

PE07-007
HOGAN & HARTSON FOR
DAIMLERCHRYSLER
4/19/2007
ATTACHMENT 1
PART 3 OF 8,

Summary Note Information

Mercedes Benz of U.S.A

Note ID 413944 Cus Ident 10991575 Legal Note Type Initial Buyer Surv
 Customer [REDACTED]
 Address [REDACTED]

Springfield VA [REDACTED]
 Phone [REDACTED] Phone Location Residence
 Assign Dir

Sell Dir 34203 EURO MOTORCARS, INC. BETHESDA MD
 Last Sell Dir 34203 EURO MOTORCARS, INC. BETHESDA MD

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E21A [REDACTED]
 Mileage 1 Prod Date 10/26/2000 Warr Date 11/28/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	04/02/2001 12:37:48	Kathy Bacchiocchi	4632

Summary Notes

04/02/2001 12:38:10 Kathy Bacchiocchi 4632

Initial Buyer Survey

Overall satisfaction with Dealer: VS
 Overall satisfaction with Vehicle: VS
 Overall satisfaction with Price: S

Favorite things: safety features i.e.- ESP anti skid control.

Least favorite things: front seats need lateral support.

Survey comments: I like to know if the ML 320 transfer case can be modified so it can be flat towed behind a large motor home. For example, Ford Explorer has dealer installed switch to move the transfer case into neutral position. Does ML have one?

Research:

Action taken/customer's comments: dialed [REDACTED]. Left message on voice mail.

Mileage Update:

Survey completed and filed by sum

Summary Note Information

Mercedes Benz of U.S.A

Note ID 441880 Cus Ident 24859040 Legal Note Type Summary Note

Customer Address [Redacted]

San Diego CA [Redacted]

Phone [Redacted] 204 Phone Location Residence

Assign Dir

Sell Dir 03703 PHOENIX MOTOR COMPANY PHOENIX AZ

Last Sell Dir 05762 MERCEDES-BENZ OF ESCONDI ESCONDIDO CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin	1631721A [Redacted]	World Vin:	4JGAB72E0YA [Redacted]
Mileage	23218	Prod Date	01/31/2000
		Warr Date	02/09/2000
		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	08/17/2001 16:44:34	Donna Argentieri	6331

Summary Notes

08/10/2001 13:35:19 Donna Argentieri 6331
I called [Redacted] to inform him that it again will take a few more weeks before even receiving the free up-date Map 1 C.A. area. He is very angry and also informed me that he has sent a letter to Ellen Bie,(a complaint) and he is expecting a call from her about that letter. He will also bring up the issue about Map 1 to her, because of th long extent of time it is taking to receive this up-date.

08/20/2001 16:17:04 Ronald Smith 6315
CD map 1 was sent fed ex to the owner today.

08/20/2001 16:38:14 Ronald Smith 6315
See corresp no 190236.

Owner sent in a letter to EPB. Owner not happy with the decision of the spom and wants to attempt to settle it in this office. I left a voice mail message for SPOM 8/13/01 and have not received a call back to date. Another voic mail message to spom on this day requesting advice on handling.

08/30/2001 14:53:54 Ronald Smith 6315
Owner called and left me a message on 8/29 that he had received my letter and wanted to discuss the contents. called the owner today who was in a meeting and will call me back once the meeting is over.

08/30/2001 16:03:00 Ronald Smith 6315
Onwer received my letter and called back to discuss the contents. Owner stated his SL

Summary Note Information

Mercedes Benz of U.S.A

Note ID 568585 **Cus Ident** 10216512 **Legal** **Note Type** Summary Note

Customer [REDACTED]
Address [REDACTED]

Somerset NJ [REDACTED]

Phone [REDACTED]	Phone Location	Residence	
Assign Dir 51118	GLOBE MOTOR CAR CO.	FAIRFIELD	NJ
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:** 4JGAB54E4YA [REDACTED]

Mileage 34200 **Prod Date** 01/04/2000 **Warr Date** 01/31/2000 **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	11/11/2002 09:36:12	Thomas Nardi	6297

Summary Notes

11/11/2002 09:36:18 Thomas Nardi 6297

Customer called alleging that a RAP tech told her that the ESP hydraulic unit needs to be replaced. Customer states that the vehicle was towed to 51118 and she has been advised that they "Are going to try to look at the vehicle but aren't sure if it will be repaired today." Customer was upset that they might not start/finish the repairs today. Customer stated that she is waiting for a call back from the SM.

Writer explained that each dealership sets their own service policies. Writer explained that it appears that the dealership is being honest with her. "I would hate to see them promise you the car today and not be able to deliver on it." Writer also explained that until they look at the vehicle they will have no way of determine what par are needed and how long it will take to get them in.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 611487 **Cus Ident** 11183506 **Legal** **Note Type** Summary Note

Customer [REDACTED]
Address [REDACTED]

Brandon MS [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 44101 HIGGINBOTHAM AUTOMOBILES JACKSON MS

Sell Dir 44308 BLACKWELL IMPORT MOTORS JACKSON MS

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E81A [REDACTED]
Mileage 25000 **Prod Date** 01/25/2001 **Warr Date** 02/21/2001 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	04/11/2003 08:55:58	Thomas Nardi	6297

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/11/2003 08:55:18	Thomas Nardi	6297
Service Brake System	Service Brake System	04/11/2003 08:55:27	Thomas Nardi	6297

Summary Notes

04/11/2003 08:55:06 Thomas Nardi 6297

Customer called upset with her vehicle's repair history. Customer alleges that her fuel pump, fuel gauge, TA and central locking system have failed. Presently the customer states her BAS/ESP light is on.

Writer explained that we would provide the dealer with the necessary resources to properly repair the vehicle. Writer explained that we will continue to honor the terms of the warranty.

Customer is going to contact the SM and make arrangements to have 44101 inspect the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 495865 Cus Ident 12526215 Legal Note Type Roadside Assista

Customer Address [REDACTED]

Oceanside NY [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631741A [REDACTED] World Vin: 4JGAB74E71A [REDACTED]
Mileage 15968 Prod Date 11/15/2000 Warr Date 03/15/2001 Model ML55 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	03/17/2002 05:06:15	Ronald Ware	6314

Summary Notes

03/17/2002 05:06:17 Ronald Ware 6314

(confer. client w/ dino.going to benzel busch.8am pick-up.)Client was parked near a fire hydrant w/ a flat tire.He claimed he called roadside but tech never showed.Police then had the veh. towed to there impound yard in hoboken.When the client picked the veh. up and drove out of the lot there was noises coming from the rear,ESP light was blinking and alignment was off.RAP was unable to find any ticket that was previously created for this call.Client thinks MB is responsible because tech never showed and that is why the veh. was towed.(client said h was parked illegally)

Summary Note Information

Mercedes Benz of U.S.A

Note ID 651473 **Cus Ident** 10316322 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Windham NH [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 36103 SMITH MOTOR SALES OF HAVE HAVERHILL MA
Sell Dir 36103 SMITH MOTOR SALES OF HAVE HAVERHILL MA
Last Sell Dir 36103 SMITH MOTOR SALES OF HAVE HAVERHILL MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E3YA [REDACTED]
Mileage 58000 **Prod Date** 01/22/2000 **Warr Date** 02/22/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	08/26/2003 14:07:38	James Dowles	4628

Summary Notes

08/26/2003 14:07:29 James Dowles 4628
Primary Phone: [REDACTED]
Current Mileage: 58000
Dealer(s) involved: 36103

Situation: Customer called CAC to lodge complaint regarding vehicle.

Customer claims at 58,000 miles he needs to replace a BAS/ ESP sensor to an alleged total of \$400. Customer claims he expects vehicle to last 100,000 to 150,000 miles.

Action Taken: Writer informed customer his concerns would be documented. Writer forwarded customer to S/M

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 919422 Cus Ident 15541954 Legal Note Type Summary Note

Customer Address [Redacted]

Lakeville 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

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E5YA [Redacted]
Mileage 79865 Prod Date 05/10/2000 Warr Date 09/19/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	08/22/2005 12:31:48	James Dowles	4628

Summary Notes

08/22/2005 12:31:36 James Dowles 4628

Customer contacted CAC seeking PWA for alleged running board concerns and rust.

Customer provided VIN, writer confirmed mileage at 79865. Writer confirmed vehicle has no LNCW anymore and starmark base expired on 3/15/05.

Customer claimed they spoke with S/M and "even if the car was under warranty they wouldn't have done anything for the rust."

Customer confirmed dealer assistance recently for ESP concern.

Writer advised customer vehicle is out of warranty. Writer advised customer requests of PWA can be reviewed directly through S/M at local MB dealer and MBUSA would fully support decision. Writer made no promises of PWA.

Customer requested supervisor, writer declined and advised customer this would be addressed through writer.

Customer demanded writers name, writer provided. Customer demanded writers title, writer provided.

Customer claimed "I'll just call back."

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1216933 Cus Ident 28433192 Legal Note Type Summary Note

Customer Address [Redacted]

York SC [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA

Sell Dir 17100 MERCEDES-BENZ OF ATHENS ATHENS GA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E91A [Redacted]
Mileage 40000 Prod Date 04/23/2001 Warr Date 07/30/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	05/19/2006 16:28:22	James Dowles	4628
	Personnel Issues or Complaints	05/19/2006 16:28:22	James Dowles	4628

Summary Notes

05/19/2006 16:28:13 James Dowles 4628

Contacted CAC to lodge complaint about dealer service (17315).

Customer claimed vehicle had repairs done to BAS/ ESP system at their own expense. Customer claimed he picked vehicle up, drove home and allegedly had to bring vehicle to another dealer (59210).

Customer claimed S/M at 59210 spoke with customer and shifter unit needs to be replaced. Part on order. Customer claims he was advised that "if the shifter part had been replaced first then the BAS thing would not hav broken, now I am stuck with this bill from the Duluth dealer!"

Customer claimed he spoke with S/A Aldo and S/M at dealer , S/M reviewing customer concerns.

Customer claimed "You need to get involved!"

Writer assured customer his concerns would be documented and forwarded to appropriate parties involved. Writer advised customer all MB dealers are independently owned and operated and responsible for their daily business actions.

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

Customer claimed "See, this is what happens when Chrysler bought you , you suck now!"

Customer terminated call.

Summary Notes

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

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

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

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

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

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

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

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

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

Customer said "You suck!" Customer terminated call.

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

Writer contacted dealer and spoke with shop foreman Rob.

Per Rob:

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

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

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

Customer left dealer, ESP light came on

Vehicle brought to 59210

C1000 code found

ESP control unit replaced

Longer test drive occurred

Yaw rate sensor - stored code

Yaw rate sensor replaced

Customer came to pick up vehicle, vehicle would not start

loaner vehicle provided

Transmission control unit replaced

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

Not enough time was allowed for extensive road test.

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

S/N 1220074

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1220074 **Cus Ident** 22753623 **Legal** **Note Type** Summary Note
Customer Address [Redacted]

York SC [Redacted]

Phone [Redacted] **Phone Location** Residence
Assign Dir 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA
Sell Dir 17100 MERCEDES-BENZ OF ATHENS ATHENS GA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [Redacted] **World Vin:** 4JGAB54E91A [Redacted]
Mileage 40000 **Prod Date** 04/23/2001 **Warr Date** 07/30/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	05/22/2006 12:54:29	James Dowles	4628
	Personnel Issues or Complaints	05/22/2006 12:54:30	James Dowles	4628

Summary Notes

05/22/2006 12:54:14 James Dowles 4628

See S/N # 1216933.

Writer contacted customer on behalf of the office of Eric Ridenour, COO (Member of the Board of Management DaimlerChrysler, Chief Operating Officer (COO) Chrysler Group).

Writer explained to customer the diagnostic process, what was found, what had occurred, etc.

Customer accepted information and claimed her S/A had misinformed her. Customer claimed she did not need vehicle back right away, she wanted to "beat traffic."

Customer accepted information and claimed she was much happier information was explained to her. Customer claimed her S/A did not explain the information to her.

Writer confirmed conversation with customer and shop foreman. Writer advised customer S/D is reviewing customer concerns currently, no promises made regarding bill.

Customer claimed "This was just from things not being explained to me, thank you for the explanation."

Writer provided name and direct extension if further concerns occur.

05/25/2006 08:53:37 Frank Parente 4675

SM called stating that dealer did not diagnose issue properly and they will be reimbursing customer for the repairs.

