimbursement.

Writer called customer and left a detailed voice message asking him to call me back to discuss this matter-- he must see the SM for any assistance.

10/27/2004 21:55:40 Kathleen Durning 4633

customer sent a second letter regarding the sliding roof- wind deflector repair from 8/26/04- customer does not believe this should ever need repair since it is an item rarely used on the vehicle and claims it was broken prior to the expiration of warranty but due to other commitments he was unable to get it into the dealer. Then he believed it would be covered by the ELW and was not informed it was not until the repair was completed.

Customer was advised that post warranty repairs must be reviewed by the SM at the servicing dealer for any possible assistance toward this repair.

Customer asked that we notify the SM of this concern and he will contact him directly in the next day or so.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 477938 Cus Ident 11028781 Legal Note Type SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Boca Raton FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Sell Dir 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information	
DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E21A [REDACTED]
Mileage 3776	Prod Date 11/17/2000 Warr Date 12/21/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	01/14/2002 12:46:29	Sherry Giampaglia	4648

Summary Notes

01/14/2002 12:46:40 Sherry Giampaglia 4648

SES

Overall satisfaction with Dealer/Personnel: Not rated

Problems exist: "But the "trouble" comeback. The ESP, BAS light comes on again while I drive going 65 mph"

Alternate Transportation:

Favorite things: The driving is easy

Least favorite things: The ESP light gave me much fear

Survey comments: At Nov. 2001 I had 2400 mile in the car. I was driving on Glades Rd and ESP/BAS light came on. 3 times in 2 wks. Dec. 6,2001 I took the car back to Autohaus Pompano for service. 4 days later I got the car back. It seems OK. But 12/26/ 11:00am I was on Fl. Turnpike going 65-70. It skid again, & the lights came on also. So I call the svcs. & have a app't for service the 2nd time. Do I Have hope for a trouble free car or?

Called 561 477 9147

Message left on a/m

Research:

Action taken/customer's comments:

Mileage Update:

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 594952 **Cus Ident** 10950063 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Aventura FL [REDACTED]

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

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

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E3YA [REDACTED]
Mileage 20358 **Prod Date** 03/04/2000 **Warr Date** 11/09/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	02/14/2003 10:52:18	Sherry Giampaglia	4648
	Frequency of Repairs	02/14/2003 10:52:18	Sherry Giampaglia	4648
Dealer Service	Repeat Visit for Same Issue	02/14/2003 10:51:54	Sherry Giampaglia	4648

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	02/14/2003 10:53:38	Sherry Giampaglia	4648

Summary Notes

02/14/2003 10:51:29 Sherry Giampaglia 4648

Customer called in requesting to speak to supervisor - He feels that he is entitled to compensation for issues he has been having w/vehicle.

He states that he has had vehicle in 6 times for BAS/ESP display which he is told has been corrected and isn't; buttons on windows have been replaced; radiator fan replaced, brakes noise from inside and currently he states that he cannot move shifter.

[REDACTED] states that he purchased this vehicle for safety reasons and would like to be compensated. Transferred to L. Grillo CA Rep. (Team leaders not available at this time) for further handling.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 665984 Cus Ident 11851173 Legal Note Type Summary Note

Customer Address [REDACTED]

Ocean NJ [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E21A [REDACTED]
Mileage 25552 Prod Date 04/12/2001 Warr Date 05/25/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	Inbound Call - No Survey	10/13/2003 14:35:11	Sherry Giampaglia	4648

Summary Notes

10/13/2003 14:34:37 Sherry Giampaglia 4648

Customer called in with concerns re: 2 warning lamps: BAS/ESP and ETS
Call dropped while speaking w/him.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 547842 **Cus Ident** 21997403 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Newington CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 09103 MERCEDES-BENZ OF GREENW GREENWICH CT
Sell Dir 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 79355 **Prod Date** 10/06/1999 **Warr Date** 10/13/1999 **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	08/30/2002 15:32:29	Andrew Dunleavy	6320

Summary Notes

08/30/2002 15:32:31 Andrew Dunleavy 6320

Client called and wanted post warranty assistance for a fuel pump/fuel filter , BAS, ESP repairs ("which she alleges have been ongoing since day 1 ") She wanted MBUSA to pay for repairs as stated in the January 2002 USA Today article quoting the CEO. I told her all such requests go through SM at dealership. She alleges Dave Ruvolo told her to call MBUSA directly (???) Writer will apprise SPOM and dealership of call. She may be reached at 860-803-5406

09/03/2002 10:36:34 Michael Willard

Writer reviewed with Service Advisor who handles this customer. Goodwill was denied because of nature of problem, fuel filter (maintenance related). Customer has received goodwill in the past and this time goodwill was not an option. Customer's lawyer called to see if repairs were know before vehicle was in. SA told lawyer that it is not possible to predict the future and know what will go wrong.

09/03/2002 14:13:48 Frank Parente 4675

Customer attorney called to question maintenance issues. It appears that customer is taking issue with normal maintenance items.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 550794 **Cus Ident** 12161612 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Flushing NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 56106 HELMS BROS., INC. BAYSIDE NY
Sell Dir 56106 HELMS BROS., INC. BAYSIDE NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EX1A [REDACTED]
Mileage 9367 **Prod Date** 06/22/2001 **Warr Date** 06/30/2001 **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	09/13/2002 10:43:52	Andrew Dunleavy	6320

Summary Notes

09/13/2002 10:43:50 Andrew Dunleavy 6320

Customer wanted to call and complain about Helms Bros service. He wanted to have it documented that it takes months for a service appointment for a "potential safety issue" as his ABS/ESP light illuminates from time to time

09/15/2002 19:43:25 Steve Dennis

SPOM will request the Service Manager to review this matter immediately.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 447147 **Cus Ident** 10961992 **Legal** **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

New Hope PA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 67294 KEENAN MOTORS DOYLESTOWN PA
Sell Dir 67294 KEENAN MOTORS DOYLESTOWN PA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E61A [REDACTED]
Mileage 4649 **Prod Date** 09/11/2000 **Warr Date** 11/21/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	09/04/2001 18:27:54	CACS06G	

Summary Notes

09/04/2001 18:27:56 Eva Christenson

Overall satisfaction with Retailer/Personnel: Somewhat dissatisfied
 Alternate Transportation: Completely satisfied
 Favorite things: Size, phone, nav system
 Least favorite things: Electronics do not function - can't seem to still yet get them to function esp fuel gauge.
 Survey comments: Is there any possibility of getting my car to function as a \$50,000 car? Can my gauges , electronics be repaired so that they function correctly."
 Action taken/client's comments:
 - Called [REDACTED]
 - It took five visits to get computer issue fixed.
 Mileage Update: 1000 per customer but above mileage indicates 4649.
 Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 348345 Cus Ident 10304308 Legal N Note Type SERVICE EXPEI

Customer Address [REDACTED]

Chesapeake VA [REDACTED]

Phone [REDACTED] Phone Location Residence Assign Dir

Sell Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACI VA
Last Sell Dir 80218 PHILLIPS AUTOMOTIVE INC. VIRGINIA BEACI 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
Survey and Follow Up	SES - Service Experience Survey	04/28/2000 16:45:55	Bernadette Cavanaugh	6378

Summary Notes

04/28/2000 16:45:57 Bernadette Cavanaugh 6378

Corres. No. 166190 - Received SES Survey from [REDACTED] in which he states past problem with BAS./ESP light coming on in his vehicle. While he states problem has been taken care of, he states that he is surprised that there was no follow-up call from MBUSA or the Service Mgr. at Phillips. I contacted client directly to discuss and advised him our our procedure here for handling client complaints. Advised client that I would make note of his comments for future consideration, etc. Client happy with the followup.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 400882 Cus Ident 10951477 Legal N Note Type Initial Buyer Surv
 Customer Address

Grass Valley CA
 Phone Phone Location Residence
 Assign Dir 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
 Sell Dir 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
 Last Sell Dir 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A World Vin: 4JGAB54E41A
 Mileage 1575 Prod Date 10/18/2000 Warr Date 11/15/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	01/25/2001 21:57:15	Toniann Corrigan	4662

Summary Notes

01/25/2001 21:57:24 Toniann Corrigan 4662

Overall satisfaction with Retailer: CS Overall satisfaction with Vehicle: VS Overall satisfaction with Price: S
 Problems/Dissatisfaction: - Rated person showing features on car "Fair" - "Didn't know all features." Favorite things: "Hugging the road." Least favorite things: "Too many computers, ESP light on, when temp. below 45 degrees." Survey comments: "Snow chains too expensive. Car more noisy. Seating not as comfortable as my previous Mercedes. ESP light stays on when temp. below 45 degrees, waiting for new computer." Action taken/client's comments: Called and spoke to client who stated everything is fine other than he sti has not received the second key. He was not sure of current mileage. Survey complete and filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 555640 **Cus Ident** 569414 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fort Lauderdale FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL
Sell Dlr 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E51A [REDACTED]
Mileage 27399 **Prod Date** 09/13/2000 **Warr Date** 11/29/2000 **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	10/01/2002 09:25:10	Surya Boonphadung	4661

Summary Notes

10/01/2002 09:25:12 Surya Boonphadung 4661

[REDACTED] called the cac stating that his wife (heather halladay) brought vehicle to dlr 15317 for repair (ABS/BAS/ESP warning lights illuminated). Customer claims that dlr scratched their bumper and had the bumper repainted. Customer alleges that the repainting process resulted in overspray on the rest of the body panels. Customer also claims that the alignment was "way off" when the car was given back to his wife. he claims that to get the car to go straight the steeringwheel was at 90 degrees from the "normal" position.

Customer claims that his wife talked to dealership's service manager and was advised that the alleged overspray and alignment issue was already there before the car was brought to dealer. Customer wants MBUSA's assistance in resolving this matter.