Summary Notes

05/25/2006

16:40:57

James Dowles

4628

Customer sent email (corres # 296290):

"E-mail: [REDACTED]"

Comments: [REDACTED] Atlanta Classic Cars and Beck Imports Car came in on Saturday. No appt available till Monday. At three on Mon. we were told it would be \$915 and ready at 4. We came to the dealer and it was \$1195 and ready at 4:30. They left off the tow bill. They "fixed" the BAS/ESP module. Got about 100 miles from Atlanta and the light came on. Called dealership at 5:45 pm. No return call till the next morning. Aldo said that the car probably hasn't reset the light and all would be ok in the morning after the car "reset". Light was on till Tuesday. He said take it to Beck and he would handle it. Took the car to Beck on Tues. They had no loner, nor would they give me a used car to drive. I left with my husband. Beck made sure the part that Atlanta put in was not bad. It wasn't. Beck kept getting the same codes that Atlanta got. They ordered a Yaw Modulator. This part was to come in on Wed. We were passed off to Sherrill cause Barry went on vacation. Called Sherrill on Tues. She said not to call back, she would call when the car was ready. Then I called her late Wed. A different girl, Kelly, said that I should call Blake, he knew what was going on. The part did actually come in, when they said it had not. This is four people I have talked to with no straight answer. Thursday. They replaced the Yaw Modulator. Told me to come get the car. Rode up there with my husband. 30 miles away! They went to bring the car around and it would not crank. Just like what happened on Saturday when I had it towed to Atlanta. They gave me a loner and Stuart and I left. Friday morning. Called David Beck at 10, cause I have not heard anything from them. He returned my call and told me that the Shifter went out. The shifter caused the yaw modulator and the sensor that ACC fixed to go out. Had ACC fixed the shifter, the Yaw and the sensor (what they did fix) would not have gone out. ACC fixed the wrong part. Said they had to order a part and it would not be here today. Now it is Friday, six days later and I have a broken car with only 40000 miles on it, barely out of the time frame of the warranty and well within the allowed mileage of the warranty. Beck quoted me approx. \$2000 to fix the two new problems. I have had a history at Beck of problems, to include [REDACTED] [REDACTED] Given a loaner with a dead tag that belonged to a different car [REDACTED] [REDACTED] Personal property stolen, which I reported to police... a gun. Called Aldo on Friday at 10:55 about the part sequence that Beck told me about. He said he would call back in 20 minutes. He called back at 3:50. Four hours later. He said that if I had let him keep the car longer, he would have found the real problem. Called Mercedes corporate on them. MB corp took our story and after a half an hour, when we thought we were going to get some help, the MB corp guy said that we would have to talk with the dealerships to resolve the problem. He said he could not do anything and there was no one else that we could talk to. He would not let me talk to his boss. I hung up. It is 10 am on Monday and I have not gotten one call from Beck to update me on my car."

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1405522 **Cus Ident** 3982355 **Legal** **Note Type** Summary Note

Customer [REDACTED]

Address 2 [REDACTED]

Brooklyn NY [REDACTED]

Phone [REDACTED] **Phone Location** Mobile

Assign Dir 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

Sell Dir 52108 DAVID MICHAEL MOTOR CAR C FREEHOLD NJ

Last Sell Dir 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

Note to Market Ind: **Amount**

Vehicle Information

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

Mileage 46094 **Prod Date** 08/29/2000 **Warr Date** 10/23/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	09/27/2006 12:07:59	James Dowles	4628
	Personnel Issues or Complaints	09/27/2006 12:07:59	James Dowles	4628

Summary Notes

09/27/2006 12:07:44 James Dowles 4628

Contacted CAC stating "ESP problem, I have called my service advisor a couple of times and he doesn't call me back, this is bad service."

Writer apologized for customer concerns. Writer assured customer his concerns would be forwarded to appropriate parties involved. Writer advised customer he may want to speak with S/M at dealer - customer stated he would do so.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 559094 Cus Ident 13954238 Legal Note Type INTERNET MES
 Customer [REDACTED]
 Address [REDACTED]

Eugene OR [REDACTED]

Phone [REDACTED] Phone Location Residence
 Assign Dir

Sell Dir 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA
 Last Sell Dir 66673 MERCEDES-BENZ OF BEND BEND OR

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E61A [REDACTED]
 Mileage 37395 Prod Date 11/15/2000 Warr Date 12/16/2000 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/10/2002 10:02:18	Miriam Clark	4699

Summary Notes

10/10/2002

10:02:20

Miriam Clark

4699

----- Forwarded by Sue Serebin/HO/MAIL/MBUSA on 09/30/02 03:00 PM -----

nelsb@bendcable.com

09/29/02 01:45 PM

To: mailmaster@mbusa.com

cc:

Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ) From: nelsb@bendcable.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: Bruckner

Street: [REDACTED]

Address 2:

City: Bend

State: OR

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I just purchased a 2001 ML-430. I have something I would like to ask about - I have a moderately steep, short driveway which is 90 degrees off a narrow alley. This layout means that as I turn from the alley to ascend the driveway, the front left wheel contracts the driveway first. As I continue to turn and ascend the driveway (at very low speed, of course), the ESP light on the dash comes on intermitently and I hear a grating sound coming from the front wheel area (which I assume is the ESP system in action). Switching the ESP system off before the ascent does not change the sequence (i.e. the ESP light still comes on, etc.). Is this anything to worry about? Thanks. --Nels

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: - ext:

Preferred number:

Preferred time to call:

Fax: -

VIN Number: 4jgab72e61a[REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Mr. [REDACTED]

Thank you for your internet message.

In order to better respond to you, we ask that you contact us at 1 800 367-6372 and speak with one of our Technical Support Personnel. They will discuss your concerns with you.

The opportunity to correspond is appreciated.

Miriam E. Clark

Customer Relations

Summary Note Information

Mercedes Benz of U.S.A

Note ID 429052 Cus Ident 10892752 Legal Note Type SERVICE EXPEI
 Customer Address [REDACTED]

Greensboro NC [REDACTED]

Phone [REDACTED] Phone Location Residence
 Assign Dir 59104 MERCEDES-BENZ OF GREENSI GREENSBORO NC
 Sell Dir 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC
 Last Sell Dir 59215 MERCEDES-BENZ OF WINSTON WINSTON-SALE NC
 Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E4YA [REDACTED]
 Mileage 5075 Prod Date 09/01/2000 Warr Date 10/10/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	06/11/2001 19:44:34	Catherine Van Geldren	6318

Summary Notes

06/11/2001 19:44:49 Catherine Van Geldr 6318

SES

Overall satisfaction with Dealer/Personnel:Very Satisfied.Completely Satisfied.

"Comments": The ability to fix the problem which was done last year-2000) wasn't resolved due to the unavailability of the part.

Problems exist:

11: Comments: "The service manager needs more and better knowledge between the model years of the ML320 so he could answer questions immediately. The same is needed to the mechanic/technician.

12: Issues were not successfully resolved.

Alternate Transportation: ML320 Completely Satisfied.

Favorite things:"Performance, safety features such as the ESP with brake assist anti-tow sensor, six airbags, etc

Least favorite things:"The Six cd-changer mounted at the back"

Survey comments:""Would it be better if the six cd-changer mounted anywhere safe in the dashboard to avoid stopping into a rest area just to change cd's during long trips. "would also be better if the rear passenger side ha its own a/c or heater vents and controls the speed up the temperature inside the cabin."

Action taken/customer's comments:Writer dialed 336-434-2800 left voice mail message for customer to return ca to 800#.

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 424729 **Cus Ident** 4409460 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Englewood CO [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO
Sell Dir 08103 MERCEDES-BENZ OF LITTLETC LITTLETON CO

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E8YA [REDACTED]
Mileage 14000 **Prod Date** 01/18/2000 **Warr Date** 01/31/2000 **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	05/22/2001 16:24:04	Tiffany Jones	9988

Summary Notes

05/22/2001 16:21:00 Tiffany Jones 9988

NTMT

Preferred number: [REDACTED] (work) or [REDACTED] (home)

Customer's husband contacted the CAC seeking MBUSA involvement.

[REDACTED] claims that his wife's needed new brake pads at 14,000 which seems way to early. Customer claims dealer told him that it is normal for an M-Class to need new brake pads every 10-15,000 miles.

Customer would like to know why he wasn't notified of this when he purchased the vehicle bec. he would not have. Customer would like for a regional rep to contact him. Writer told customer that his comments were documented and would be reviewed.

Writer sent cc to

06/04/2001 13:23:39 Charles Harper

I have talked to [REDACTED] on the phone two times. After checking with technician the pad were all warn even. The pad light was on. Advised [REDACTED] that the ESP uses the brakes also. If you are in snow ice or the sand that is on the roads here all winter it used the brakes to keep the wheels from spinning if you are accelerating hard. [REDACTED] found that hard to belive. Then went on to complain it only gets 10 mpg. I indicated that is also an indication the ML is being driven more agressivly than average. It is a 430 and has the power to brake the tire loose on sand very easy.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 549679 Cus Ident 21807188 Legal Note Type INTERNET MES
Customer [Redacted]
Address [Redacted]

Mountain View CA [Redacted]

Phone [Redacted] Phone Location Residence
Assign Dir

Sell Dir 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [Redacted] World Vin: 4JGAB72E6YA [Redacted]
Mileage 31531 Prod Date 12/22/1999 Warr Date 12/30/1999 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	09/10/2002 10:35:36	Ed Duffy	6296

Summary Notes

09/10/2002 10:35:42 Ed Duffy 6296

Received,

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

State: [REDACTED]

ZIP: [REDACTED]

Country: USA

Email: [REDACTED]

Phone(H): [REDACTED]

Phone(W): [REDACTED]

FAX: [REDACTED]

MB Vehicle1: [REDACTED]

MB Vehicle2: [REDACTED]

COMMENTS: Model: ML430 year 2000

VIN: 4JGAB72E6YA [REDACTED]

All in all my car has been serviced on average for 20 days per year. I only drive 12000 miles per year. Every time there is a problem I have to wait for a month before it gets serviced (I have to live in pain and agony for a month)

Below is a deatiled list. I understand that this type of problems only occur in less than 1 out of 10000 ML's. I

Milage R.o. date Days to fix Problem

1815 2/9/2000 20 esp brake pump leak , wiper blade problem, engine noise

5826 6/29/2000 2 door latch, door not tight

9/28/2000 0 bas and esp light came on

10502 10/27/2000 1 radio navigation unit died, bas and esp light on

14762 4/5/2001 2 door latch/actuator problems, washer reservoir leak

16674 6/29/2001 4 ets light, gas door activator problems

18062 8/7/2001 4 gas door lock motor problems, sunroof motor problems, fan speed switch knob cracked, sunroof seal fell into cabin, sun roof undercover slides when I brake

18772 9/5/2001 2 rattling noise inside door

21331 11/28/2001 3 washer nozzles blocked, 3rd brake lamp cover came off, rear hatch panel loose

22802 12/20/2001 1 command unit (navigation, radio, cd) died

27578 4/17/2002 1 front rotors changed, right rear lock changed, front brake pads changed

31530 8/15/2002 5 sun roof undercover slides when I brake, cassette player malfunction

32250 09/07/2002 rattling noises from sunroof

No reply necessary, SPOM spoke directly with the owner in prior referral and addressed all the concernes.

10/02/2002 11:09:38 Ed Duffy 6296

Corr# 208253 e-mail assigned to writer can not be found - 9/27/02 unable to reply, may have been lost when e-mail system was switched at that time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 695601 Cus Ident 2234254 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Lutz FL [REDACTED]

Phone [REDACTED] Phone Location Business
 Assign Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL
 Sell Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL

Last Sell Dir 90402

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E01A [REDACTED]
 Mileage 39487 Prod Date 02/07/2001 Warr Date 05/04/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	01/14/2004 15:19:04	Ed Duffy	6296

Summary Notes

01/14/2004 15:17:47 Ed Duffy 6296

Primary Phone: [REDACTED]
 Current Mileage: 39487
 Dealer(s) involved: 14316

Situation: Writer was contacted by Ellen DiGloria of MBUSA, at the request of Ellen I contacted her daughter [REDACTED] Sassin. [REDACTED] stated this vehicle is experiencing an intermittent concern of the BAS/ESP TES lights coming on, allegedly the dealer has checked and there are no codes present. Service Manager Mike Lawson is willing to drive the vehicle home and back (50+ miles round trip) to verify the complaint. At this point without verification or a code present the dealer can not arbitrarily make repair attempts. Writer advised this to Tammy and suggested that she allow him the opportunity to try to duplicate the condition. Tammy agreed but can not understand why the SM or the dealer has to verify and not just take her word (I think this was out of frustration). [REDACTED] will call writer after dealer drives the vehicle. Writer spoke with Mike who was very pleasant and knowledgeable and he assured me that this vehicle has the highest priority in the service dept at this time. Writer thanked him for his time.

Action Taken: NTMT to SPOM as FYI

Summary Note Information

Mercedes Benz of U.S.A

Note ID 926874 **Cus Ident** 12417272 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 39100 GRAND BLANC MOTORCARS, L GRAND BLANC MI
Sell Dlr 39100 GRAND BLANC MOTORCARS, L GRAND BLANC MI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E1YA [REDACTED]
Mileage 83000 **Prod Date** 03/04/2000 **Warr Date** 05/09/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	09/12/2005 10:45:05	Ed Duffy	6296
Vehicle Quality	Frequency of Repairs	09/12/2005 10:44:59	Ed Duffy	6296

Summary Notes

09/12/2005 10:44:48 Ed Duffy 6296

Primary Phone: [REDACTED]
Current Mileage: 83000
Dealer(s) involved: 39100

Situation: Primary Phone: [REDACTED]
Current Mileage: 83000
Dealer(s) involved: 39100

Situation: Writer received a request to contact [REDACTED] on behalf of [REDACTED] who is at the Frankfurt International Auto Show to review [REDACTED] concern. Writer contacted [REDACTED] and was advised that he has been experiencing an intermittent concern of the vehicle's accelerator pedal allegedly becoming non-responsive while driving at highway speed since July 25, 2005.

[REDACTED] stated he first experienced the concern and had the vehicle towed to Grand Blanc Motorcars in Grand Blanc MI, the dealer was unable to duplicate the concern and found no stored damage codes, [REDACTED] took the vehicle and allegedly experienced the same concern within a week. The vehicle was then taken to MB of Bloomfield Hills MI and stated it was there for approximately 10 days - the throttle actuator motor was allegedly replaced. Shortly after he experienced the concern again - went back to MB of Bloomfield Hill, stayed for 2 days - again no problem found. [REDACTED] stated he has experienced the concern once again, the vehicle is now at Grand Blanc Motorcars, they were able to experience the concern but there were not fault codes stored. Writer has spoken with SM Mike Putnam who advised they have replaced the throttle position sensor, and the vehicle is not exhibiting the concern at this time. Writer contacted SPOM Damon Blakemore who stated he will look into the situation and advise writer. [REDACTED] stated he just wants the vehicle repaired and is frustrated with the amount of break downs in the past 7 weeks.

Copy of note being forwarded to [REDACTED] office for review.

Action Taken:

Customer Follow-up Y/N:

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

Summary Notes

09/13/2005 09:45:11 Ed Duffy 6296

Received the following e-mails from the SPOM and Presidents office

Ed,

I spoke with Nick Cinquepalmi, the TAC Hub Leader. He is in the process contacting Gary Bowne, to discuss how we move forward with this customer considering he is talking about an accelerator issue. He is also the person responsible for assigning a Tech Specialist to come out and inspect the vehicle before leaving. I will let you know when we get something nailed down.

Damon D. Blakemore, SPOM
Mercedes-Benz USA, LLC
Phone: (248) 352-9328
Fax: (248) 352-9328
damon.blakemore@mbusa.com

[REDACTED]
09/12/2005 03:54 PM
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] To: Damon Blakemore/171/DCAG/DCX@WK-COOP
[REDACTED] cc:
[REDACTED] Subject: Mr. Barry Price's ML @ Grand Blanc

Hi Damon,

Sorry to seem like a pest, just requesting you update sum note # 926874 or send me an e-mail as to how things went today with this customer so I can update [REDACTED] office on Tuesday.

Thanks
Regards
ED

Good morning [REDACTED]

Paul called this morning and asked me to get Frank Dierl involved, since Klaus is in Germany as well. I know this is not the way to go but Anyway, I passed the info you sent to me on to Frank, he will keep you and me in the loop, so we are all on the same page.

Talk to you later,
Heidi

Summary Notes

09/15/2005 17:04:20 Ed Duffy 6296

received the following e-mails this date

██████████

Good morning. Just to keep you in the loop, Dave Smith, one of the Chicago Region Technical Specialists flew into Traverse City this morning. Mr. Price took his vehicle from Grand Blanc Motorcars and was driving it up to Northern Michigan when it cut out again. I have spoken with the customer and informed him of what we are doing on his behalf. I also stated that MBUSA would review his past repair expenses for possible reimbursement. Additionally, I advised that we would be willing to work with him if he was interested in trading out of the vehicle into a new Mercedes vehicle if that was his wish.

Damon D. Blakemore, SPOM
Mercedes-Benz USA, LLC

All -

FYI - as of morning of 9/15. TS Dave Smith is at the dealer driving the vehicle trying to dupe the condition. Dave did state that the ESP module repaired the limp home issue and that the fuel pump is excessively noisy.

SPOM has spoken with customer and advised of current status - agreed to follow up with customer before end of day to update again. SPOM and customer had preliminary discussions on appropriate customer care measures, agreed to await final report on vehicle status.

Al Katz
Mercedes-Benz USA - RSPM, Chicago Region

Hello Al,

Thanks for the update. Would you please forward any new findings to me by tomorrow, since ██████████ is actually planning on calling this customer on Monday? I want to make sure that we don't mess things up from our end :-). The only reason ██████████ is calling Mr. Price is because someone from top management in Germany requested it.

Thanks everyone,
Heidi

All -

SPOM reports that TS is unable to verify/diagnose complaint - apparently the vehicle has intermittent problem. SPOM to open discussions with customer on possibility of trade-out. Will advise further as developments occur.

Al Katz
Mercedes-Benz USA - RSPM, Chicago Region

Summary Notes

09/16/2005 11:00:00 Ed Duffy 6296

Update as of this date

All - developments/ situation current as of this morning:

TS states he has thoroughly inspected customer vehicle, replaced ESP module (vehicle went into limp-mode when at the dealership during diagnostic test drive), replaced fuel pump, but has not been able to duplicate original customer complaint that the vehicle "loses power."

SPOM has spoken with customer this morning - customer is retired D/C VP, who initiated contact with MBUSA via relationship with D/C Board Member.

SPOM expressed MBUSA desire to trade customer into new vehicle. Customer response was that instead of negotiating terms with SPOM, that he will await [REDACTED] contact to see what other assistance might be offered - customer stated specific desire to make sure [REDACTED] is involved.

RSPM & SPOM concur that appropriate trade assist measures include giving customer credit for est. \$1,300 customer is out-of-pocket for recent repair attempts, and to over-allow for customer's trade-in ('00 ML 320, approx 83k miles = trade-in value estimated \$11,000 KBB to \$15,000 NADA) to get to a mutually acceptable trade difference number for the customer.

Per customer, he will await contact from [REDACTED] before taking any further action. RSPM left message with B. Zilinski - asking that he give advance consideration to possible alternative purchase programs / opportunities in the event his assistance was requested.

Al Katz
Mercedes-Benz USA - RSPM, Chicago Region

Alan ,

Perfect, thank you. As I mentioned, Mr. Price is on Paul's phone list on Monday. This way he has all the background information. I'll also follow up with Bob Zilinski, so he is prepared to speak with Paul before the phone call happens.

Thank you very much, and have a great weekend.
Heidi

10/03/2005 14:31:09 Ed Duffy 6296

received the following e-mail today - forwarded on to Heidi as the note states the customer will only deal with Mr. Halata directly. Customer is a friend of a member of the board of directors. Initial contact was from e-mail from Al to [REDACTED]

10/05/2005 09:11:18 Ed Duffy 6296

reply from Heidi this date

Good morning Ed,

Unfortunately I have no update on this. [REDACTED] has not spoken with Mr. Price since the one and only time last week. I'll try and talk to Paul today as to what we need to do from here on. Will get back to you as soon as I know anything at all.

Have a good day,
Heidi

10/11/2005 10:57:51 Ed Duffy 6296

letter being sent at the request of RS&P Al Katz stating the info below.

Joe, Damon - see letter below ... I've told customer that he just needs to present the letter to the dealer to make this happen ... if Grand Blanc, Rochester, BLHI, etc get this customer, they need to make good on the \$7k discount off of EP price, collect repair receipts (@ \$1,300) and rent car bill (@ \$700) and either cut him a check for that total, or add it on as further \$2k discount off of EP price. Damon will need to run all through Goodwill.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 439024 **Cus Ident** 11956400 **Legal** **Note Type** INTERNET MES
Customer [REDACTED]
Address [REDACTED]

Duluth GA [REDACTED]

Phone [REDACTED] 10 **Phone Location** Residence

Assign Dlr

Sell Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA

Last Sell Dlr 17315 ATLANTA CLASSIC CARS, INC. DULUTH GA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E71A [REDACTED]
Mileage 1 **Prod Date** 05/04/2001 **Warr Date** 07/18/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/30/2001 11:59:43	Cleveland Best	6344

Summary Notes

07/30/2001 11:59:48 Cleveland Best 6344

Writer called Dr. Choi. Writer asked if alleged ESP problem resolved with dealership. Customer stated yes--customer satisfied.

189552

Michele Hackett
MBUSA
Consumer Promotions
201-476-6277

----- Forwarded by Michele Hackett/HO/MAIL/MBUSA on 07/26/2001 02:38 PM -----

<hyoungkeechoi@hotmail.com>
 07/25/2001 06:17 PM

 To: <mailmaster@mbusa.com>
 cc:
 Subject: Warranty Questions (CWAR)

Date: Wed, 25 Jul 2001 17:57:49 -0400
Comment: Unauthenticated sender
X-Mailer: JNet Qsmtp

Subject: Warranty Questions (CWAR)
From: hyoungkeechoi@hotmail.com
To: mailmaster@mbusa.com
*** Client Assistance ***

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

Contact Information:

Title: [REDACTED]

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Alpharetta

State: GA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: My first experience with Mercedes was ruined after my 3-day old 240-mile ML320 became undrivable. After examining the car ESP was out of order. I have two little babies always sitting in the back of the car. For safety reason I have asked to exchange the car. But the dealer resisted. I wonder what is Mercedes' opinion.

Survey Information:

Day Phone Number: [REDACTED]

Evening Phone Number: - ext:

Preferred number: Work

Preferred time to call: Morning

Fax: -

VIN Number: 4JGAB54E71A [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 577456 Cus Ident 22376804 Legal Note Type M-CLASS

Customer [REDACTED]
Address [REDACTED]

Sparta NJ [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dlr 51113 MERCEDES-BENZ OF MORRIST MORRISTOWN NJ

Sell Dlr 52101 MILLENNIUM AUTOMOTIVE GR BRIDGEWATER NJ

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E51A [REDACTED]
Mileage 14331 Prod Date 02/06/2001 Warr Date 02/17/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	12/11/2002 14:50:32	Cleveland Best	6344

Summary Notes

12/11/2002 14:50:36 Cleveland Best 6344

[REDACTED] called CAC. Customer claims the vehicle has been into dlr numerous times for various items (sunroof, BAS/ESP lights). Customer also claims he only got 20,000 miles out of the brake pads and questioned who should he speak with.

Writer advised customer he could contact the service manager at dlr. Writer advised customer the service manager has access to our technical staff (if necessary) to assist with repairs of the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 873067 **Cus Ident** 6639188 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Morgan Hill CA [REDACTED]

Phone	[REDACTED]	Phone Location	Residence
Assign Dlr 05137	BESHOFF MOTORCARS	SAN JOSE	CA
Sell Dlr 05765	AUTOBAHN MOTORS	BELMONT	CA
Last Sell Dlr 05765	AUTOBAHN MOTORS	BELMONT	CA

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 60000 **Prod Date** 04/27/2000 **Warr Date** 05/26/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/25/2005 13:10:38	Cleveland Best	6344

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/25/2005 19:17:45	Christine Dingler	6361

Summary Notes

04/25/2005 13:10:28 Cleveland Best 6344

[REDACTED] called CAC claiming the exhaust manifold is separating from the vehicle and the ESP light is on. Customer questioned what could be done.

Writer asked customer has his vehicle been inspected by his authorized MB dlr for his alleged concerns and he stated no. Writer advised customer he should contact his local authorized dlr for inspection of his alleged concerns.

NTMT

Summary Notes

04/25/2005 19:17:36 Christine Dingler 6361

Customer phoned the CAC again regarding above. Customer alleges that SRS light has been on for some time and BAS/ESP light comes on and stays on for extended period of time.

Customer is seeking assistance towards repairs.

Writer explained that he must have vehicle inspected by authorized MB Dealer and requests for assistance must be reviewed by SM of dealer. Writer advised requests are on a case-by-case basis and MBUSA would stand behind dealer decision.

Customer wanted to know who to escalate this to. Writer advised customer SM at dealer is person to speak with. Writer advised that no one from this office is going to authorize such repairs. Writer explained that SM of dealer is best person to address, as SM can inspect vehicle and past repairs.

Customer not satisfied.

04/25/2005 19:18:23 Christine Dingler 6361

Additional.....writer also explained that SRS light is very serious as it involves airbags and seatbelts and suggested customer not drive vehicle.