Writer apologized for customer's inconvenience, however stated that dlr is responsible to resolve this for customer. writer can document customer's concern and share with appropriate dept.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 589709 **Cus Ident** 14857491 **Legal** **Note Type** Summary Note
Customer
Address

Raritan NJ

Phone **Phone Location** **Residence**
Assign Dir 55106 MERCEDES-BENZ OF NANUET NANUET NY
Sell Dir 52108 DAVID MICHAEL MOTOR CAR C FREEHOLD NJ
Last Sell Dir 52108 DAVID MICHAEL MOTOR CAR C FREEHOLD NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A **World Vin:** 4JGAB54E61A
Mileage 22560 **Prod Date** 06/26/2001 **Warr Date** 07/31/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/29/2003 09:29:13	John Hoey	4605
Vehicle Quality	Overall Dissatisfaction with Quality	03/10/2003 17:53:28	Tracey Kelley	6390

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Steering System	Steering System	01/28/2003 15:17:54	Surya Boonphadung	4661

Summary Notes

01/28/2003 15:17:44 Surya Boonphadung 4661

customer called cac stating that the power steering hose on his vehicle malfunctioned. Customer is inquiring if there is any sort of recall on this issue. Writer stated that there are currently no outstanding recall on customer's vehicle. Writer stated that the Roadside Tech (Rich Erzen) allegedly advised him that "this happens all the time" and that "MB doesn't have a fix for it".

Writer apologized for customer's inconvenience and stated that the service dept should be able to address the outstanding issue (power steering clamp). Writer stated that there are many elements that can affect the effectiveness of the clamps (weather, age, use of vehicle, etc) Writer stated that, as with any part, there's a potential for wear as time goes on.

Summary Notes

01/29/2003 09:29:05 John Hoey 4605

Writer received Internet message from customer (corresp # 214046.)

Dear [REDACTED]

Thank you for your recent Internet message.

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

If you have concerns regarding the power steering system in your vehicle, please speak to the Service Manager your authorized Mercedes-Benz dealer. He or she is in the best position to evaluate the performance of your vehicle, and if necessary can request technical assistance from MBUSA to assure your vehicle is performing to factory specifications. Please be advised that there are currently no open campaigns on your 2001 ML320.

The opportunity to review this matter is appreciated.

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

□□

□□ Diane Lima

□□ 01/28/03 02:28 PM

□□

□□ To: John Hoey/171/DCAG/DCX@WK-COOP

□□ cc:

□□ Subject: Corr # 214046 Vehicle Technical Questions (CVTQ)

----- Forwarded by Diane Lima/171/DCAG/DCX on 01/28/03 02:27 PM -----

□□ Jamesgamgort@aol.com

□□ 01/24/03 04:51 PM

□□

□□ To: mailmaster@mbusa.com

□□ cc:

□□ Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ) From: Jamesgamgort@aol.com

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Colts Neck

State: NJ

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I am very concerned about the problems with the power steering in the ML320. This problem is a serious safety issue and I am disturbed by the lack of response by Mercedes. Your failure to respond to this issue is putting Mercedes owners at risk and your reputation on the line. This problem has occurred with my wife, mother, and brothers ML320. Is there a long term fix for this problem with the hose? This SUV should be recalled.

Survey Information:

Day Phone Number: (908) 218-6917 ext:

Evening Phone Number: - ext:

Preferred number: Work

Preferred time to call: Morning

Fax: -

Summary Notes

VIN Number: 4jgab54e61a [REDACTED]

Vehicle Year: 2001

Model You Own : ML320

[REDACTED]

[REDACTED]

[REDACTED] 01/28/03 02:28 PM

[REDACTED]

[REDACTED] To: John Hoey/171/DCAG/DCX@WK-COOP

[REDACTED] cc:

[REDACTED] Subject: Corr # 214046 Vehicle Technical Questions (CVTQ)

----- Forwarded by Diane Lima/171/DCAG/DCX on 01/28/03 02:27 PM -----

[REDACTED]

[REDACTED] 01/24/03 04:51 PM

[REDACTED]

[REDACTED] To: mailmaster@mbusa.com

[REDACTED] cc:

[REDACTED] Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ) From: [REDACTED]

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: Colts Neck

State: NJ

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I am very concerned about the problems with the power steering in the ML320. This problem is a serious safety issue and I am disturbed by the lack of response by Mercedes. Your failure to respond to this issue is putting Mercedes owners at risk and your reputation on the line. This problem has occurred with my wife, mother, and brothers ML320. Is there a long term fix for this problem with the hose? This SUV should be recalled.

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: - ext:

Preferred number: Work

Preferred time to call: Morning

Fax: -

VIN Number: 4jgab54e61a [REDACTED]

Vehicle Year: 2001

Model You Own : ML320

Summary Notes

02/05/2003 13:55:03 John Hoey 4605

Writer left the customer a voice mail [REDACTED] requesting the customer call ext 4605 to discuss. Informed him that we can not diagnose his vehicle either through correspondence or via phone, and suggested he speak to the SM at an authorized dealer. Informed him if he feels the vehicle is unsafe to drive that he should call RAP, and request a tow.

Customer sent another Internet message:

[REDACTED]

I am very unhappy with your response. This problem is not specific to my vehicle. Your roadside assistance personnel, my dealer, as well as your 800 number staff have informed me that this is a very common problem. I was even informed yesterday that it seems to be occurring more frequently in the cold weather. (I am not sure how that helps me) I find your statement...

"We trust you understand that we are unable to evaluate your concerns through correspondence. Lacking direct involvement with the operation of your vehicle makes it impossible to comment with specifics" offensive as this problem is clearly widespread.

I restate my issue. I am concerned for the safety of my family. My wife no longer wants to drive this vehicle after experiencing difficulty controlling the vehicle when the power steering system failed. There is a clear problem with the power steering system on the Mercedes ML 320. If you are truly unaware of this problem, take a look at the NTSB site where I was able to find a number of power steering failure cases with the ML320.

I was informed by roadside assistance that the repair (tightening the hose clamp and refilling the power steering fluid) is a temporary fix. Is there a permanent fix for this problem?

02/07/2003 13:17:15 [REDACTED] 4605

Writer received another internet message from customer:

[REDACTED]

I received your phone message today and I will try to call. Additionally, you called my home number when I indicated my work number as the daytime number in the original e-mail. In the meantime can you answer two questions. If you are unwilling to answer these questions please let me know and I will take my problem elsewhere. Please do not respond by telling me to call my dealer as I have and they are aware that the problem exists and they are not aware of a permanent fix for this issue. Again, the roadside assistance personnel informed me that this is all that he has been doing for the past month (fixing ML320 Power steering hoses) so I find it difficult to believe that you are unaware of this problem. Here are the questions that I would like answered.

1. Are you aware of a problem with the ML320 (not just my vehicle) Power steering hoses/fluid leak leading to a loss of power steering? Yes or No
2. Is there a permanent fix to this problem? Yes or No

I would appreciate a response to the above questions. Thank you.

03/04/2003 14:28:38 [REDACTED] 4605

Writer spoke to 55106 who answered the customer's RAP call. He did not believe an updated clamp was installed, just tightened, because the RAP trucks don't carry those parts around.

Summary Notes

03/10/2003 17:52:42 Tracey Kelley 6390

Customer called in very irate, questioning where we obtained the address used on the SES survey he received. The address was 1000 route 202, Raritan, NJ. Customer stated he never gives out this address. Writer advised customer that address updates are received from many sources i.e.. dealership, post-office. Writer placed a block on this address.

Customer than stated that he has not had a response from MBUSA regarding the power steering issue which he previously wrote to MBUSA about and also sent internet messages on.

Customer stated that he believes this is a safety issue and that he has been told by the dealership and roadside technician that this is a common issue with this vehicle and that there is no "fix" available.

Customer stated that his wife , mother and brother have all experience this problem. Customer did state when asked that the ML has not experienced a repeat of this problem since being repaired.

Writer advised customer that his comments would be given to a supervisor.

03/12/2003 17:03:01 Andrew Dunleavy 6320

Joe:

Can we confirm if Nanuet performed the DTB on this?(TB-46.30/09A)

Thanks ,

Drew

Summary Note Information

Mercedes Benz of U.S.A

Note ID 754699 **Cus Ident** 12354431 **Legal** **Note Type** Summary Note

Customer Address
[Redacted]

Tinley Park IL [Redacted]

Phone [Redacted] **Phone Location** Residence

Assign Dir 25435 TERRY SHAVER IMPORTS, LTD HIGHLAND IN

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:** 4JGAB54E41A [Redacted]
Mileage 73000 **Prod Date** 10/04/2000 **Warr Date** 10/13/2000 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/28/2004 11:06:15	Surya Boonphadung	4661
Vehicle Quality	Overall Dissatisfaction with Quality	06/28/2004 11:06:22	Surya Boonphadung	4661
	Frequency of Repairs	06/28/2004 11:06:22	Surya Boonphadung	4661

Summary Notes

06/28/2004 11:06:06 Surya Boonphadung 4661

[Redacted] called the CAC expressing dissatisfaction with her 2001 ML320. She claims about 2 months ago, the catalytic converter was replaced, but now the vehicle is exhibiting same condition (loud exhaust) and is back at dealer. She also states that vehicle has been "troublesome" within the last 1.5 year (since LNCW expired).

She feels that MB should repair her vehicle at no charge, or give her a "deal" to get her into another vehicle.

Writer apologized to customer for her inconvenience and disappointment. Writer stated, that customer should review her request with the management team at dealer, as they are in the best position to discuss this with her. Writer stated MBUSA will uphold the remainder of the Federal Emission warranty on her vehicle (8 years/80,000 miles on selected items, whichever occurs first), we will also provide technical assistance to dealer, should it be required.

06/29/2004 12:05:57 Surya Boonphadung 4661

Customer sent fax, to confirm conversation above. Fax CC: to Tim Grau at Terry Shaver Imports, and Mike Tegge at MB Naperville

Summary Notes

06/30/2004 10:54:41 John Hart 4669

Customer phoned the CAC wishing to express continued dissatisfaction with concerns documented above by representative Surya.

Customer also alleges ESP light is currently illuminated and was advised by dealer 25435 module has burned out. Customer requested dealership provide an explanation of how this could have occurred and was provided the response it could have been one of two things. 1) A surge from jump starting vehicle or 2) an alternator.

Customer claims " I feel this should not occur and MBUSA should pay for cost of repairs".