04/26/2005 14:19:04 NETSTAR

Name : Mark Peachey (Service Manager)

Phone : 408-239-2481

Post Warranty / Good Will Offer
Offer Made

Reviewed with Customer
Yes (By Phone) (Review Date : 04/26/2005 09:00:00)

Customer Expectations
Met

Appointment
Made (Appointment Date : 04/25/2005 09:00:00)
Kept

Summary Note Information

Mercedes Benz of U.S.A

Note ID 464386 **Cus Ident** 10833394 **Legal** **Note Type** SERVICE EXPEI

Customer Address [REDACTED]

Clifton VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Sell Dlr 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E0YA [REDACTED]
Mileage 16039 **Prod Date** 06/19/2000 **Warr Date** 08/31/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/21/2001 09:57:15	Virginia Stella	4684

Summary Notes

11/21/2001 09:57:31 Virginia Stella 4684

SES

Overall satisfaction with Dealer/Personnel: Somewhat Dissatisfied "The running lights were not fixed. Also, I no have dashboard lights for brakes , ESP and other indicators that randomly appear. Also approximately \$40 was taken out of the vehicle."

Problems exist: 6.b,c&f-Poor-Understood the specific problem(s) with your vehicle. Listened to your service needs. Fulfilled all commitments made to you. 7.b-Fair-Ease of obtaining appointment for service or repair. f,h,i&j-Poor-Completion of all work requested. Ability to fix problem on first visit. Quality of work performed. Cleanliness of vehicle after service. "The car was dirty inside from grease." 10.-Satisfied-Time it took to pay for the service and receive your vehicle. Explanation of charges and work performed. 12.-No-Representative conta you after service to determine if everything was to your satisfaction.

Alternate Transportation: -Yes-Loaner vehicle-Satisfied

Favorite things: "Engine and power."

Least favorite things: -Left blank.

Survey comments: "I am disappointed that the car has required repairs w/only 11,000 miles on it. I expected this car to be a step above others and while the handling and performance is good, my previous vehicle had no service issues in the four years I owned it."

Research:

Action taken/customer's comments: Called 703-654-9100 and left message on Mr. Coleman's answering machir to call the 800#, if he would like to discuss his experience with us.

Mileage Update:

Survey filed by sum note number.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 597079 **Cus Ident** 12275950 **Legal** **Note Type** Summary Note**Customer****Address**

Virginia

MN

Phone**Phone Location** Residence**Assign Dlr****Sell Dlr** 42100

MAPLEWOOD IMPORTS

MAPLEWOOD MN

Last Sell Dlr 42100

MAPLEWOOD IMPORTS

MAPLEWOOD MN

Note to Market Ind:**Amount****Vehicle Information****DBAG Vin** 1631541A**World Vin:** 4JGAB54E91A**Mileage**1 **Prod Date** 06/22/2001 **Warr Date** 09/24/2001 **Model** ML320 2001**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	IBS - Initial Buyer Survey	02/24/2003 11:08:25	Virginia Stella	4684
Dealer Sales	Overall Satisfaction with Sale	02/24/2003 11:08:18	Virginia Stella	4684

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Latch	Latch	02/24/2003 11:08:46	Virginia Stella	4684

Summary Notes

02/24/2003 11:08:12 Virginia Stella 4684

Survey department received IBS Survey dated 10/9/01. Customer is very satisfied. Customer states that back seat rattles, occasionally door locks don't respond to automatic opener - ESP in winter. Writer spoke with Jackie who stated to file survey in the blue doculogic folder and send a postcard.

Survey filed in Blue Doculogic Folder for imaging.

Sum Note Information filed in Postcards - Mail Only Folder.

02/26/2003 13:36:51 Kathy Bacchiocchi 4632

Postcard sent as per above information

Summary Note Information

Mercedes Benz of U.S.A

Note ID 449203 Cus Ident 1153545 Legal Note Type SERVICE EXPEI

Customer [REDACTED]

Address [REDACTED]

Charlotte NC [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dlr

Sell Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Last Sell Dlr 14323 MERCEDES-BENZ OF PALM BE. WEST PALM BE FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E31A [REDACTED]
 Mileage 6509 Prod Date 01/17/2001 Warr Date 01/31/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	09/13/2001 22:03:34	Amy McNally	4636

Summary Notes

09/13/2001 22:03:49 Amy McNally 4636

"TO BE CALLED THE WEEK OF SEPTEMBER 17, 2001".
 Overall satisfaction with Dealer/Personnel: "CS".
 Problems exist: N/A.

Alternate Transportation:
 Mitsubishi, Saturn: "S".

Favorite things: "Very good handling for an SUV, safety features, interior space and comfortable seats".
 Least favorite things: "Excessive wind noise at highway speed; Door do not sound like a Mercedes when closing.
 Too many repairs for a new MB e.g. ESP replaced twice, SAS also twice".

Survey comments: "There seems to be a problem with the replacement parts provided by MBNA. On two occasions one at Palm Beach Mercedes and the second at Beck Imports. I had to return a second d and third tim because the original replacements parts were defective. While the repairs were eventually completed, this is certainly not the level of performance one expects when purchasing a MB. If you need any additional information regarding these incidents, please contact me".

Research:
 Action taken/customer's comments:
 Mileage Update:

Survey filed by sum note number.

Summary Notes

09/25/2001

19:52:15

Nicole Shababb

4619

Action taken/customer's comments: Called customer @ [REDACTED] and left voice mail message indicating 800#.

Survey filed by sum note number.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 464265 **Cus Ident** 10586833 **Legal** **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Augusta GA [REDACTED]

Phone ([REDACTED]) **Phone Location** Residence
Assign Dir 17311 RADER, INC. AUGUSTA GA
Sell Dir 72307 DICK DYER AND ASSOCIATES, COLUMBIA SC

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E3YA [REDACTED]
Mileage 21000 **Prod Date** 12/03/1999 **Warr Date** 04/11/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/20/2001 19:21:24	Carol Pantua	4635

Summary Notes

11/20/2001 19:21:30 Carol Pantua 4635

SES

Overall satisfaction with Dealer/Personnel: SD/S

Problems exist:

1. Customer wrote, "When taken in, had requested loaner car. None was available when I arrived. Rescheduled for following week, did not fix problem."
2. Customer evaluated the MB Service Advisor as Fair in Understanding the specific problems with the vehicle and Poor in Fulfilling all commitments made to customer.
3. Customer evaluated the MB Center as Fair in Quality of work performed and Poor in Ease of obtaining appt., in Completion of all work requested, and in Ability to fix problem on first visit.
4. Customer evaluated the time it took to pay for the service and recv the vehicle as SD.

Alternate Transportation: Yes , Loaner: "Mazda," CS

Action taken/customer's comments: Writer called [REDACTED] and customer said, "I just took the car back from service last Thursday. I've been having so many problems with this car." Customer alleges that this service app was the 3rd time he brought his vehicle in to fix the ESP light, which he said that he "loses completely when it rains or is damp outside, that along with all the cruise control." Customer said that he also brought the vehicle in to have the driver's side window fixed again for the 2nd time. Customer said that the Service Dept. told him that they "fixed the ESP light situation and the driver's side window," but customer said that he has to bring the vehicle "back in for the third time to fix the fog lamp again." Writer apologized for customer's seeming frustration and welcomed customer to call 800 For Mercedes for any future concerns.

Mileage Update: 21,000 miles

Survey Completed. Survey filed by sum note number.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 859530 **Cus Ident** 22561589 **Legal** **Note Type** Summary Note**Customer****Address**

Erie

PA

Phone**Phone Location**

Residence

Assign Dlr 86435

INTERNATIONAL AUTOS, INC.

WEST ALLIS

WI

Sell Dlr 67102

BOBBY RAHAL MOTORCAR CO

WEXFORD

PA

Last Sell Dlr**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 1631541A**World Vin:** 4JGAB54E11A**Mileage**

42000

Prod Date

04/30/2001

Warr Date

06/18/2001

Model ML320

2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	03/28/2005 11:29:17	Carol Pantua	4635

Summary Notes

03/28/2005 11:29:08 Carol Pantua 4635

Customer called regarding his extreme dissatisfaction with service at International Autos, alleging that his Service Advisor Jason ("not Jason Lloyd who is great, but the other one") and SM was "insulting and provided me no service."

Customer claims that the ESP/BAS lamps allegedly intermittently come on, but goes off immediately or after a few minutes. Customer claims that he has allegedly brought vehicle to dlr on many occasions, but ESP BAS lamps were never lit and dlr could not find any error codes. Customer claims that when he asked SA & SM for a written statement that dlr was not able to repair the concerns "if I needed the paper for my lawyer in the future," customer claims that SA & SM were allegedly rude to him and advised customer that customer was threatening them.

Writer apologized to customer for his dissatisfaction and advised customer to review the matter from dlr's point of view, that customer is bringing the vehicle to dlr with no indicator lamps on and no symptoms of his allegations, the dealer checked vehicle and find no malfunctions, though customer requests a letter that dlr cannot repair concerns that are based on customer's speculations. Customer advised that though he alleges not to be lying, writer has a point.

Writer advised that his concern would be documented and advised that if he is dissatisfied with International Autos, he may bring his vehicle to any other authorized MB dealership. As per customer's request, writer provide the contact information for Concours Motors in Glendale.

03/28/2005 11:53:02 Carol Pantua 4635

Customer called back and left a message on writer's voicemail where customer claims that International Autos has "found the problem. It's due to corrosion on the harness, and they fixed it, but didn't fix their relationship with us."

Summary Note Information

Mercedes Benz of U.S.A

Note ID 930841 **Cus Ident** 28958401 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Harleysville PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 67107 R & S IMPORTS FORT WASHING PA
Sell Dlr 67105 MERCEDES-BENZ OF WEST CH WEST CHESTEF PA
Last Sell Dlr 67107 R & S IMPORTS FORT WASHING PA

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E91A [REDACTED]
Mileage 57559 **Prod Date** 10/31/2000 **Warr Date** 12/27/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Technical Assistance Req	Vehicle Technical Assistance Request	09/21/2005 15:56:36	Carol Pantua	4635

Summary Notes

09/21/2005 15:56:16 Carol Pantua 4635
 Corr 278082

E-mail: [REDACTED]

Comments:

September 9, 2005 [REDACTED], PA [REDACTED]
 Mercedes-Benz USA, LLC Customer Assistance Center 3 Paragon Drive Montvale, N.J. 07645 Dear
 Customer Service, I recently purchased a certified pre-owned 2001 ML 430 VIN# 4JGAB72E91A [REDACTED] from
 R&S Imports in Fort Washington, PA. Needless to say, I am not happy with my purchase. In the two months I
 have had the vehicle, I have been in the shop three times. As it turns out, the vehicle is plagued with electrical
 problems amongst others. ?□□ I have had the SUV not start on numerous occasions. ? □□ The rear hatch
 door lock has broken. ?□□ The trim covering my driver side mirror is coming off. ?□□ The ESP and BTS/EST
 light comes on and off periodically affecting my cruise control. ?□□ The engine oil light comes on and I had to
 add a quart of oil. ?□□ The engine is loosing power and feels sluggish / fuel economy is going down. ?□□ The
 tires were off balanced when I purchased the vehicle. ?□□ The engine oil was dirty when I purchased the vehicle.
 ?□□ The head lamp was replaced on the day I purchased the vehicle. ?□□ I had a light bulb go out. ?□□ The
 engine is making loud noises. ? □□ The gas gauge is broken / ran out of fuel once / very inconvenient. I have
 the one year warranty that came with the vehicle, but I do not feel like I can trust this vehicle. I don?t know what
 Mercedes-Benz can do for me, but there must be something that you can do to help this situation. I almost feel
 though this vehicle should not have passed the inspection for the certified pre-owned program. I thought I was
 getting a great SUV but I have been very disappointed so far. I know that the response to this letter will determin
 if I will ever purchase a Mercedes-Benz again. I think that they are beautiful cars and I know that in my life time,
 would be good for another fifteen or so vehicles. I was very excited to purchase my first Mercedes and thought I
 would be a customer for life but now I am thinking that I should go with a Japanese brand instead. Please chang
 my mind and help me in my situation. Very respectfully, Patrick McGinley

Summary Note Information

Mercedes Benz of U.S.A

Note ID 618309 Cus Ident 10089785 Legal Note Type Summary Note

Customer Address [Redacted]

Bristol IN [Redacted]

Phone	[Redacted]	Phone Location	Residence
Assign Dir	25425	GURLEY-LEEP MOTOR WERKS	MISHAWAKA IN
Sell Dir	25425	GURLEY-LEEP MOTOR WERKS	MISHAWAKA IN
Last Sell Dir	25425	GURLEY-LEEP MOTOR WERKS	MISHAWAKA IN

Note to Market Ind: Amount

Vehicle Information

DBAG Vin	1631541A [Redacted]	World Vin:	4JGAB54E3YA [Redacted]
Mileage	31863	Prod Date	11/12/1999
Warr Date	11/22/1999	Model	ML320 2000

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	05/07/2003 11:36:08	Nicole Shababb	4619
Service Brake System	Service Brake System	05/07/2003 11:36:01	Nicole Shababb	4619

Summary Notes

05/07/2003 11:35:31 Nicole Shababb 4619
 Customer contacted CAC alleging that his ESP, BAS and ESP warning lamps are illuminated .
 Writer advised customer to contact Authorized MB dealer in order to schedule an appointment for service.
 Writer also advised customer that these systems may have shut off however his "regular" braking system is still operating, only the brake assist systems may have deactivated.
 writer also advised customer if he feels the brakes losing power to contact roadside assistance immediately.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 758813 Cus Ident 21830928 Legal Note Type Summary Note

Customer Address [REDACTED]

Joplin MC [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dlr 45103 FRANK FLETCHER IMPORTS JOPLIN MO

Sell Dlr 45405 TRI - STATE IMPORT CARS, INC JOPLIN MO

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E11A [REDACTED]
Mileage 37205 Prod Date 11/08/2000 Warr Date 12/18/2000 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/07/2004 10:54:31	Nicole Shababb	4619
Dealer Service	Overall Dissatisfaction with Service	07/07/2004 10:56:24	Nicole Shababb	4619

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	07/07/2004 10:56:55	Nicole Shababb	4619

Summary Notes

07/07/2004 10:54:22 Nicole Shababb 4619

CORR # 242692

Dear Paul Juron:

I purchase a vehicle from Frank Fletcher Mercedes on 4-3-04 in Joplin, Missouri. I have had numerous problems with the vehicle and the dealership. I have recorded all issues, contact, and conversations, but the bottom line is the dealership is telling me it is normal for this 2001 ML 430 with 37200 miles to consume over 1/2 quart of oil in 750 miles and it is normal to the brakes to squeak.