Writer advised customer post-warranty assistance is on a case-by-case basis and empower the Service Manager of authorized dealership to review requests of this nature and we will fully support their decision.

07/01/2004 14:16:11 Frank Parente 4675

Customer called again about the \$50 charge that she incurred when dealer inspected her vehicle. Claims that she has spoken to SM and GM at dealer and received no satisfaction.

Writer explained that this is a dealer related issue.

Customer asked for SPOM name- writer told her that I cannot provide it - she asked my name and hung up.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 756306 Cus Ident 24030155 Legal Note Type Summary Note

Customer Address [REDACTED]

Bronx NY [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 09103 MERCEDES-BENZ OF GREENW GREENWICH CT

Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2YA [REDACTED]
Mileage 59781 Prod Date 05/15/2000 Warr Date 06/09/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	06/30/2004 16:58:12	Surya Boonphadung	4661

Summary Notes

06/30/2004 16:58:04 Surya Boonphadung 4661

[REDACTED] sent letter to Paul Halata, received at CAC on 06/29/04.

Customer alleges disappointment with MB Greenwich service dept, and vehicle. She claims she purchased this car from Major World Auto (independent) and the BAS/ESP light, check engine and service lights were illuminated and radio was not functioning. She claims she revisited Major World several times, and they installed after market radio on the car but the warning lights were still not addressed.

She claims she finally took the car to MB Greenwich on June 16, 2004, Jason Cogoni is the service advisor. She claims Jason advised vehicle is no longer under the terms of the LNCW, and parts need to be ordered.....battery, FSS B service, stop lamp switch, steering angle sensor, molding for driver seat. Total cost approximately \$2000.

She claims she had after market warranty which Jason called to obtain authorization. The aftermarket warranty would only cover a fraction of the ESP/BAS repair, but nothing else.

07/12/2004 14:10:13 Surya Boonphadung 4661

Writer contacted MB Greenwich, spoke with Jason, he states all the parts that was ordered are still at dealer, and if customer wants repair done, she can schedule with dealer to do so. He also advised he spoke with the warranty company and they would only cover fraction of the BAS/ESP malfunction, and nothing else.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 414278 **Cus Ident** 10872539 **Legal** **Note Type** SERVICE EXPEI

Customer Address [REDACTED]

Kohler WI [REDACTED]

Phone [REDACTED]	Phone Location	Residence	
Assign Dir 86412	CONCOURS MOTORS, INC.	GLENDALE	WI
Sell Dir 86412	CONCOURS MOTORS, INC.	GLENDALE	WI
Last Sell Dir 86412	CONCOURS MOTORS, INC.	GLENDALE	WI

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E0YA [REDACTED]
Mileage 10000	Prod Date 08/02/2000 Warr Date 09/02/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	04/03/2001 12:38:01	Marion Loiola	4683

Summary Notes

04/03/2001 12:38:02 Marion Loiola 4683

SES

Overall satisfaction with Dealer/Personnel: CD

Problems exist: I live 1 hr from service center made 3 trips and car was not fixed. Loaner interior was flooded - go my personal belonging wet too! 3 trips to get the problem fixed - bad loaner car - promised to wash car & wasn't washed!

Alternate Transportation: Loaner - completely dissatisfied

Favorite things: ESP - control of vehicle in winter snow conditions

Least favorite things: Not dual climate controls, garage door opener doesn't work w/o auxiliary power, power window buttons on center panel, lights don't go off automatically

Action taken/customer's comments: Called [REDACTED] - privacy id - Client stated that everything is going ok b it took 3 trips to the dealer to fix the problem.

Changed name from [REDACTED]

Mileage Update: 10,000

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 416377 Cus Ident 10646648 Legal Note Type SERVICE EXPEI

Customer Address [Redacted]

Menlo Park CA [Redacted]

Phone [Redacted]	Phone Location	Residence	
Assign Dir 05765	AUTOBAHN MOTORS	BELMONT	CA
Sell Dir 05765	AUTOBAHN MOTORS	BELMONT	CA
Last Sell Dir 05765	AUTOBAHN MOTORS	BELMONT	CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted]	World Vin: 4JGAB54EXYA [Redacted]
Mileage 15000	Prod Date 04/28/2000 Warr Date 05/20/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	04/13/2001 12:29:42	Marion Loiola	4683

Summary Notes

04/13/2001 12:29:45 Marion Loiola 4683

SES

Overall satisfaction with Dealer/Personnel: CS

Favorite things: I feel very safe and the ride is so comfortable. We esp noticed it on long trips

Least favorite things: It takes muscle & sometime to have the 3rd row available. (More complicated, easy to damage if you don't know what your doing) Wouldlike better visibility in back. I take out the middle head rest whe not in use

Survey comments: (Letter enclosed) Sebastian, my service advisor is one of Autobahn's most valuable employees, his friendliness and ability to listen to concerns and take care of them immediately, ? a continuing relationship; loyalty. Also Serge - one of the service managers is another valuable employee because he too has people; their ?? a top priority. See note attached

Action taken/customer's comments: Called [Redacted] Different person, did not leave message. Called 650-322-5120 Customer stated everything is fine with car and has been very happy with Autobahn. Customer stated that she takes out rear middle headrest wishes she could retract headrest. Customer loves car. Mileage Update:15,000

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 400689 **Cus Ident** 21898747 **Legal** N **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

New Rochelle NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ
Sell Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72EX1A [REDACTED]
Mileage 681 **Prod Date** 09/22/2000 **Warr Date** 11/20/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	01/25/2001 10:53:37	John Loughran	4624

Summary Notes

01/25/2001 10:53:53 John Loughran 4624

Initial Buyer Survey Overall satisfaction with Retailer:VS Overall satisfaction with Vehicle:SD Overall satisfaction with Price:CS Problems/Dissatisfaction: See survey comments Favorite things: -Ride, Handling, Performance Least favorite things: -Headlights @ Hi-Beam Survey comments: -Concern - The "BAS/ESP" fault light comes on intermittently. - Prestige service was unable to correct it in 80 days. I had to take car to Florida at that point. They have advised that those systems are functional even when fault light is on. Research: Action taken/client's comments:Called 941-721-7364 and left a message advising of our 800# Mileage Update: Survey filed by sum note number

01/29/2001 11:48:26 Kathy Bacchiocchi 4632

Client called back, he is still getting the BAS/ESP light coming on. Writer advised [REDACTED] to have it checked at either the St Pete's or Sarasota locations. Writer questioned whether they would provide alt. trans. Writer advised client to speak directly to the retailer because most due but terms and conditions vary from one to the other.

Summary Note Information

Mercedes Benz of U.S.A

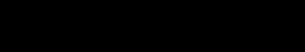
Note ID 404213 **Cus Ident** 10079165 **Legal** **Note Type** SERVICE EXPEI

Customer Address



Hillsboro Bch

FL



Phone



Phone Location Residence

Assign Dir 15317 MERCEDES-BENZ OF POMPAN· POMPANO BEA· FL

Sell Dir 15317 MERCEDES-BENZ OF POMPAN· POMPANO BEA· FL

Last Sell Dir 15317 MERCEDES-BENZ OF POMPAN· POMPANO BEA· FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A

World Vin: 4JGAB54E3YA

Mileage 2200 **Prod Date** 11/18/1999 **Warr Date** 12/16/1999 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	02/14/2001 10:56:23	John Loughran	4624

Summary Notes

02/14/2001 10:56:36 John Loughran 4624

SES

Overall satisfaction with Retailer/Personnel:

-Not rated as auto not serviced yet

Problems exist:

Alternate Transportation:

Favorite things:

-The prestige of a Mercedes Benz, the safety rating of the American Insurance Institute, ESP as standard equipment, very comfortable and safe feeling while driving

Least favorite things:

-The vehicle could have had mor gadgets as compared to the Lexus ES 300 with approximately \$4000 less in purchase price. In the back beverage containers fall off the cup holders when driving through curves

Survey comments:

-19 As a condition of the sale, Autohaus would provide a free car wash for the duration of the warantee period, a we were also offered by dealers of competing brands. Autohaus closed the car washing facilities in November 2000 to be reopened in January 2001. As we were told now, car washing may not be available till March 2001. I find this very upsetting and it should be corrected at once.

at times the staff of Autohaus could be more courteous toward female clients. My wife had several unpleasant encounters with the staff.

In general, we feel Autohaus has new and comfortable service facilities including a pleasant customers waiting lounge with complimentary refreshments. The Dealership certainly does the brand name Mercedes Benz justice

Research:

Action taken/client's comments:

Called 954-574-6722 and spoke with the client. Transferred to a Rep about recalls and advised of 800#

Mileage Update:

Survey filed by sum

Summary Note Information

Mercedes Benz of U.S.A

Note ID 422092 **Cus Ident** 11171276 **Legal** **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address

Phone [REDACTED] **Phone Location** Residence
Assign Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL
Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL
Last Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E41A [REDACTED]
Mileage **1 Prod Date** 10/24/2000 **Warr Date** 02/13/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	05/10/2001 12:14:37	John Loughran	4624

Summary Notes

05/10/2001 12:14:56 John Loughran 4624

Initial Buyer Survey

- Overall satisfaction with Dealer: CS
- Overall satisfaction with Vehicle: CS
- Overall satisfaction with Price: S
- Problems/Dissatisfaction:
 - 12. The left interior light was broken in one of the sides

Favorite things:

-Safety and the 4X4

Least favorite things :

-The ESP System is too complicated to use and the touch button is too to the windows opened. Some times is highway at night is possible to operate

Survey comments:

-None listed

Research:

Action taken/customer's comments: Called 407-854-7263

Mileage Update:

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 486796 **Cus Ident** 6608754 **Legal** **Note Type** Summary Note
Customer [REDACTED] **Jr**
Address [REDACTED]

Hilliard OH [REDACTED]

Phone [REDACTED]	Phone Location	Residence	
Assign Dir 62423	CROWN EUROCARS	DUBLIN	OH
Sell Dir 62423	CROWN EUROCARS	DUBLIN	OH

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631741A [REDACTED] **World Vin:** 4JGAB74E31A [REDACTED]
Mileage 1157 **Prod Date** 10/14/2000 **Warr Date** 12/19/2001 **Model** ML55 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	02/15/2002 08:30:46	Frank Parente	4675

Summary Notes

02/15/2002 08:31:02 Frank Parente 4675

[REDACTED] called claiming that he has been having brake noises coming from his new ML 55. (Claims that he wa bought our of an ML 320 and now is having similar problems) Claims that the noise could not be detected when vehicle was at the dealership-today he has a BAS/ESP light and "squealing" from all brakes. Client has an appointment for next week but says that he cannot drive the car. He is asking to bring the vehicle in to the dealership and is looking for a loaner car-which he claims the dealership told him that they do not have. I told him that I would contact dealership and call him back.\.