Is the quality that I paid for? I am not a first time Mercedes owner, but if these issues are not resolved it will have to be the last. I have always bragged about the quality of my Mercedes cars, and now I am embarrassed of the quality of this vehicle that I have.

I hope that this email is taken serious and that I am contacted by someone from MB. I can be reached at [REDACTED] (work-US Bank) until 07-01-04. Then between 07-02-04 and 07-13-04 please try to reach me at [REDACTED] (cell) as I will be attempting to drive the vehicle to Florida.

Sincerely,
Angel D Brown

07/07/2004 11:02:40 Nicole Shababb 4619

Writer contacted the customer. Customer alleging the dealership advised her that the vehicle is well within factor specifications. customer also advised the vehicle's brakes squeak and the dealer advised this is a characteristic of the vehicle.

Customer alleging the answers she is receiving from the dealership are not satisfactory. Writer advised that if the vehicle meets factory specs there is no additional assistance that can be offered. Writer also explained that brak squeal can be a characteristic of the brake pads and rotors however it does not infringe on the brake potential.

Summary Notes

07/21/2004

00:03:11

Nicole Shababb

4619

CORR # 243817

First part of customer's e-mail:

" Purchased car on 04-03-04

" Hoot told me the car had 24 months regular warranty and 12 month Starmark. He was wrong when I cornered him on the dates. Only 10 months left on regular warranty. He went ahead and threw in 12 more. I paid the difference to get 12 more than that. Total warranty 10 months regular and 36 months Starmark.

" Title had error on it at that time. Only had 1 key.

" After having car for around 1 week the oil light came on. Looked at oil, it appeared a little dirty. Oil was changed.

" Week or so after purchase, Hoot had me come back in to fill out Starmark application.

" Brakes squeaked from day one, tried to fix, better, but still squeak off and on.

" Had to return car 3 or 4 weeks later so that they could do an inspection to get title.

" A rubber piece from sunroof fell out. They put back.

" First payment due on 05-18-04 but never received anything. I called Hoot sometime that same week and he then told me the application had been lost. I had to come back in and resign application and wrote him a check to send in with application for the first payment.

" Receive Title around May 25th. Had to bring affidavit back from DMV to correct the sales date because the date was before the date the title was issued.

" When Hoot gave me the title to car, he asked me if I had received a survey from MB and if I had filled it out. I told him yes I had and no I had not sent it in. He asked me to send it in and give him a good review because MB was serious about those surveys. He knew we had lots of issues so far, but asked me to just send it in with a good survey and he would take care of me on this end.

" Every time both passenger's and driver's window are rolled down it puts goopy brown stuff on window that had to be cleaned off with mineral spirits.

" Had to take car in twice to get key programmed.

" 2 months after purchase, driving to KC oil light came on again. Put in $\frac{3}{4}$ quart of oil at time. Husband put in $\frac{3}{4}$ quart of oil that same night at 350 more miles to top it off.

" Drove to Virginia that next weekend. Put in remaining $\frac{1}{2}$ quart during trip. Checked a few times seemed okay. Then on way home had to drive 70 miles to Springfield with oil light on at 11 pm until able to get oil. Add 1 full quart, but was only $\frac{1}{2}$ way to max line. Total 3 quarts added in 1 week over 3000 miles. Told that was normal. Consumption test done only shows 2 quarts being added. Trying manual consumption test.

" On way back from Virginia, the line from the AC fell off and flooded the front and back passenger floors. Had to stop and sweep car out at car wash.

" Hoot told me I need to "Chill out and enjoy the car. I don't know if you don't like it or if you just having buyers remorse, but just chill out and drive it and enjoy it."

" Zeb has been very nice, but Hoot acts like I am lying about how much oil I put in the car because the computer says 2 quarts.

" Receive notice from Mercedes about payment. Says I am late on my first payment. Called on 06-15-04 and no payment has been posted. Also shows late fee due.

Summary Notes

07/21/2004 00:03:47 Nicole Shababb 4619

CORR # 243817

Second part of customer's e-mail:

June 15, 2004

Still had not received my bill for my first payment. It was to go to my PO Box. I had checked the PO Box that day, check my home mailbox that is not used as my mailing address and the bill was there. It showed me past due for my payment that was due on 5-18-04. That payment was given to Jim "Hoot" Myers when I resigned the loan contract on 5-15-04 after they were lost. I then called MB and they had no record of the payment.

June 16, 2004

I went to Frank Fletcher's and spoke to Hoot about the missing payment. They blamed MB for losing the payment. They had me put stop pay on the missing check and are to reimburse me for the \$29.00 fee. I paid two payments for 5-18-04 and 6-18-04 on 6-18-04. Janie at Frank Fletcher's told me that she would make sure they back dated my payment, reverse out late fees and correct credit bureau. I asked Janie for a letter on their letterhead that stated that I gave them my first payment on 5-15-04 at the time the contract was resigned. She hand wrote this for me on their letterhead.

June 23, 2004

While driving home the two most left lights on the dash came on again for the 4th time. It has to do with the ESP and BAS systems. I then could not turn on my cruise control. I pulled over and shut the car off and after restarting the light went away and the cruise control worked again.

June 24, 2004

It was a warm day and the car was warm inside. I turned the AC on high (4). The left center vent would not stay up on the car. I had to turn the AC down to 3 to get it to stay in the up position. Tried to do it again after the car had been in the garage on a cool day, the vent did not do it. It seems to be an issue on hot days.

June 25, 2004

I called Zeb at 9:30am to tell him I was at 620 miles for the oil consumption test. He was going to see if they could get me in then call me back. Did not hear from anyone all day.

June 28, 2004

I took my car to Frank Fletcher even though no one had called me yet. I asked them to check the oil consumption, check out the ESP and BAS light that keep coming on, fix the right front window that gets gooey brown stuff on it every time it is rolled down, look at the "loosy goosy" vent, and I told them that the brakes continued to squeak.

I asked them to have someone ride with me to listen to the brakes because Hoot told me last time I had it in he had drove it and he didn't hear anything. Hoot went for the ride with me. He drove and babied the brakes each time he was stopping then he would turn me and say, "I don't hear anything." I told him to pull over and let me drive. I drove him around the outside roads of the mall, making approximately 8 stops. The brakes squeaked 5 times out of the 8 stops. He then just said, "Well, are brakes suppose to be 100% quite?" He admitted he heard them squeak about 3 of the times. He also said "They are only squeaking for a second." They are squeaking during the middle 1/3 to 1/2 of the braking time. Normally they don't squeak during the beginning or end of the braking time nearly as bad. Hoot has told me 5 times that I need to get the brakes warmed up. I had driven the car for 30 minutes before I saw him that day. It does not matter how long it has been, they squeak 80% of the time.

June 28, 2004

They told us that they knew what the problem was with the ESP and BAS and would fix it. They said that the car had used a little more than 1/2 quart of oil in 750 miles. They said that MB would not do anything about the oil consumption until it uses 1 quart in 620 miles. They are going to fix the window tomorrow. They will not do anything about the brakes. I am told that squeaky brakes and oil usage are normal.

June 29, 2004

Picked the car up. They replaced a sensor in the ESP/BAS system. They fixed the window. They fixed a problem with the sunroof that Hoot pointed out while driving with me. They ordered a new vent and will put it in when it

comes in. But basically I am ~~Summary Notes~~ brakes and oil consumption.

The invoice I received does not say anything about the oil consumptions test. It has the other problems listed and the results, but nothing about the oil.

June 29, 2004

37205 miles-Frank Fletcher MB added oil.

June 29, 2004

We have observed oil in the tailpipe and underneath it as well.

June 30, 2004

I spoke to Brent Lobenoff at the Frank Fletcher home office. He is aware of all the issues I have had with the vehicle and the dealership. I emailed him both lists I have with all of my notes. He wants me to talk to a MB tech I understand from them what normal consumption is. He doesn't want me to be mad at their dealership, it is not their fault. They have to go by what MB tells them. He knows I am going on vacation. I asked him to send me an email at my home address as to how and when I was to hear from the tech.

July 3, 2004

38356 miles -stopped at MB dealer in Tallahassee Florida. Oil low, they added one quart to bring it to the max line

July 10, 2004

40042 miles-stopped back at MB dealer in Tallahassee to have them check oil. It was lower on the stick, but now the tech, (different guy than last week) says that the oil is fine. He says that is were the Max line is now. He told me the car came out with 8 ½ quarts of oil, but that was too much. It was causing the oil to start sucking up into the heads (?) and using oil. He said they changed the oil level to 7 ¾ quarts now so that it would not do that. They have changed the computers so that the oil light won't come on so soon. He said the dip stick needs to read about ¼ of an inch below the max line. He said it was possible that once it started sucking the oil up and burning it, it could continue to do that even after it has reached the 7 ¾ mark causing it to use more oil.

We have never been told about this oil level change. Dealership in Joplin has filled it to the max line every time. We have as well. Oil level has reached the lowest level on the stick 3 times that I am aware of.

July 12, 2004

Did not receive email from Brent Lobenoff as to reaching a tech.

07/27/2004 14:21:25 Nicole Shababb 4619

Writer faxed a copy of customer's e-mails to Stacy, New Service Manager at dealer 45103 on 07/21/04. She advised she would review the customer's concerns with hoot, GM and Zeb previous Service Manager (now move to Nissan).

Writer called Stacy back today requesting the status of the customers concern. She transferred writer to Zeb, (417-434-1601)

He advised the customers two main concerns are oil consumption and "squeaking brakes". He advised the vehicle has been through oil consumption test and currently meets factory specifications. He also advised the brakes were cleaned and sanded, however customer was advised this is a characteristic of the brakes however does not effect the safety of the brakes.

Writer will draft an e-mail to the customer.

Summary Notes

07/28/2004 10:12:17 Nicole Shababb 4619

Following response sent to customer:

Dear [REDACTED]

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

Immediately upon receipt of your e-mail, we contacted the Service Manager at Frank Fletcher Imports, who advised your vehicle has been through a series of oil consumption tests and through these tests it has been verified that your vehicle is within factory specifications regarding oil consumption. We were also advised that your vehicle's brake pads and rotors have been cleaned and sanded, in response to your concerns regarding brake squeal.

[REDACTED] you may be aware that brake squeal is a characteristic of four wheel disc brakes. Many additional factors such as variance in driving habits, road conditions, climatic conditions, moisture build-up, and foreign material that has inadvertently adhered to the pad and/or disc rotor, contribute to a squeal. Please be assured this characteristic does not impair the safety of the brake system.

Regarding the contents of your e-mail, as we are sure you are aware, there are limitations in evaluating your concerns via correspondence, and therefore we suggest you speak to the Management at Frank Fletcher Import: as they are in the best position to review your concerns on a local level.

We appreciate this opportunity to correspond.

Thank You,
Nicole Shababb
National Customer Relations Representative
Customer Assistance Center
Mercedes-Benz USA, LLC

201-505-4619 phone
shababbn@mbusa.com

08/09/2004 12:00:06 Nicole Shababb 4619

CORR # 245546

Following e-mail received by customer:

I sent the following email to Nicole S. and have not received any reply back from Mercedes concerning my issue: I would like to feel that this issue was taken seriously by Mercedes Benz and that I am not just being dismissed long enough for the warranty to run out.

Sincerely, [REDACTED]

----- Message from AngelandMichael@aol.com on Tue, 13 Jul 2004 12:48:15 EDT -----

To: [REDACTED]mailmaster@mbusa.com

Subject: [REDACTED]Attention Nicole S.

Hello Nicole.

I am sorry to take so long to get in touch with you, I was on vacation in Florida when I talked to you. Here is the notes on the vehicle and the dealer that I told you I had. Thank you for your time and assistance. I look forward to hearing from you.