02/15/2002 10:44:24 Frank Parente 4675

Received a call from Scott Morrison, Svc Manager at Crown-said that he spoke to SPOM and that he would call [REDACTED] and work with him on the issues. I called customer and told same.

03/03/2002 13:36:16 Augusto Filippone 6342

[REDACTED] called to voice his frustration & dissatisfaction with his ML55 overall performance. [REDACTED] alleged that he has not been contacted by SPOM, Steve Neukam as promised. [REDACTED] expects to be contacted in the next few days.
 Phone #614-777-4032. I will forward this info to Bernadette Cavanaugh for processing.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 784961 **Cus Ident** 25175585 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Freeport NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 55124 LAKEVIEW AUTO SALES AND S ROCKVILLE CEI NY
Sell Dir 51121 PRESTIGE MOTORS, INC. PARAMUS NJ

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E01A [REDACTED]
Mileage 49382 **Prod Date** 02/28/2001 **Warr Date** 04/06/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/09/2004 10:49:28	Frank Parente	4675

Summary Notes

09/09/2004 10:49:19 Frank Parente 4675

Customer called to go on record with her disappointment over the fact that she has had her vehicle back to dealer 2X, she claims, for an issue with the BAS/ESP light coming on.
 Customer also claims that she was told that a new panel had to be ordered for her door and speaker.
 Customer claim that she cannot get any one to call her and tell her whether this part has been ordered.
 Customer claims that she is so dissatisfied with dealer that she will try another.
 Writer wanted to go on record with her comments.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1424070 Cus Ident 16007661 Legal Note Type Summary Note

Customer Address [Redacted]

Voorhees NJ [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir

Sell Dir 09051

Last Sell Dir 12101 MERCEDES-BENZ OF WILMING WILMINGTON DE

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E4YA [Redacted]
Mileage 78500 Prod Date 11/17/1999 Warr Date 12/30/1999 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Telephone Technical Assistance Request	10/11/2006 08:46:40	Frank Parente	4675

Summary Notes

10/11/2006 08:46:30 Frank Parente 4675

Customer called with questions on his BAS/ESP system and the fuel sending unit.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 598648 **Cus Ident** 10655110 **Legal** **Note Type** Summary Note
Customer [Redacted]
Address [Redacted]

Great Falls VA [Redacted]

Phone ([Redacted]) **Phone Location** Residence

Assign Dir 80215	MERCEDES-BENZ OF TYSONS	VIENNA	VA
Sell Dir 80215	MERCEDES-BENZ OF TYSONS	VIENNA	VA
Last Sell Dir 80215	MERCEDES-BENZ OF TYSONS	VIENNA	VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [Redacted] **World Vin:** 4JGAB54E9YA [Redacted]
Mileage 21373 **Prod Date** 02/11/2000 **Warr Date** 06/03/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/27/2003 15:18:15	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Wheel	Wheel	02/27/2003 15:17:56	Lois Grillo	4627

Summary Notes

02/27/2003 15:17:41 Lois Grillo 4627

Corres #215456 - Customer sent an E-mail to CAC (see below). Writer contacted customer regarding his concern. Writer referred customer to the S/M at dealer 80215 for review & suggested that he request that someone drive with him to demonstrate the sound he is hearing in the vehicle. Customer states that he would do that.

Subject: Vehicle Technical Questions (CVTQ) From: LiTian1@aol.com

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title:

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Great Falls

State: VA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: My vehicle had wheel noises at approximately 12,000 miles. Sent to dealer and was told it was normal for truck. The noises were getting worse, and at approximately 17,000 miles, the ESP came on. Went to dealer to fix it, and noise was smaller but still there. It is getting worse now. Dealer (HBL at VA) said it is normal for truck and may be it is from tire. How can I be sure? Do you have another center that can check it out? The truck has only 27,000 miles on it and has had problem since 12,000. Thanks/Li ☐☐ ☐☐ ☐☐

Survey Information:

Day Phone Number: [REDACTED]

Evening Phone Number: [REDACTED]

Preferred number: Work

Preferred time to call: Afternoon

Fax: [REDACTED]

VIN Number: 4JGAB54E9YA [REDACTED]

Vehicle Year: 2000

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 650013 **Cus Ident** 6205336 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Farmingdale NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 55108 SUNRISE MOTORS, LLC MASSAPEQUA NY

Sell Dir 36200 CHAMBERS MOTORCARS OF B SOMERVILLE MA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E8YA [REDACTED]

Mileage 51960 **Prod Date** 05/02/2000 **Warr Date** 08/21/2000 **Model** ML320 2000

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	08/20/2003 12:53:18	Lois Grillo	4627

Summary Notes

08/20/2003 12:52:11 Lois Grillo 4627

Primary Phone: [REDACTED]
 Current Mileage: 51960
 Dealer(s) involved: 55108

Situation:

Customer [REDACTED] phoned the CAC alleging that dealer was remiss in their inspection of his Starmarked 2000 ML320. Customer alleges that immediately after picking up the vehicle in Dec. he had to return it 2 times for a anti freeze leak.

Customer also alleges that his vehicle was serviced 3 times since June for an ESP light and now dealer has informed him that part (left front wheel speed sensor) has come in and he needs to make another appointment for this. Customer alleges that dealer put in a speed sensor from a loaner temporarily.

Action Taken:

Writer apologized and stated that MBUSA will repair the vehicle pursuant to the terms of the warranty. Write also referred customer to the Sales Manager at dealer should he want to trade out of the vehicle and referred customer to S/M, Maria Tully, for an explanation of repairs to his vehicle.

Customer Follow-up Y/N:

Yes with dealer

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 651037 **Cus Ident** 8559732 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Fort Lauderdale FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 14349 MERCEDES-BENZ OF FORT LAI FORT LAUDERE FL

Sell Dir 15317 MERCEDES-BENZ OF POMPAN POMPANO BEA FL

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E8YA [REDACTED]
Mileage 36225 **Prod Date** 12/20/1999 **Warr Date** 12/27/1999 **Model** ML430 2000

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/25/2003 10:34:13	Lois Grillo	4627
Suspension System	Suspension System	08/25/2003 10:33:56	Lois Grillo	4627
Steering System	Steering System	08/25/2003 10:33:40	Lois Grillo	4627

Summary Notes

08/25/2003 10:33:14 Lois Grillo 4627

Primary Phone: [REDACTED]
 Current Mileage: 36225
 Dealer(s) involved: 14349

Situation:

Customer phoned the CAC alleging that this pre-owned has had many issues and is currently at dealer 14349 for the following:

- *leak in the rack & pinion steering
- *2 rear window not working
- *ESP light on
- *lighter not working

Customer expressed disappointment that the vehicle will be going out of warranty in a few months.

Action Taken:

Writer referred customer to the S/M, Jason Praet, at dealer and stated that MBUSA will repair the vehicle pursuant to the terms of the warranty. Writer also stated that customer may wish to explore an after market, extended warranty and that MBUSA does not offer one for this vehicle an apologized for her inconvenience.

Customer Follow-up Y/N:

yes with dealer.

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

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

Note ID 678011 **Cus Ident** 14797760 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address

Phone [REDACTED] **Phone Location** Business
Assign Dir 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH
Sell Dir 50100 HOLLOWAY MOTOR CARS OF M MANCHESTER NH

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

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E61A [REDACTED]
Mileage 37000 **Prod Date** 04/04/2001 **Warr Date** 04/26/2001 **Model** ML430 2001

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/17/2003 16:25:40	Lois Grillo	4627
Service Brake System	Service Brake System	11/17/2003 16:25:35	Lois Grillo	4627

Summary Notes

11/17/2003 16:25:18 Lois Grillo 4627

Primary Phone: [REDACTED]
 Current Mileage: 37000
 Dealer(s) involved: 50100

Situation:

Customer phoned the CAC alleging that her brakes are squeaking again and the "service brake lights and ESP lights have come on, in addition the low coolant light comes on (coolant level is OK). Customer states that she has an appointment at dealer for 11/21/03.

Action Taken:

Writer referred customer to dealer for review of her issues. Since it has been 10,000 miles since customer's brakes were last inspected, writer suggested that she speak to dealer regarding this matter.

Customer Follow-up Y/N:
 yes with dealer

06/01/2004 10:48:12 Arnold Almaguer 4621

[REDACTED] called to voice another complaint. Customer mentioned that dealer was able to repair the above complaint, however customer claims that when dealer repaired the vehicle some interior buttons are allegedly loose now. Customer stated that the dealer created an appointment on 6/4/03 to address this complaint.

Customer reiterated that she will no longer buy MB products. Customer feels that the residual value of this vehicle is too low. Customer is seeking to be traded out of the vehicle. Writer explained that the trade value/cost associated is between herself and the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 769097 **Cus Ident** 23541547 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Naugatuck CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 09127 MERCEDES-BENZ OF NORTH H NORTH HAVEN CT
Sell Dlr 09127 MERCEDES-BENZ OF NORTH H NORTH HAVEN CT
Last Sell Dlr 09127 MERCEDES-BENZ OF NORTH H NORTH HAVEN CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 36500 **Prod Date** 01/20/2000 **Warr Date** 04/15/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/21/2004 11:22:46	Lois Grillo	4627
Vehicle Quality	Overall Dissatisfaction with Quality	07/29/2004 14:46:49	Lois Grillo	4627

Summary Notes

07/29/2004 14:46:12 Lois Grillo 4627

Corres #244573
 Customer sent letter to CAC alleging many quality issues with his vehicle which is out of warranty. Customer also expressed his disappointment with the aftermarket warranty that he purchased from dealer 09127 (which he cancelled). Customer indicate several outstanding issues with his vehicle.

Writer contacted S/M, Steve Z., who provided a following up date - last in on 6/10/04 for a lateral sensor issue; previously at dealer in January & October. Writer will prepare a response to customer.

10/21/2004 11:22:34 Lois Grillo 4627

CORRES #250897
 Customer sent a letter dated 10-04-04 via US mail (postmarked 10-06-04, rec. CR 10-12-04. Letter is addressed to MBUSA & Mike Mauro at dealer 09127. Customer alleges issues with the BAS/ESP and locking & unlocking system in vehicle out of warranty.

Writer spoke with S/M, Steve Zaletta, this date/time who confirms that he has contacted the customer and offered to diagnose his concerns without charge. S/M also stated that he would review concerns for possible P/W/C on a case by case basis and that it is illegal to provide an extended warranty after vehicle is out of warranty. He also stated that the customer's previous locking issue was resolved by replacing the battery in the key.

NTMT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 845044 **Cus Ident** 5952491 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Coronado CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05162

Sell Dir 05718 MERCEDES-BENZ OF SAN DIEG SAN DIEGO CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 55122 **Prod Date** 05/02/2000 **Warr Date** 05/17/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	02/22/2005 12:21:59	Lois Grillo	4627
	Overall Dissatisfaction with Service	02/22/2005 12:21:59	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	02/22/2005 12:22:25	Lois Grillo	4627

Summary Notes

02/22/2005 12:21:35 Lois Grillo 4627

customer alleges that his vehicle was serviced on 2/16/05 at dealer 05162 for an alleged front wheels locking when turning & the BAS/ESP light comes on. Customer alleges that the wheels grab and there is an audible sound. Customer expresses his disappointment with the service.

Writer referred customer to the S/M, Daniel Sexton, for review.
NTMT

02/22/2005 12:25:44 Lois Grillo 4627

Customer states that dealer recently replaced the pad/rotors for the vehicle. Writer left a heads up for S/M, Dani Sexton.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 845589 Cus Ident 12490912 Legal Note Type Summary Note

Customer Address [REDACTED]

Kingsport TN [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Last Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E91A [REDACTED]
Mileage 88410 Prod Date 09/15/2000 Warr Date 10/30/2000 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	02/23/2005 10:36:13	Lois Grillo	4627

Summary Notes

02/23/2005 10:35:47 Lois Grillo 4627

Tele aid #64165293

[REDACTED] contacted on Tele aid regarding a check engine light - customer indicated that the vehicle was not havin other problems. Customer then stated that the ESP/BAS light has been on for a couple of days. Writer referred customer to his dealer for investigation as soon as possible and stated that the BAS/ESP light means that he doe not have the use of the traction control system. Writer stated that should he have any other issues to contact RA immediately. We had a very poor connection (much static) and customer then asked writer to call him back on hi cell [REDACTED] - writer did but did not connect and left a V/M for him to call the 800 # & RAP.

02/23/2005 10:42:40 Lois Grillo 4627

Writer called him back - customer states that he is in Flushing, NY and will be driving back to TN; writer suggeste that he have his issues addressed before taking a long trip. Writer provided the telephone # for 2 dealers in the Flushing area & advised to call RAP if needed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 867438 **Cus Ident** 26432593 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Fort Washington MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA
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:** 4JGAB54E01A [REDACTED]
Mileage 54000 **Prod Date** 11/08/2000 **Warr Date** 01/02/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/12/2005 10:48:15	Lois Grillo	4627
Vehicle Quality	Fit and Finish / Upholstery Issues	04/12/2005 10:49:21	Lois Grillo	4627
	Frequency of Repairs	04/12/2005 10:49:21	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/12/2005 10:48:19	Lois Grillo	4627
Power Train	Power Train	04/12/2005 10:48:34	Lois Grillo	4627
Engine and Engine Coolin	Engine and Engine Cooling	04/12/2005 10:48:22	Lois Grillo	4627
Suspension System	Suspension System	04/12/2005 10:48:52	Lois Grillo	4627
Steering System	Steering System	04/12/2005 10:49:07	Lois Grillo	4627

Summary Notes

04/12/2005

10:43:04

Lois Grillo

4627

Corres #265843

Customer, [REDACTED], sent a letter dated 4-04-05 to MBUSA/CAC. Customer alleges that she was a "victim of fraud" when they purchased a pre-owned 2001 ML320 from an independent dealer. Customer alleges many problems with the vehicle which allegedly needs \$3025 in repairs. Customer alleges the vehicle repairs needed include ESP control, power steering pump leak (writer advised that the power steering recall for was the clamp only), tie rod, alignment, front crank pulley, air mass sensor, seal rear differential, lower dash cracked. Additionally, customer indicates that she has had to add 1 qt of oil in 3,000 miles (writer stated that 1 qt in 3,000 miles is within specs.)

Writer called customer and advised that the dealer that she purchased the vehicle was not an authorized MB dealer but an independent & we have no relationships with independents. Customer claims that she purchased the vehicle in Nov. 2004 with 44,000 miles and that it now has 54,000 miles and independent dealer did not provide any type of warranty (customer states that she was advised that it was purchased at auction).

Customer states that she has had the vehicle serviced at dealer 80201 a few months ago (maintenance service). Writer advised that there is no outstanding recall on this vehicle. Writer stated that the S/M at authorized MB dealers reviews all requests for possible P/W/C on a case by case basis. Writer also states that authorized Mercedes-Benz dealers offer CPO vehicles with additional warranty. Writer provided info on RAP sign & drive.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1516895 **Cus Ident** 32117098 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Dallas TX [REDACTED]

Phone [REDACTED]	Phone Location	Mobile
Assign Dir 75568	PARK PLACE MOTORCARS	DALLAS TX
Sell Dir 75534	EWING AUTOHAUS	PLANO TX

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72EXYA [REDACTED]
Mileage 80551 **Prod Date** 12/22/1999 **Warr Date** 02/29/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/15/2006 13:26:42	Lois Grillo	4627
Vehicle Quality	Overall Dissatisfaction with Quality	12/15/2006 13:26:54	Lois Grillo	4627
	High Cost of Repairs	12/15/2006 13:26:54	Lois Grillo	4627
	Frequency of Repairs	12/15/2006 13:26:54	Lois Grillo	4627

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	12/15/2006 13:26:27	Lois Grillo	4627

Summary Notes

12/15/2006 13:25:44 Lois Grillo 4627

Primary Phone: [REDACTED]
Current Mileage: 80551
Dealer(s) involved: 75568

Situation:

Customer, [REDACTED] called the CAC requesting to speak with the head of MBUSA and demanding a MB representative meet with her about her vehicle. Customer alleges that the vehicle was purchased 2 years ago from dealer and that her aftermarket warranty, Secure Net, expired in Oct. 2006. Customer alleges that the vehicle is still at dealership for her concerns and that dealer has advised it will cost about \$2000 - \$3700 to repair. Customer was not forthcoming about what was wrong but indicated a ESP light and a long history to repair. Customer states that she is driving the dealer's loaner and if she does not hear from someone she will contact her attorney.

Action Taken:

Writer stated that customer comments would be shared appropriately.

Writer directed customer to the S/M at the dealer for review and that he has internal means of contacting the MB rep and technical assistance. Customer refused to accept the response and kept stating that she needed a name and someone who would make an appointment. Writer declined to provide names, etc.

Customer Follow-up Y/N:

Follow-up by: CAC, market team or dealer:
Dealer to contact customer at 214-232-0433

Writer called S/D Tony Carimi at dealer & requested additional information.
NTMT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 411059 Cus Ident 11075417 Legal Note Type Initial Buyer Surv
Customer Address [REDACTED]

San Juan PR [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir 70301 GARAGE ISLA VERDE, INC. CAROLINA PR

Sell Dir 70301 GARAGE ISLA VERDE, INC. CAROLINA PR

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E11A [REDACTED]
Mileage 1109 Prod Date 12/11/2000 Warr Date 01/04/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	03/19/2001 12:01:31	Maria Cruz	4604

Summary Notes

03/19/2001 12:40:34 Maria Cruz 4604

Initial Buyer Survey

- Overall satisfaction with Dealer: satisfied
- Overall satisfaction with Vehicle: satisfied
- Overall satisfaction with Price: satisfied
- Problems/Dissatisfaction:
 - 6) FAIR rating given to concern for your time

Favorite things:

- comfort

Least favorite things:

- The BAS/ESP systems computer broke down 2 days after the purchase of the vehicle

Survey comments:

- my 99 ML320 trys to turn off when I stop at lights (RPMs go down drastically) I have taken it to Garage Isla Ver 5 times and the problem has not been solved

Action taken/customer's comments:

- Left message with receptionist @ 787-273-1522
- Survey filed by sum note number.

03/19/2001 13:55:01 Maria Cruz 4604

Client returned phone call

- Advised that all problems had been corrected (on both MLs)
- Writer thanked client for returning our call and advised of 800#

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

Note ID 661238 **Cus Ident** 18998430 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Reseda CA [REDACTED]

Phone [REDACTED] **Home Phone Location** Residence**Assign Dir** 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA**Sell Dir** 05758 CALSTAR MOTORS, INC. GLENDALE CA**Last Sell Dir** 05737 DOWNTOWN L. A. MOTORS LOS ANGELES CA**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E91A [REDACTED]
Mileage 32918 **Prod Date** 03/01/2001 **Warr Date** 07/29/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	09/27/2003 13:12:57	Maria Cruz	4604
Dealer Service	Overall Dissatisfaction with Service	09/27/2003 13:12:47	Maria Cruz	4604

Summary Notes

09/27/2003 13:12:24 Maria Cruz 4604

Customer contacted the CAC

It was very difficult to understand customer- she rambled on, at times speaking over me. Customer was difficult a times.

She advised that she has had many issues with vehicle among these, issues with battery, ESP light which customer alleges that has been on for over a month , window/ sunroof issues which customer alleges she has been in service for 10X.