Sincerely, [REDACTED]

Summary Notes

08/09/2004 15:01:07 Nicole Shababb 4619

Following response sent to customer:

Dear [REDACTED]

Thank you for your additional correspondence. Please be advised the below e-mail was sent to you on 07/28/04

"Dear [REDACTED]

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

Immediately upon receipt of your e-mail, we contacted the Service Manager at Frank Fletcher Imports, who advised your vehicle has been through a series of oil consumption tests and through these tests it has been verified that your vehicle is within factory specifications regarding oil consumption. We were also advised that your vehicle's brake pads and rotors have been cleaned and sanded, in response to your concerns regarding brake squeal.

[REDACTED] you may be aware that brake squeal is a characteristic of four wheel disc brakes. Many additional factors such as variance in driving habits, road conditions, climatic conditions, moisture build-up, and foreign material that has inadvertently adhered to the pad and/or disc rotor, contribute to a squeal. Please be assured the characteristic does not impair the safety of the brake system.

Regarding the contents of your e-mail, as we are sure you are aware, there are limitations in evaluating your concerns via correspondence, and therefore we suggest you speak to the Management at Frank Fletcher Import: as they are in the best position to review your concerns on a local level.

We appreciate this opportunity to correspond."

Sincerely,
Nicole Shababb
National Customer Relations Representative
Customer Assistance Center
Mercedes-Benz USA, LLC

201-505-4619 phone
shababbn@mbusa.com

09/03/2004 14:33:26 Lois Grillo 4627

confirmed that vehicle takes 8.5 qts. of synthetic motor oil; transferred to Tech Coord.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 808284 **Cus Ident** 11802694 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Topsfield MA [REDACTED]

Phone	[REDACTED]	Phone Location	Residence
Assign Dir	36100	FLAGSHIP MOTORCARS	LYNNFIELD MA
Sell Dir	36100	FLAGSHIP MOTORCARS	LYNNFIELD MA
Last Sell Dir	36100	FLAGSHIP MOTORCARS	LYNNFIELD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54EX1A [REDACTED]
Mileage 49995 **Prod Date** 04/10/2001 **Warr Date** 05/31/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	11/18/2004 21:51:20	Nicole Shababb	4619

Summary Notes

11/18/2004 21:51:02 Nicole Shababb 4619

CORR # 253950

Customer, [REDACTED] faxed a copy letter to the CAC addressed to Mike Hannafin, Service Manager at dealer 36100. Customer alleging he brought his vehicle to dealer 36100 on 11/17/04 for intermittent BAS/ABS/ESP warning lights. Customer alleging he picked up the vehicle on 11/18/04 and "while driving noticed a rumbling sound and a vibration." Customer alleging he stopped the vehicle and "noticed the rear wheel on the driver's side was missing a lug nut." Customer alleging he contacted the service department at dealer 36100 and they advised him "to stay put" and sent out one of their technicians (Bob). Customer alleging Bob arrived and verified the wheel was missing a lug nut and was allegedly not secured properly" (other lug nuts were loose). Customer "commended Bob for restoring his confidence but is now requesting his vehicle if thoroughly inspected to verify there are no other concerns.

Writer will contact dealer 36100 to verify they received the customer's letter and review how the situation will be handled.

NTMT sent

11/22/2004 15:33:53 Nicole Shababb 4619

Writer contacted Mike Hannafin, Service Manager, who advised he did receive the customers letter. He advised the customer will be bringing the vehicle in to their dealer Monday 11/29 for inspection.

11/22/2004 15:36:58 Nicole Shababb 4619

Writer contacted customer to advise we received his letter and to verify that he is bringing his vehicle in to the dealer for further inspection.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 827108 Cus Ident 10713679 Legal Note Type Summary Note
Customer Address [REDACTED] Jr

Panama City FL [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir 14114 CAPITAL EUROCARs, INC. TALLAHASSEE FL
Sell Dir 72320 BAKER MOTOR COMPANY OF CHARLESTON SC
Last Sell Dir 72320 BAKER MOTOR COMPANY OF CHARLESTON SC
Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E8YA [REDACTED]
Mileage 83000 Prod Date 05/22/2000 Warr Date 06/12/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Starmark Inquiry	01/07/2005 15:09:05	Nicole Shababb	4619

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Air Bags	Airbag	01/07/2005 15:09:07	Nicole Shababb	4619

Summary Notes

01/07/2005 15:08:55 Nicole Shababb 4619

Customer contacted the CAC alleging his car is currently at dealer 14114 for an SRS light. Customer alleging he was advised by his Service Advisor that the vehicle's airbag system needs to be repaired at a cost of \$354.00. Customer alleging this a safety issue and demanding to know why it is not covered. Writer advised that the Starmark Warranty does not cover every component of the car.

Writer contacted Gunther, Service Manager at dealer 14114 who advised that they typed the damage code I to the system and it came back as a customer pay item, however the BAS/ESP concern he had was covered.

Writer contacted the customer and advised him accordingly.

Customer not pleased.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 857365 **Cus Ident** 11874109 **Legal** **Note Type** Summary Note**Customer**
Address

South San Francis CA

Phone**Phone Location**

Residence

Assign Dir 05765

AUTOBAHN MOTORS

BELMONT

CA

Sell Dir 05765

AUTOBAHN MOTORS

BELMONT

CA

Last Sell Dir**Note to Market Ind:****Amount****Vehicle Information****DBAG Vin** 1631741A**World Vin:** 4JGAB74E51A**Mileage**49000 **Prod Date** 03/27/2001 **Warr Date** 05/29/2001 **Model** ML55 2001**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	03/22/2005 18:53:31	Nicole Shababb	4619
	Alternate Transportation Issues	03/22/2005 18:53:31	Nicole Shababb	4619

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/22/2005 18:53:13	Nicole Shababb	4619
Service Brake System	Service Brake System	03/22/2005 18:53:22	Nicole Shababb	4619

Summary Notes

03/22/2005 18:53:07 Nicole Shababb 4619

Customer contacted the CAC alleging his vehicle's lease is up in two months and he has almost 50,000 miles on the car. Customer alleging he is not pleased that he needs to replace brake pads and rotors every 10,000 miles. Customer also claims the dealer will not provide him with a loaner because he did not lease the vehicle through their facility. Customer finally alleged the vehicle's ESP light has been illuminated for three months and when he brought it to dealer 05765 they advised the vehicle was operating as designed and it was safe to drive with the light on. Customer alleging he does not want to drive with the ESP light on and allegedly tried to make a service appointment at dealer 05765 and was advised there is a month and half wait. Customer demanding MBUSA intervene. Writer advised the customer that loaner vehicle's are a courtesy provided by each independently owned and operated dealer. Writer also explained that brake pad/rotor wear are solely a result of how the vehicle is driven and under what conditions. Finally I explained that the dealerships are responsible for their own appointment schedules. Writer advised that I would contact the service Manager at the dealer in order to advise him of the customers concerns and request he receives a callback in order to make arrangements to have the vehicle diagnosed.

Writer left a voice mail for Marchelle Duncan, Service Manager at dealer 05765.

Summary Notes

03/23/2005

10:41:32

Nicole Shababb

4619

Writer received a callback from Marchelle, Service Manager. He advised this customer has received a discount on parts for brake repairs as well as a rental vehicle. He advised he has personally worked with the customer to ensure his concerns are handled, however he has not been advised of an ESP light. Writer will contact the customer and advise him to contact the dealer and arrange an appointment to have the vehicle inspected.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1286579 **Cus Ident** 33551381 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Wilton CT [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Sell Dir 55109 RALLYE MOTORS LLC ROSLYN NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E5YA [REDACTED]
Mileage 73000 **Prod Date** 03/16/2000 **Warr Date** 03/30/2000 **Model** ML430 2000

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	07/07/2006 10:29:41	Nicole Shababb	4619

Summary Notes

07/07/2006 10:29:37 Nicole Shababb 4619
 Customer called alleging his vehicle is currently at MB of Fairfield and requesting MBUSA intervene. Customer requesting a status update - claims there is an electrical issue with the car.
 Writer left a voice mail for John , Service Director at the dealer, requesting a callback.
 07/07/2006 10:56:45 Nicole Shababb 4619
 Writer received a callback from John, Service and Parts Director. He advised the vehicle was jumpstarted on 05/25 and 06/07 and now the customer is alleging that these jumpstarts caused the vehicle's ESP and BAS light come on. Dealer has verified that the vehicle needs an engine throttle actuator and a stop lamp switch.
 Dealer advised these needed repairs are not as a result of the jumpstarts and therefore these repairs will be customer pay - as the vehicle is out of factory warranty by time and mileage.
 Writer will call the customer and confirm dealer's position.
 07/07/2006 11:02:07 Nicole Shababb 4619
 Writer called the customer and advised him accordingly.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1365030 **Cus Ident** 13378940 **Legal** **Note Type** Summary Note

Customer Address

Keystone Hgts FL

Phone 3 **Phone Location** Business

Assign Dir 14132 DUVAL MOTORCARS GAINESVILLE FL

Sell Dir 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Last Sell Dir 36100 FLAGSHIP MOTORCARS LYNNFIELD MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A 	World Vin: 4JGAB54E6YA
Mileage 139350	Prod Date 03/30/2000 Warr Date 04/08/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	09/22/2006 16:54:11	Julia Hart	6254
Vehicle Quality	Overall Dissatisfaction with Quality	09/22/2006 16:54:19	Julia Hart	6254
Dealer Service	Repeat Visit for Same Issue	09/22/2006 16:54:11	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	08/29/2006 11:36:22	Nicole Shababb	4619

Summary Notes

08/29/2006 11:35:45 Nicole Shababb 4619

Scott, Service Director at Duval Motors called the CAC and requested the following note be added.

Scott advised the vehicle was last at the dealer 8 months ago and 18,000 miles ago for a brake light switch. According to the customer the vehicle surged when the part failed. The dealer advised the switch is a dual switch that it also controls the ESP and BAS.

According to the customer the vehicle surged last week and the ESP/BAS lights came on. The car was brought back to the dealer and they verified that the brake light switch needs to be replaced again.

According to Scott the customer is demanding to know why the vehicle surges when a part goes out and Scott explained to her that the vehicle is controlled by many electrical components. According to Scott the vehicle has been repaired however he believes the customer may callback looking for "more answers."

Summary Notes

08/29/2006 12:47:25 Nicole Shababb 4619

Customer called the CAC requesting a technical explanation as to why the vehicle surges as a result of a part failing.

Customer requested to speak with a technical coordinator. Writer warm transferred the call to Neil shore.

08/29/2006 13:01:45 Neil Shore 6304

Customer was transferred to the writer. The customer is very upset that the dealer is not able to prove that the part replaced is the one that caused the vehicle RPM to surge to 7k RPM. The writer tried to call the SM at the dealer, left voice mail.

08/29/2006 14:42:45 Neil Shore 6304

SM Scott Stevens returned the call to the writer and stated that he believes that the vehicle is repaired. The SM stated that he road tested the vehicle , with customer's permission, all was well. The SM stated that he will have the BDC manager contact the customer to discuss our conversation.

09/18/2006 17:23:09 Neil Shore 6304

Customer contacted the writer asking for an analysis why the parts failed the second time for the repair. The customer was advised to speak to the service manager for an explanation. The customer was advised that Scott Stevens advised the writer that the repair was complete and there was no report of a malfunction after that time. The customer stated that she may seek legal assistance.

09/22/2006 16:54:01 Julia Hart 6254

Customer contacted the CAC reiterating above concerns.

Customer claims her vehicle was repaired, however, she is requesting confirmation that the issue will not happen again.

Writer apologized & explained there is no way for a manufacturer to predict when & if an issue will arise.

Customer stated she has spoken with the SM who allegedly advised "he is not sure what is causing the issue & i changing the brake switch will repair the issue".

Customer confirmed she has yet to experience the alleged issue since the vehicle was repaired.

Customer claims previously the vehicle required greater force to stop & the RPM's revved up to 5000/6000. Customer stated she was unable to stop the vehicle until it was shifted into neutral. Customer stated she is concerned that this issue will happen again which may result in an accident.