Customer stated that vehicle is unsafe to drive , but could not explain why. She stated it drives differently. She began to get agitated and stated that if she gets in an accident, she was going to sue us. She then stated she no longer wanted the vehicle.

I encouraged customer to contact SM at dir. She then demanded that I call SM and tell him all the problems she i having.

I advised customer that I would leave message for SM, Mike Carter, as he most like was not in the office today (Saturday). I advised I would request a callback but could not make any guarantees as to who or when they would be calling.

I advised her that her comments/ concerns would be documented.

Summary Notes

09/27/2003 13:18:38 Maria Cruz 4604

I left voice message for SM Mike Carter advising of the above and requesting customer contact. I provided the following tel #s:

Home- [REDACTED]
Cell- 3 [REDACTED]
Work [REDACTED] X 202

09/27/2003 13:19:23 Maria Cruz 4604

ABOVE CALL WAS PLACED BY SUSANA SAAKAYAN, CUSTOMER'S WIFE

Summary Note Information

Mercedes Benz of U.S.A

Note ID 422786 Cus Ident 11444975 Legal Note Type Summary Note

Customer Address [REDACTED]

Newport News VA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dlr

Sell Dlr 80210 TYSINGER MOTOR CO., INC. HAMPTON VA

Last Sell Dlr 80210 TYSINGER MOTOR CO., INC. HAMPTON VA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E71A [REDACTED]
Mileage 271 Prod Date 04/11/2001 Warr Date 04/24/2001 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	05/14/2001 18:24:10	Maryellen Parente	4609

Summary Notes

05/14/2001 18:24:18 Maryellen Parente 4609

Customer, [REDACTED] calls. Customer advises that the vehicle has been back to dlr. three times for condition with ESP and ABS lights going on. Customer advises that the vehicle has been back to the dlr. within two weeks, 3xs Customer would like to know if this is a problem with the M-Class. Apologized to customer for condition, advised customer that it is not a recall situation. Customer states that dlr. has ordered parts, and will be making repair. Advised customer that writer would document call. Customer will call back if condition continues.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 398347 Cus Ident 11904232 Legal N Note Type Initial Buyer Surv

Customer [Redacted]
Address [Redacted]

Orlando FL [Redacted]

Phone [Redacted] Phone Location Residence
Assign Dir

Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL
Last Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E7YA [Redacted]
Mileage 1 Prod Date 05/31/2000 Warr Date 10/02/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	02/28/2002 04:48:08	Jane Dietsche	4602

Summary Notes

01/11/2001 14:39:28 Jane Dietsche 4602

Initial Buyer Survey Overall satisfaction with Retailer: CD Overall satisfaction with Vehicle: VS Overall satisfaction with Price: S Problems/Dissatisfaction: #6B,D - Fair - Honesty in working with you, concern for your time #8D - Poor - Fulfillment of commitments made during sales process Favorite things: "Engineering - ESP system Least favorite things: "Doesn't have the luxuries of Mercedes sedans" Survey comments: "1. I have still not received two sets of keys/remote 2. The trailer hitch is missing the drawbar. That like selling a car without a tire wrench for special wheels." Action taken/client's comments: -Called [Redacted] Reached MB of Orlando -Tried to locate client at www.infospace.com - no listing Survey filed in Send Letter folder.

01/11/2001 15:04:14 Barbara Ullman 4606

sent the following e-mail to this address: [Redacted] Thank you for taking the time to complete the Initial Buyer Survey for your ML320. I have reviewed your comments and documented them for our records. If you would like to discuss your survey further, or if you have any additional comments or concerns, you may simply respond to this email or contact the Client Assistance Center (1-800-367-6372) extension 6399 between the hours of 9a.m. and 11 p.m. (East Coast time). Any one of our representatives will be happy to assist you. Thank you for participating in our survey program; it is an integral part of providing the best service for our clients. Sincerely, Barbara Ullman Client Survey & Follow-up Correspondent 4JGAB54E7YA [Redacted]

Summary Note Information

Mercedes Benz of U.S.A

Note ID 429540 **Cus Ident** 10484654 **Legal** **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

El Monte CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 05127 PENSKE MOTORCARS WEST COVINA CA
Sell Dlr 05127 PENSKE MOTORCARS WEST COVINA CA
Last Sell Dlr 05127 PENSKE MOTORCARS WEST COVINA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 3200 **Prod Date** 02/24/2000 **Warr Date** 03/11/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	06/13/2001 14:15:02	Diane Mangam	6259

Summary Notes

06/13/2001 14:15:21 Diane Mangam 6259

Goodwill Pilot Dealer

SES

Overall satisfaction with Dealer/Personnel: CS

Problems exist:

Alternate Transportation: No none required.

Favorite things: Good appearance & stable.

Least favorite things: Quality is not as per expected.

Survey comments: My ML320 is just 1 yr old and it's only 3000 miles. It was taken to the dealer twice, 1st BAS and ESP light went on, 2nd BAS & ESP appeared again together with the shift housing. Jammed and the detail part near the right rear window was cracked. Couple of friends of my also complaint about their ML320.

Research:

Action taken/customer's comments: Spoke to customer who said that she was satisfied with the service but was not sure of the quality of the vehicle.

She said that there was a part that was cracked near the rear window. She asked if it was covered by warranty. Writer stated that it would need to be evaluated by the dealer.

She also said that the air conditioning was not cold enough. She will have it checked by dealer.

Mileage Update:3200

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 900784 **Cus Ident** 28961618 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Humble TX [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dir 75522 STAR MOTOR CARS HOUSTON TX
Sell Dir 75522 STAR MOTOR CARS HOUSTON TX

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E41A [REDACTED]
Mileage 24600 **Prod Date** 10/28/2000 **Warr Date** 02/26/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Information Inquir	Vehicle Features Inquiry	07/07/2005 10:45:01	Diane Mangam	6259
Survey and Follow Up	Inbound Call - No Survey	07/07/2005 10:44:49	Diane Mangam	6259

Summary Notes

07/07/2005 10:44:24 Diane Mangam 6259

Customer called because her ESP warning light came on but then went out after she restarted the vehicle.
 Customer told her it was a traction control system and if the light stayed on she should seek assistance from the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 396269 **Cus Ident** 10950010 **Legal N** **Note Type** Initial Buyer Surv
Customer Address [REDACTED]

Mission Viejo CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

Sell Dir 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

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

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E01A [REDACTED]
Mileage 1 **Prod Date** 10/06/2000 **Warr Date** 11/10/2000 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	12/29/2000 15:47:02	Les Natowich	4697

Summary Notes

12/29/2000 15:47:05 Les Natowich 4697

Overall satisfaction with Retailer: -Completely satisfied Overall satisfaction with Vehicle: - Completely satisfied
 Overall satisfaction with Price: - Completely satisfied Problems/Dissatisfaction: -"How do you display external temperature in Celsius from F.?" Favorite things: -Exterior and interior design and dimensions -Quality of materials and assembly -Overall performance/ handling and traction/ESP system Least favorite things: -Front seats have no lumbar and thigh extension adjustment. This should be standard -Suspension stiffness and height cannot be adjusted electronically -Ergonomics: no telescoping steering wheel and not aligned with center of seat (1cm to the right) -Ties are stiff -CD changer in trunk not easily accesible. -Ext temp is in F., not Celsius. - Surve comments: -None Action taken/client's comments: -Called 949-367-3482 and left message -Writer advised to change language for instrument panel to possibly effect exteranl temperature reading to Celsius. -(advisement: it might have to be a dealer adjustment) -Provided 800# to client for further information. Survey filed by sum note number.

01/11/2001 15:00:17 Bernadette Cavanau 6378

[REDACTED] called back regarding his survey and wanted to know if his Instrument Cluster could be changed to Celsius instead of Fahrenheit and I advised that it could not. Client also asked about snow tires and chains for hi ML. Client stated if he had further questions he will call back the 800 number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 446694 **Cus Ident** 11853063 **Legal** **Note Type** Initial Buyer Surv
Customer
Address

Northbrook IL
Phone **Phone Location** Residence

Assign Dlr

Sell Dlr 22420 AUTOHAUS ON EDENS, INC. NORTHBROOK IL
Last Sell Dlr 22420 AUTOHAUS ON EDENS, INC. NORTHBROOK IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A **World Vin:** 4JGAB54E81A
Mileage 1 **Prod Date** 04/22/2001 **Warr Date** 05/23/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	09/03/2001 12:50:30	Jacquelyn Galletta	6323

Summary Notes

09/03/2001 12:50:46 Jacquelyn Galletta 6323

Initial Buyer Survey

Overall satisfaction with Dealer: Somewhat Dissatisfied
 Overall satisfaction with Vehicle: Very Satisfied
 Overall satisfaction with Price: Satisfied

Problems/Dissatisfaction:

- 6b Honesty in working with you: Fair
- 6c Ability to answer your questions: Poor
- 6e Knowledge of models and features available: Poor
- 8a Honesty and integrity: Fair
- 8b Explanation of purchase price: Poor

Favorite things: "Safety; ESP , Traction control, front/side/rear airbags."

Least favorite things: "Fuel economy; speed (213 hp) could be better. Stereo system (no controls on the steering wheel).

Survey comments: "Dealer was very poor in explaining equipment's on hand in the ML 320. My concern was on immediate delivery - The car on hand didn't come with M2 package. They told me I can get it installed later and was charged \$1200 (just for trip computer). I could have gotten the M2 package for \$1200. I could have waited."

Action taken/customer comments: Left message for customer at
 Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 511460 Cus Ident 13049280 Legal Note Type Summary Note

Customer [Redacted]
Address [Redacted]

D/B/A Adfliati

Eugene OR [Redacted]

Phone [Redacted] Phone Location Mobile

Assign Dlr 66103 MERCEDES-BENZ OF EUGENE EUGENE OR

Sell Dlr 66103 MERCEDES-BENZ OF EUGENE EUGENE OR

Last Sell Dlr 66103 MERCEDES-BENZ OF EUGENE EUGENE OR

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E81A [Redacted]
Mileage 15602 Prod Date 10/03/2000 Warr Date 12/23/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	04/16/2002 13:38:20	Jacquelyn Galletta	6323

Summary Notes

04/16/2002 13:38:32 Jacquelyn Galletta 6323

Customer contacted writer alleging numerous quality issues with vehicle since ownership. Customer advised writer that vehicle will be going back to dealer for 2nd repair of BAS/ESP light. Customer alleged that vehicle was at dealership for repair of this item 2 days ago and since, light has turned on again. Customer simply wanted her concerns noted however was extremely concerned about tarnishing dealership's reputation. Customer feels dealership does a wonderful job and is completely satisfied with the service she receives there. Writer advised customer that her concerns (about vehicle) would be noted.