Writer apologized & explained the dealer does have access to technical assistance as needed. Per previous notes, writer explained the vehicle was inspected, repairs were performed & the vehicle is operating as designed

Customer requested a letter confirming. Writer explained she would need to send her request in writing with proof of ownership & and a liaison will respond accordingly.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1376492 **Cus Ident** 10578143 **Legal** N **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Chesterfield **MC** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 45102 PLAZA MOTOR COMPANY CREVE COEUR MO
Sell Dir 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO
Last Sell Dir 45101 TRI - STAR IMPORTS, INC. ELLISVILLE MO
Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 50000 **Prod Date** 03/18/2000 **Warr Date** 03/30/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	09/06/2006 12:50:44	Nicole Shababb	4619
Warranty	Post Warranty Consideration Request	09/07/2006 17:43:35	Nicole Shababb	4619
Vehicle Quality	Frequency of Repairs	09/06/2006 12:50:48	Nicole Shababb	4619

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	09/07/2006 17:43:22	Nicole Shababb	4619
Service Brake System	Service Brake System	09/07/2006 17:43:26	Nicole Shababb	4619

Summary Notes

09/06/2006 12:50:35 Nicole Shababb 4619

CORR # 303390

It was very exciting when My wife and I bought this ML-320 in 2000, our very first Benz. The car drives very well, but, 1) we had gone to the dealer over 12 times within the first 4 years to fix various problems such as, the passenger side interior door panel, airbag sensor, brakes sensor, passenger side of rear trim panel, and CD player. 2) Now, we are having the following issues with the car, a) the driver side rear trim panel is missing. b) the brakes sensor is on and off indicating something is wrong, c) the passenger side of window makes noise if it is rolled down about half way, (the side had the replaced door panel). d) the shift stick would not shift after starting the car, we have to use a pen to release the latch to shift. We love the car, but, just so many "small" issues. Benz is the name we love, please advise us how we should take care of those issues. Thanks for your time.
 Sincerely, James Qin ☐ ☐ ☐ ☐

09/06/2006 12:53:56 Nicole Shababb 4619

Writer left a voice mail for the customer requesting a callback.

Summary Notes

09/07/2006 17:43:15 Nicole Shababb 4619

Customer called this writer back. He advised that he is not pleased with the vehicle the cost of the repairs outside of warranty.

Customer claims he has to use a pen to release the transmission and alleges the ABS and ESP are on.

Writer explained that the vehicle is out of warranty and therefore post warranty assistance is reviewed on a case-by-case basis by the Service Manager at the dealer.

Writer suggested the customer contact the dealer to have the vehicle inspected.

Writer apologized to the customer for his dissatisfaction and assured him his comments would be documented.

09/12/2006 09:04:32 NETSTAR

Name : Bill Ussery (Service Manager)
Phone : 314-301-8040

Reviewed with Customer
Yes (In Person) (Review Date : 09/12/2006 07:50:00)

Appointment
Made (Appointment Date : 09/12/2006 07:45:00)
Kept

09/12/2006 11:30:23 NETSTAR

Name : Bill Ussery (Service Manager)
Phone : 314-581-3816

Reviewed with Customer
Yes (In Person) (Review Date :)

Appointment
Made (Appointment Date :)
Kept

Additional Information Available
Dealer Requests CAC Contact

09/12/2006 11:45:21 Nicole Shababb 4619

Writer called dealer and spoke with the Service Manager. Customer requested goodwill on trim items which the dealer declined due to wear and tear.

Dealer did goodwill on the traction control ABS light issue.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 464327 Cus Ident 10920140 Legal Note Type SERVICE EXPEI

Customer
Address



Dover PA

Phone Phone Location Residence

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

Sell Dir 67105 MERCEDES-BENZ OF WEST CH WEST CHESTER PA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A World Vin: 4JGAB72E1YA
Mileage 25000 Prod Date 06/26/2000 Warr Date 10/30/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/21/2001 22:21:42	Theresa Mc Carthy	4601

Summary Notes

11/20/2001 20:44:06 Donna Tomasi 7846

SES

Overall satisfaction with Dealer/Personnel:Satisfied

Problems exist:

3b Comments: " problem required 6 return visits to repair"

7h POOR Ability to fix problem on first visit.

Alternate Transportation: yes Dealer pick up & Various loaners. Customer is satisfied.

Favorite things: It is a well designed MB

Least favorite things: I am very concerned about its electronic longevity.

Survey comments: Sum Motors did a fine job in resolving the BAS/ESP light malfunction. Still though additional electronic problems exist (tripometer not functioning properly) I took 6 visits to solve the BAS/ESP. I would like MB to consider extending the warranty on this vehicle at least relative to the electronic system.

Research:

Action taken/customer's comments: called customer back at the son said to call back 11-21-01 no one was home at that time. I did leave the 800# if customer wishes to call us back.

Mileage Update:

Survey filed by sum note number.

11/21/2001 19:24:14 Suzanne Kuhn 6380

2nd attempt:

Dialed 717-292-6040- left machine message

Summary Notes

11/21/2001 22:21:56 Theresa Mc Carthy 4601

Customer returned call to CAC and stated, his major concern was that they had a hard time fixing the electronic problem, 6 visits. He claims they basically took the car apart and finally repaired it. He questioned extending the warranty on the electronic part of the car. Other then electrical problem car is perfect. Updated mileage and gav 800 number for future reference.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 541920 **Cus Ident** 10976215 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Denver CO [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 08512 MURRAY MOTOR IMPORTS CO DENVER CO
Sell Dir 08512 MURRAY MOTOR IMPORTS CO DENVER CO

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E51A [REDACTED]
Mileage 14949 **Prod Date** 09/19/2000 **Warr Date** 11/27/2000 **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	08/14/2002 13:35:30	Ronald Smith	6315

Summary Notes

08/06/2002 19:24:37 Donna Tomasi 7846

Customer called in Customer had an accident on March 10, 2002 customer hit a wall the Engine block broke + Body work. Body work was done by a body shop and the Engine block was replaced by Dealer Murray Motors Customer claims that the vehicle was returned May 14 and since then the vehicle has broken down 5 X and 3 X i needed to be towed. July 4 the tow was handled by an outside service due to location of the vehicle. ESP light went on and vehicle lost power. Customer claims that the dealer said that the ESP issued has been resolved. Vehicle is still at dealer as customer don't feel the vehicle is ok. Customer asked to trade in vehicle. GM George Pierce made offers but now the dealer is claiming that the frame on the vehicle is bent. Dealer is offering a lesser deal due to this condition. Customer has concerns as why was this not fixed at the time the vehicle was in for the original repair.

Customer is not satisfied with a lesser price as this should have been fixed before the vehicle was returned to customer.

Customer has an attorney Allen Hill # 303-673-9373 X 102 to handle.

Customer is not available from Aug 12---28 Out of country.

Customer want this resolved who is responsible for the bent frame/ Dealer v/s Insurance. Please advise.

08/06/2002 19:27:47 Donna Tomasi 7846

Trade in from dealer in Am of 8-6-02 was 28K or cash at end of day the trade in plus 8 k from customer for an even trade, due to the fact that the frame of bent. Why was this never discussed previously.

Writer prepared a rep referral

Summary Notes

08/14/2002 13:35:28 Ronald Smith 6315

e/mail message rec'd from spom

Ron,

I checked today. The ML had an acceleration problem. It has been fixed. Since the accident it was very intermittent and they were not able to get it to act up for some time. They found that it had to get hot before it would do it. In the accident the engine was pushed back into the fire wall and pinched a wire harness in that area. A wire that controls the throttle actuator would short or open only when hot. They had checked all the grounds to insure they were tight and not painted and many other things before they found the problem. Owner was refusing to return the loaner car. Dealer advised owners attorney last week that they would report the loaner stolen and advise police the location of the car. Owner returned loaner and picked up her ML Friday. Dealer had nothing to do with the body work that was done. It also sounds like she was telling them it was dyeing. It was not dyeing just no throttle response. (BAS and ESP) lights were coming on.

Charlie Harper SPOM

Voice mail 1-800-225-6262 ex 7428

Cell phone 303-809-5947

Fax 303-660-4946

08/23/2002 10:00:09 Ronald Smith 6315

Ron,

They have talked to owner and advised her they are mailing her a check for the shortage of the battery.

Charlie Harper SPOM

Voice mail 1-800-225-6262 ex 7428

Cell phone 303-809-5947

Fax 303-660-4946

Summary Note Information

Mercedes Benz of U.S.A

Note ID 842122 **Cus Ident** 8756331 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Mattituck NY [REDACTED]

Phone	[REDACTED]	Phone Location	Residence
Assign Dir 55110	SILVER STAR MOTORS		LONG ISLAND C NY
Sell Dir 55109	RALLYE MOTORS LLC		ROSLYN NY
Last Sell Dir 55109	RALLYE MOTORS LLC		ROSLYN NY

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E4YA [REDACTED]

Mileage 38201 **Prod Date** 02/14/2000 **Warr Date** 03/10/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	Inbound Call - No Survey	02/14/2005 13:58:09	Donna Tomasi	7846

Summary Notes

02/14/2005 13:57:52 Donna Tomasi 7846

Customer called in he wanted to know if his vehicle has an outstanding recall. Writer looked up via vin and there were no outstanding campaigns. Writer check warranty history customer had the power steering fluid cooling hose clamp replace during the (A) service. Customer claims that the Bas & ESP light comes on permanently while the engine is running. Writer advised customer to bring the vehicle into the dealer to have them take a look at the vehicle. Writer gave customer Silver Star service #

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1244101 Cus Ident 12263293 Legal Note Type Summary Note

Customer [Redacted]
Address [Redacted]

Orangevale CA [Redacted]

Phone [Redacted] Phone Location Residence
Assign Dir

Sell Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA
Last Sell Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E11A [Redacted]
Mileage 39030 Prod Date 06/27/2001 Warr Date 09/10/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	06/07/2006 14:16:58	Donna Tomasi	7846

Summary Notes

06/07/2006 14:16:10 Donna Tomasi 7846

Customer had malfunction BAS & ESP Vehicle was turned off and turned on and the malfunction reset it self.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1368262 Cus Ident 142208 Legal Note Type Summary Note

Customer Address [REDACTED]

Fountain Valley CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 05721 W. I. SIMONSON, INC. SANTA MONICA 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 69903 Prod Date 10/20/2000 Warr Date 12/22/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	08/31/2006 11:50:30	Donna Tomasi	7846

Summary Notes

08/31/2006 11:49:50 Donna Tomasi 7846

Customer called for assistance to get the vehicle stuck out of park. Writer walked him through the clearing of BAS- ESP and releasing out of park.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 720002 Cus Ident 12335126 Legal Note Type Summary Note

Customer Address [REDACTED]

Burnsville MN [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN

Sell Dir 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dir 42418 FELDMANN IMPORTS, INC. BLOOMINGTON MN

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2YA [REDACTED]
Mileage 66820 Prod Date 05/16/2000 Warr Date 05/31/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	03/31/2004 15:10:18	John Hart	4669

Summary Notes

03/31/2004 15:10:10 John Hart 4669

Internet inquiry:

Writer phoned customer speaking with customer's assistant Ernato advising she will have customer contact writer tomorrow. Writer advised customer's assistant concerns need to be discussed with Service Manager of authorized dealership.

Thank You

Reina

rluniewski@comcast.net
 03/27/2004 02:56 PM

 To: mailmaster@mbusa.com
 cc:
 Subject: Warranty Questions (CWAR)

Subject: Warranty Questions (CWAR) From: rluniewski@comcast.net

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Burnsville

State: MN

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Hallo ! Last february I did take ESP switch off than I find myself in midle of problem. The BAS/ESP, ABS lights went of,so what happen the high presure pump broke My warraty is up and I had to pay \$1670 to fix this problem. Now I'm affraid to press anny buttons in my dream car. Just simply would like to ask Mercedes Benz if is any possibility to reimburse my cost.If is any to whom I have to speak? Thank you [REDACTED]

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: 4JGAB54E2YA [REDACTED]

Vehicle Year: 2000

Model You Own : ML320

04/01/2004 16:43:02 John Hart 4669

Customer phoned writer requesting post-warranty assistance.

Writer advised post-warranty assistance is on a case-by-case basis and empowered the Service Manager Greg Rupp to review requests of this nature and support their decision.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 960843 **Cus Ident** 26414370 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cerritos CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 05734 HOUSE OF IMPORTS, INC. BUENA PARK 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:** 4JGAB54E71A [REDACTED]
Mileage 50000 **Prod Date** 02/20/2001 **Warr Date** 04/02/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	11/16/2005 13:45:49	John Hart	4669
Vehicle Quality	High Cost of Repairs	11/16/2005 13:45:54	John Hart	4669

Summary Notes

11/16/2005 13:45:43 John Hart 4669

[REDACTED] phoned the CAC wishing to express dissatisfaction with the above referenced vehicle and claims she recently paid for House of Imports to repair a check-engine light and ESP light. Customer is seeking post-warranty assistance.

Writer advised post-warranty assistance is reviewed on a case-by-case basis and empower the service manager to review matters of this nature and support the position of the manager.