04/25/2002 21:09:41 Kathleen Durning 4633

[Redacted] phoned in this evening inquiring to the status of her request for a list of warranty repairs on her vehicle. She claims that after speaking with you she faxed this request over and this was over a week ago. The vehicle is currently in the service center and she would appreciate a call to verify if this has been sent out. She will be in and out today so if you cannot reach her at the home # [Redacted] try her cell # [Redacted]

04/29/2002 11:59:42 Jacquelyn Galletta 6323

Writer called customer back and advised that I did not receive her fax. Customer stated that vehicle is at dealer now for repairs and customer and her husband feel that they have a lemon b/c of repair history on vehicle. Writer reiterated that her dissatisfaction/comments have been noted and advised that we stand ready to provide dealer with technical assistance should they request it through our field staff. Customer will send request for warranty history again as it was never received/logged in by this office.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 411043 **Cus Ident** 12997169 **Legal** **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Overland Park KS [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr

Sell Dlr 30104 ARISTOCRAT MOTORS SHAWNEE MISS KS

Last Sell Dlr 45421 ELITE AUTOMOTIVE GROUP SPRINGFIELD MO

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E6YA [REDACTED]
Mileage 29662 **Prod Date** 01/06/2000 **Warr Date** 01/31/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	03/19/2001 11:42:37	Carol Simkins	6329

Summary Notes

03/19/2001 11:42:50 Carol Simkins 6329

SES

Overall satisfaction with Retailer/Personnel: Completely Dissatisfied
Problems exist: 6d,f poor (addressed concerns, fulfilled commitments)
7f,g,h,i poor (completion of work, availability or parts , ability to fix, quality of work)
11b,d poor (service manager, salesman)
12b no (issues successfully resolved)
Alternate Transportation: Yes - Town Car - Satisfied

Favorite things: "Nothing at this time."

Least favorite things: "Everything at this time."

Survey comments: "My SUV has been there for 2 weeks for brakes, transmission, ESP system, 2 oil leaks, a broken switch, etc , etc, etc."

"For the problems I've had, I expected more from the dealership , especially when I paid almost \$50,000 for this vehicle."

"Mercedes-Benz USA makes a damn poor vehicle. I would never recommend anyone buying a Mercedes-Benz.

Action taken/client's comments: Called [REDACTED]; left message

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 433255 Cus Ident 12265540 Legal Note Type Summary Note

Customer Address [Redacted]

Schererville IN [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir

Sell Dir 25435 TERRY SHAVER IMPORTS, LTD HIGHLAND IN

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E2YA [Redacted]
Mileage 24240 Prod Date 02/03/2000 Warr Date 05/01/2000 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	11/01/2001 12:30:43	Carol Simkins	6329

Summary Notes

07/02/2001 12:02:59 Carol Simkins 6329

Customer called after receiving survey.

*** REP REFERRAL ***

- Customer's preferred phone number: 219-769-3654 daytime, or 219 712-5739 cell phone
- Current mileage: 25000
- New Car or Starmark Warranty: new
- Summary Note Number:
- Former Case Number:
- Servicing dealer: Terry Shaver Imports
- Description of current problem: Currently warning lights are on for ABS, ESP and ETS. The vehicle has had numerous problems that have now been repaired properly. Customer is dissatisfied with the quality of the vehicle and is unhappy that it has taken so much time on his part to get the vehicle repaired.

- How many times vehicle has been taken to the dealer for repairs: 3 times
 - With whom did customer speak with at the dealer (e.g. , Service Advisor/Service Manager: Brian Tollinar
 - Customer requests Technical Assistance, Goodwill, or Review of Repair History: Review of repair history.
- Further MB Rep contact requested.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 882704 **Cus Ident** 28425132 **Legal** **Note Type** Summary Note**Customer**
Address

Carlstadt

NJ

Phone**Phone Location** Residence**Assign Dir** 51142 BENZEL - BUSCH MOTOR CAR · ENGLEWOOD NJ**Sell Dir** 51142 BENZEL - BUSCH MOTOR CAR · ENGLEWOOD NJ**Last Sell Dir** 51142 BENZEL - BUSCH MOTOR CAR · ENGLEWOOD NJ**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631541A **World Vin:** 4JGAB54EXYA
Mileage 54000 **Prod Date** 07/21/2000 **Warr Date** 08/10/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	ML Power Steering Hose Clamp	05/18/2005 13:37:13	Anthony Turturiello	6339
Dealer Service	Repeat Visit for Same Issue	05/18/2005 13:36:54	Anthony Turturiello	6339
	Overall Dissatisfaction with Service	05/18/2005 13:36:54	Anthony Turturiello	6339

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Steering System	Steering System	05/18/2005 13:37:23	Anthony Turturiello	6339

Summary Notes

05/18/2005 13:36:41 Anthony Turturiello 6339

called claiming that she has had her vehicle at dealer 51142 4 times regarding repairs for the power steering recall on her vehicle. The customer claims that when she went to pick up her vehicle after the final power steering recall fix the dealer informed customer that her ESP/BAS light came on.

The customer claims that now the dealer 51142 advised customer that she would have to pay \$1,100 to have the ESP/BAS system fixed in the steering column. The customer alleges that the dealer and Service Manager informed customer that this issue is not related to the power steering recall. The customer finds this very odd since it happened right after the dealer performed the recall work.

The customer then mentioned that the muffler on her vehicle came apart from the catalytic converter, however this was covered. The customer can not believe that this is occurring to her MB vehicle.

Writer advised customer that if her current power steering issue is not related to the recall then it is definitely not covered. The customer was informed that her comments/concerns would be documented.

The customer took my name and CR fax # since she was dissatisfied. AT

Summary Notes

06/01/2005 13:55:03 John Hart 4669

Writer received correspondence 269026 wishing to express dissatisfaction with the above referenced vehicle an referenced power steering malfunctions. Writer received second correspondence, # 269472 where the customer is alleging she was charged \$1,114.08 for ESP and BAS repairs and wished to express continued dissatisfaction with the vehicle.

Writer contacted the customer who alleges her vehicle is currently located at Benzel Bush for ESP and BAS malfunctions and this is now the second time. Writer advised customer we are unable to comment with specifics and directed customer to speak with the Service Manager who is in the best position to discuss concerns and is able to request technical assistance from MBUSA if needed.

NTMT to SPOM and Dealer

Summary Note Information

Mercedes Benz of U.S.A

Note ID 927303 **Cus Ident** 26544018 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Livingston MT [REDACTED]

Phone [REDACTED] **Phone Location** Mobile
Assign Dir 47607 DEMAROI'S OLDS - GMC CO. MISSOULA MT
Sell Dir 05746 MERCEDES-BENZ OF PALM SP PALM SPRINGS CA
Last Sell Dir 05746 MERCEDES-BENZ OF PALM SP PALM SPRINGS CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E61A [REDACTED]
Mileage 59000 **Prod Date** 06/19/2001 **Warr Date** 10/11/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/12/2005 17:07:20	Anthony Turturiello	6339

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/12/2005 17:06:57	Anthony Turturiello	6339

Summary Notes

09/12/2005 17:06:50 Anthony Turturiello 6339

[REDACTED] called claiming that when his vehicle almost had 50,000 miles on it he wanted to take his vehicle to the Missoula dealer for servicing regarding the abs/esp lights. The customer alleged that he wanted the dealer to order the parts so that when he goes to the dealer which is 3 hours away they will be ready. The customer claimed that the Service Manager could not order the parts ahead of time. The customer then alleged that when he went to the dealer they did not have the part ready.

The customer claimed to have taken a trip since he could not wait for the Missoula dealer and so customer went the Salt Lake City, UT dealer. The customer wanted the Missoula dealer to send the part to Salt Lake City, however the Missoula SM sent the part back to MB. The customer then claimed that the SM from Missoula would not give the Salt Lake City nor the Palm Springs, CA dealer the PO in order to perform the work as a warranty repair since the vehicle was under warranty when Missoula was suppose to work on vehicle.

Writer advised customer that his issue would be documented and researched. AT

09/12/2005 18:26:42 Anthony Turturiello 6339

Writer spoke to the Service Manager, Brett Beaver, who informed me that he will speak with the Service Writer, Linda Konecny, regarding issue and call me back. AT

09/15/2005 19:40:31 Anthony Turturiello 6339

Writer left another vm for the SM to call me at (201)476-6339. AT

Summary Notes

09/27/2005 19:12:03 Anthony Turturiello 6339

Writer spoke to Service Writer, Linda Konecny, who informed me that the bas/esp lights came on, however the dealer could not order the part before the vehicle is checked since there could be many different parts that are needed. The issue ended up being that a ESP module was needed. The service writer then advised me that the customer has issues with driving to the dealer since he would have to pay 50cents a mile because he is over the lease mileage restriction and he was very rude. The Service Writer then claimed that she opened two ROs and closed them because they were opened for too long and she would not pay for a part for another dealer to install. The SW claimed that the Service Manager agrees with her position.

09/27/2005 19:20:27 Anthony Turturiello 6339

Writer left a vm for customer regarding above update and that issue is between the dealer and customer. AT

Summary Notes

09/28/2005 15:42:16 Anthony Turturiello 6339

Robert ODonnell Jr
09/28/2005 01:48 PM

-
- To: Anthony Turturiello/171/DCAG/DCX@WK-COOP
- cc: James Graff/171/DCAG/DCX@WK-COOP , lkonec@aol.com, bobc@kengarff.com
- Subject: Puglisi NTMT

Anthony -

I have reviewed the [REDACTED] case and would like to clarify the outstanding issues:

- 1) The owner's name on record (VMI) [REDACTED] the dealers involved as well as myself are unclear of the relationship between [REDACTED]
- 2) [REDACTED] request to order parts for the repair of his BAS/ESP warning light malfunction prior to the vehicle coming to the dealer for diagnosis was unreasonable. As you are aware the failure could be any one of several failed components, most of which require a special order.
- 3) It is not the dealer's fault or that of MBUSA that the customer lives 3 hours from the closest dealer. When the customer brought the vehicle in for repairs and was told the part required ordering it became the responsibility of the customer to decide the next step, either stay in Missoula for 1-2 nights or drive home and return at a later date when parts had arrived.
- 4) The vehicle was in warranty when the diagnosis was made and the part ordered. If the customer would have returned to Missoula - 47607 to have repairs completed, they would have been done so at no cost to the customer.
- 5) [REDACTED] chose not to return to Missoula and instead went to Salt Lake City - 78602. Once again, customer did not offer to provide SLC with information prior to driving the distance. If customer would have asked SLC to contact Missoula and inquire as to what part was ordered, SLC could have ordered part directly from MB (dealers typically do not send parts from their inventory to other dealers unless it is a trim item or something that is on back order) and had it ready to expedite repairs on the same day customer came in.
- 6) SLC inspected car and made recommendations to customer. [REDACTED] suggested SLC phone Missoula for a P.O., which they did. I have spoken with the S.A. in SLC and informed him this was the incorrect course of action. The bottom line is, the customer had unrealistic expectations when he drove to SLC, if there is no part in stock, repairs cannot be completed in one day.
- 7) I have instructed SLC to perform a warranty goodwill repair on the [REDACTED], due to the fact there is documented complaint/failure/diagnosis prior to warranty expiration. It is the customer's responsibility to arrange an appointment, initiate communication with Missoula and SLC so dealer can order correct part ahead of time to implement same day repair. At this time I do not know if [REDACTED] wishes to drive to SLC, Missoula or Palm Springs for repairs. Although not my dealer, I'm fairly certain Palm Springs would honor this request for goodwill based on the facts. Should the customer wish to pursue a timely repair at a dealer other than Missoula or SLC, I would be more than happy to contact the SPOM who calls on that store to provide these details.

Please keep in mind, the initial appointment/diagnosis and ordering of the needed part occurred in April or May of this year. It is the customer's responsibility to return to the dealer within a reasonable time frame for post-warranty consideration. Thanks for your notes and please keep me in the loop.

09/28/2005 16:00:39 Anthony Turturiello 6339

[REDACTED] are husband/wife)

[REDACTED] called back claiming that he is upset because dealer 47607 actually ordered the part and then told customer to come to the dealer when they did not have it. Writer then informed customer that the dealer did not order the part since they needed to see the vehicle first. The customer claimed that he is in the process of purchasing a new MB, however if MB does not resolve issue he will cancel the order.

The customer claimed that he is in Las Vegas, NV currently and he would like the issue resolved.

Summary Notes

09/28/2005 16:28:49 Anthony Turturiello 6339

SPOM, Robert ODonnell Jr., informed me that he left a vm regarding above issue with SPOM, [REDACTED], sinc
he covers Las Vegas, NV dealers so that he could review issue. AT

09/28/2005 19:36:25 Anthony Turturiello 6339

Writer left a vm for SPOM, Andy Homer, regarding above note and for him to call me back at [REDACTED]
regarding his plans. AT

Summary Notes

09/29/2005 11:12:06 Anthony Turturiello 6339

Andrew Homer
09/29/2005 10:48 AM

To: Robert O'Donnell Jr/171/DCAG/DCX@WK-COOP, Anthony Turturiello/171/DCAG/DCX@WK-COOP
 cc: gmorris@fletcherjones.com, Wyatt LasVegas.Stoppard/MAIL/MBDEALER@MBDEALER
 bcc:
 Subject: Re: Summary NTMT note - Steven Puglisi

Bob, Anthony ,

Please have the customer see Gary Morris (ASM) at the Las Vegas Dealer. We will inspect the vehicle and do our best to goodwill the repair for the ABS/ESP light coming on, to get this issue resolved.

Gary,

Please try to help SPOM, Bob O'Donnell out, he is good friends with Lee, your number one porter.

Regards,

Andy Homer
Service and Parts Operations Manager
Market 6, Los Angeles Region
Cell: (480) 215-6210
Fax: (480) 699-6326

Robert O'Donnell Jr
 09/28/2005 01:29 PM

 To: Andrew Homer/171/DCAG/DCX@WK-COOP
 cc:
 Subject: Summary NTMT note - Steven Puglisi

Hello Andy,

If you need some bed time reading, check this out. At this point in time I think it prudent to close this issue with the customer and goodwill the repair. It is your call since Vegas is under your jurisdiction. Please update me and Anthony T. at the CAC. Missoula would be happy to provide their diagnosis so a part might be ordered ahead of time in hopes of expediting the repair and minimizing customer inconvenience.

Thanks for everything!

Bob O'Donnell
Robert D. O'Donnell, Jr.
Service & Parts Operations Manager
San Francisco Region, Market 5
Mercedes-Benz USA, LLC
1-800-225-6262 x 7615
Fax 1-435-940-1278
robert.odonnelljr@mbusa.com

----- Forwarded by Robert O'Donnell Jr/171/DCAG/DCX on 09/28/2005 02:24 PM -----

Summary Notes

09/29/2005 15:44:12 Anthony Turturiello 6339

Writer left a vm for customer to contact Gary Morris at Fletcher Jones(49702) to review issue and customer was given the dealer contact #. AT

Summary Note Information

Mercedes Benz of U.S.A

Note ID 463842 Cus Ident 10651129 Legal Note Type SERVICE EXPEI

Customer Address [Redacted]

Richmond Hill NY [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir 56106 HELMS BROS., INC. BAYSIDE NY

Sell Dir 56106 HELMS BROS., INC. BAYSIDE NY

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E8YA [Redacted]
Mileage 23256 Prod Date 05/17/2000 Warr Date 05/26/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/20/2001 11:00:50	Kathleen Vitale	6382

Summary Notes

11/20/2001 11:00:55 Kathleen Vitale 6382

SES
Overall satisfaction with Retailer/Personnel: satisfied/ Completely Satisfied.
Alternate Transportation: "I had someone pick me up."
-6d,f- Fair- Addressed concerns, Fulfilled commitments
Favorite things: "Comfort"

Survey comments: "My car's BAS ESP warning light was on I brought it on 10/10/01, 2 days later it kept turning on. I called the service tech. He was sick , eventually the mgr. called me back and the problem was fixed."

Action taken/client's comments: Dialed [Redacted] and there is no one there by that name. Phone # expired FASTRACC.

Survey filed in send letter folder.

11/23/2001 10:32:45 Eva Christenson

- Letter sent this day to inform customer of our unsuccessful attempts to reach them by telephone.
- Survey filed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 406996 Cus Ident 9248448 Legal Note Type Initial Buyer Surv
Customer Address [REDACTED]

Succasunna NJ [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

Sell Dir 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E31A [REDACTED]
Mileage 1 Prod Date 10/18/2000 Warr Date 01/10/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	02/27/2001 09:39:48	Diane Lima	6370

Summary Notes

02/27/2001 09:40:34 Diane Lima 6370

Initial Buyer Survey

Overall satisfaction with Retailer: Completely Satisfied

Overall satisfaction with Vehicle: Completely Satisfied

Overall satisfaction with Price: Very Satisfied

Problems/Dissatisfaction: -#10b. Explanation of the FSS-no

Favorite things: "Does not slip or slide, is solid , heated seats, ESP system, on star sytem."

Least favorite things: "gas mileage"

Survey comments:

Research:

Action taken/client's comments: Called the customer at [REDACTED] and left a vm to call back the 800#.

Mileage Update:

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 459039 **Cus Ident** 12211562 **Legal** **Note Type** Initial Buyer Surv
Customer [REDACTED]
Address [REDACTED]

Carlsbad NM [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 54101 MERCEDES-BENZ OF ALBUQUE ALBUQUERQUE NM
Sell Dir 54101 MERCEDES-BENZ OF ALBUQUE ALBUQUERQUE NM
Last Sell Dir 65100 JACKIE COOPER IMPORTS TULSA OK
Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E01A [REDACTED]
Mileage 12488 **Prod Date** 10/01/2000 **Warr Date** 11/27/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	11/01/2001 17:54:22	Cheryl Hudspeth	6386

Summary Notes

11/01/2001 17:54:23 Cheryl Hudspeth 6386

Initial Buyer Survey
 Overall satisfaction with Dealer: CD
 Overall satisfaction with Vehicle: CD
 Overall satisfaction with Price: CD
 Problems/Dissatisfaction:
 Entire survey marked POOR
 11. Amount of times required on day of delivery- N/A
 Customer Comments: "N/A- vehicle was already on lot."
 12a,b. Exterior/Interior- Poor
 Customer Comments: "Exterior- had big scratches on our back bumper. Interior- had gray paint on side of seat."
 Favorite things: "I have to many issues with my new purchase to enjoy it at this time."
 Least favorite things: "The sunroof is not air tight- the scratches under rear bumper- the BAS/ESP light stays on- the gray paint on seat. Aid cond. Makes noise when on- Blk. Trim on front of vehicle keeps coming off- right front parking light does not work."
 Survey comments: "Albq. N.M. dealership- very low quality. I made them aware of problems and they came very rude. Made me wait 4 hrs for oil change. I drove 4 ½ hours to dealership, said I Could get loaner and did not!"

 Action taken/customer comments: Writer called 505-234-2763; spoke with customer who stated that at the prese time, her vehicle is in the service center and being reviewed by a regional representative for the BAS/ESP indicator light. Customer states that the light has been replaced numerous times and that the dealership is over 4 hours away- vehicle was flat-bedded to dealership per Premier Motorcars Ltd. Writer assured customer that the vehicle is in good hands with the regional rep; customer thanked writer for the call.

Survey filed by sum note number.