NTMT to SPOM and Dealer

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

Note ID 1002905 **Cus Ident** 30668616 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Glendale Heights IL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 22122 MERCEDES-BENZ OF ST. CHAF ST. CHARLES IL
Sell Dir 09125 CARRIAGE HOUSE OF NEW LO NEW LONDON CT

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

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 81000 **Prod Date** 03/04/2000 **Warr Date** 10/31/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Contact to CAC	Dealer Advised CAC Not Warranty Repair	12/16/2005 13:43:38	John Hart	4669
Recall / Service Campaign	Catalytic Converter Welds (ML) Campaign	01/03/2006 17:28:22	Anthony Turturiello	6339
Dealer Parts	Part(s) on Backorder	01/03/2006 17:27:48	Anthony Turturiello	6339

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	01/03/2006 17:27:26	Anthony Turturiello	6339
Fuel System	Fuel System	01/03/2006 17:27:05	Anthony Turturiello	6339
Service Brake System	Service Brake System	01/03/2006 17:27:22	Anthony Turturiello	6339

Summary Notes

12/16/2005 13:43:29 John Hart 4669

Craig from dealer 22122 phoned the CAC advising customer has not been servicing his pre-owned vehicle and seeking post-warranty assistance for a ESP pump. Dealer declined any financial assistance as customer has not been maintaining vehicle and customer declined B Service.

NTMT to SPOM and Dealer

Summary Notes

01/03/2006 17:26:57 Anthony Turturiello 6339

██████████ called claiming that he received that catalytic converter service campaign letter and he is waiting for his dealer 22122 to get the parts in.

The customer then claimed that his vehicle is home, however the esp/bas lights appear after driving for 45min-1hour. The customer alleged that then the brakes come on without him pressing them. The customer claimed that the dealer changed the sensor, however now the dealer believes that the customer needs an ESP pump. The customer alleged that the dealer can not promise that this will resolve his issue and the customer claimed that the dealer should be able to resolve the issue the first time. The customer then claimed that the vehicle is not safe. The customer declined a tow offer instead he will drive to the dealer. The customer might even try going to a different MB certified dealer.

Writer advised customer to discuss his issue with the dealer Service Manager and in the meantime his concerns would be documented. AT

01/09/2006 11:43:21 Robyn Letz 6209

From PAC:

There is stock on the way that is due to arrive by 1/13/2006 to the pdc's. The order should ship the beginning of next week to the dealer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1407395 **Cus Ident** 21064187 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Charleston SC [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 72320 BAKER MOTOR COMPANY OF C CHARLESTON SC
Sell Dir 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E3YA [REDACTED]
Mileage 88890	Prod Date 01/07/2000 Warr Date 02/25/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Supplier or 3rd Party Issu	Independent Facility Complaint / Issue	09/28/2006 14:45:37	John Hart	4669
Customer File Maintenanc	Vehicle Relationship Update	09/28/2006 14:45:40	John Hart	4669

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/28/2006 14:45:43	John Hart	4669

Summary Notes

09/28/2006 14:48:20 John Hart 4669

Customer [REDACTED] phoned the CAC alleging independent repair shop " Star Motor Service" of Charleston recently replaced ABS/ESP components and claims ESP/BAS system is malfunctioning.

The writer advised customer we have no working relationship with independent dealers and strongly suggested customer consult an authorized MB dealer providing him the name of his closet dealer(72320)

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 929404 Cus Ident 27318267 Legal Note Type Roadside Assista
Customer Address [REDACTED]

Freeport NY [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 62105 MERCEDES-BENZ OF NORTH C NORTH OLMSTI OH

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E01A [REDACTED]
Mileage 56203 Prod Date 09/15/2000 Warr Date 01/10/2001 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	09/18/2005 21:22:06	Margie Bertolino	4639

Summary Notes

09/18/2005 21:21:45 Margie Bertolino 4639

[REDACTED] stated that his veh was low on fuel and he added fuel to it. He stated that afterwards while driving veh began to run very rough and eventually shut down. Pietro (tech from White Plains) adv that it may be related to bad fuel. Cust req to have veh towed to Lakeview Auto Sales and Serv. Cust was adv and accepted resp for charges.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 746292 **Cus Ident** 14748308 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Reno **NV** [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 49101 MERCEDES-BENZ OF RENO RENO NV
Sell Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA
Last Sell Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E3YA [REDACTED]
Mileage 77000 **Prod Date** 10/20/1999 **Warr Date** 12/08/1999 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	06/07/2004 19:57:28	Christine Dingler	6361
Dealer Service	Repeat Visit for Same Issue	06/07/2004 19:57:39	Christine Dingler	6361
	Overall Satisfaction with Service	06/07/2004 19:57:19	Christine Dingler	6361

Summary Notes

06/07/2004 19:57:11 Christine Dingler 6361

[REDACTED] phoned the CAC with concerns about this vehicle. Customer is very satisfied with service at above dealer.

Customer alleges in May of this year, vehicle was brought to dealer 49101 for "B" Service. Customer alleges she was advised that brake pad wear was 30%. Customer alleges a few weeks later BAS/ESP and ETS lights appeared. Customer alleges she brought vehicle to dealer and issue was resolved. Customer alleges last week BAS/ESP light appeared and vehicle went to dealer again.

Customer alleges she spoke to SM Kwanny Woo who advised this issue was resolved. Customer alleges that Kwanny offered post warranty assistance on repair.

Writer advised that SM is in best position to assist with technical assistance. Writer also advised that SM can review requests for post warranty assistance on a case by case basis was the LNCW has expired.

Writer advised that comments would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 899679 **Cus Ident** 1431578 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone Hawley [REDACTED] PA [REDACTED] **Phone Location** Residence
Assign Dir 67227 MOTORWORLD WILKES BARRE PA
Sell Dir 67227 MOTORWORLD WILKES BARRE PA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E21A [REDACTED]
Mileage 66000 **Prod Date** 10/12/2000 **Warr Date** 11/08/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	07/05/2005 08:35:00	Christine Dingler	6361
Warranty	Post Warranty Consideration Request	07/05/2005 08:34:44	Christine Dingler	6361
Vehicle Quality	Overall Dissatisfaction with Quality	07/05/2005 08:34:50	Christine Dingler	6361
	Frequency of Repairs	07/05/2005 08:34:50	Christine Dingler	6361
Dealer Service	Repeat Visit for Same Issue	07/05/2005 08:35:00	Christine Dingler	6361

Summary Notes

07/05/2005 08:34:36 Christine Dingler 6361

[REDACTED] phoned the CAC demanding post-warranty assistance on repairs to airbag in vehicle.

Customer alleges that this is 2 second time that SRS light has gone off since vehicle has left warranty. Custome stated that dealer "isn't even sure that it is the airbag that needs to be replaced, and I still have to pay."

Customer also alleges that he had numerous concerns with ABS/ESP light coming on while vehicle was covered under warranty, and this was also repaired again after warranty expired. Customer wants to know why this occurred.

Customer stated that he has been speaking with SM Jeff Crawford.

Writer apologized for experience. Writer advised that writer would not be able to explain why his repairs were required post-warranty. Writer advised that SM Jeff is in best position to review his concerns on local level as he has access to vehicle and service history. Writer advised that SM can also review requests for financial assistanc on a case-by-case basis once warranty expires. Writer advised that writer would document his concerns.

07/15/2005 07:34:51 GEORGE MCNICH 7124

Service Manager Jeff Crawford states he will goodwill the airbag as client is a good customer.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 936672 **Cus Ident** 29483973 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Santa Clara CA [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir 05619 SMYTHE EUROPEAN, INC. SAN JOSE CA

Sell Dir 55163 MERCEDES-BENZ OF NANUET NANUET NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E3YA [REDACTED]
Mileage 43000 **Prod Date** 12/21/1999 **Warr Date** 01/10/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	10/06/2005 12:52:04	Christine Dinger	6361
Warranty	Post Warranty Consideration Request	10/12/2005 16:18:18	Christine Dinger	6361

Summary Notes

10/06/2005 12:51:57 Christine Dingler 6361

Corres # 280025

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Santa Clara

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: We own a 2000 ML430 that has approx 43K miles (only!). It has been regularly serviced at Smythe European in Santa Clara. Since I can remember we have seen the dash board lights come on for BAS/ESP traction control stabilizer and ABS pump go on then off. We have had them look at it several times in the last 2 yrs. Now that the warranty is out they are telling us the ABS Pump is failing! They want \$1700.00 to repair. In fact last time I took the car in they came up with over \$5K in repairs! I am so disappointed in the quality of this car I barely drive it and the pump should not be failing. We have been telling them all along that the light sensors were going on and off and they just kept resetting them. Mercedes USA needs to fix this for us. The brakes have to be replaced annually! I have owned many mercedes. My E320 never had all of the problems this model has. Please stand by your product and keep us as loyal mercedes owners and fix the ABS pump. It should have been done under the warranty when I first reported it! Don't write back and tell me sorry we cannot help you. You can and should! We have read about many other ML owners having all of the issues we are having. Including the glue from the window tracks which we are currently having issues again with right now, just a different window!

Regards Carolyn and Mario Bouza ☺ ☺ ☺ ☺ ☺ ☺

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Work

Preferred time to call: Morning

Fax: -

VIN Number: 4JGAB72E3YA [REDACTED]

10/12/2005 16:18:11 Christine Dingler 6361

Writer has left VM for SM Marc requesting information.

10/13/2005 08:29:09 Christine Dingler 6361

SM Marc left writer VM advising that they only note one complaint for BAS/ESP from 11/25/02. Dealer has offered assistance in past for 50% on air mass sensor.

Customer made recent complaint on 6/21/05 for BAS/ESP-dealer recommended pad/rotor replacement, seat switch repair, ABS pump repair-did not ask for assistance-declined all repairs.

10/14/2005 16:10:32 Christine Dingler 6361

Dear [REDACTED]

Thank you for your recent letter to the Mercedes-Benz Customer Assistance Center.

We regret to learn of the circumstances that have prompted your correspondence. However, lacking direct involvement in the events described prevents us from commenting with specifics. Additionally, once the Limited New Vehicle Warranty expires, the Service Manager of your authorized Mercedes-Benz dealership can review requests for possible assistance on a case-by-case basis. After contacting, March Freschet, Service Manager for Smythe European, he advised that he has provided assistance in the past for a Mass Airflow Sensor. Therefore, we recommend that you contact Mr. Freschet so that he can review your request.

[REDACTED], we apologize for any inconvenience you may have experienced. Please be assured that your comments have been duly noted.

The opportunity to correspond is appreciated.

Sincerely,
Christine Dingler

Summary Note Information

Mercedes Benz of U.S.A

Note ID 565040 **Cus Ident** 26272968 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Rancho Santa Mai 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:** 4JGAB54E71A [REDACTED]
Mileage 11036 **Prod Date** 02/21/2001 **Warr Date** 06/16/2001 **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	10/30/2002 14:32:54	Carol Graubard	6334

Summary Notes

10/29/2002 23:24:27 Carol Graubard 6334

[REDACTED] called the CAC via Teleaid and stated that she had just driven down a steep mountain and noticed the BAS/ESP light illuminated and then went off.

Writer researched and returned call to [REDACTED] (to avoid customer using up Teleaid minutes).

Writer advised customer to remove key and wait a few seconds before restarting vehicle. If, after continuing to drive, the BAS/ESP light reappeared, writer advised customer to bring vehicle into dealer as soon as possible and/or place call to Roadside Assistance. Customer satisfied at this time.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 654450 **Cus Ident** 18073156 **Legal** **Note Type** Summary Note

Customer Address



Chicago

IL



Phone



Phone Location Residence

Assign Dlr

Sell Dlr 55164

SOVEREIGN MOTOR CARS LTD BROOKLYN

NY

Last Sell Dlr 22117

MERCEDES-BENZ OF CHICAGO CHICAGO

IL

Note to Market Ind:

Amount

Vehicle Information

DBAG Vin 1631541A



World Vin: 4JGAB54E0YA



Mileage

29227

Prod Date

05/08/2000

Warr Date

06/14/2000

Model ML320

2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	Inbound Call - No Survey	09/05/2003 19:06:50	Carol Graubard	6334
Customer File Maintenance	Telephone Update	09/05/2003 19:15:06	Theresa Gelfand	6337
Roadside	Roadside Assistance Issue	09/05/2003 19:06:41	Carol Graubard	6334

Summary Notes

09/05/2003 19:06:11 Carol Graubard 6334

called in to the Survey Dept. on the 800# and stated she could not get her vehicle into Drive and the BAS/ESP light had come on briefly. Writer soft transferred call to Sherwin in Roadside.

09/05/2003 19:14:53 Theresa Gelfand 6337

was disconnected while speaking to Roadside. Writer transferred to Roadside. Update phone # in FASTRACC.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 675117 **Cus Ident** 10992614 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Cincinnati OH [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 62414 ROSS MOTOR CARS CENTERVILLE OH
Last Sell Dir 62414 ROSS MOTOR CARS CENTERVILLE OH

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E01A [REDACTED]
Mileage 48840 **Prod Date** 11/03/2000 **Warr Date** 12/11/2000 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Roadside Assistance Issue	11/09/2003 19:18:25	Erin Ryder	

Summary Notes

11/09/2003 19:18:06 Erin Ryder

customer called roadside and stated that she had been speaking with someone here and kept getting disconnected- no notes in computer as to situation. writer unable to locate rep she was talking to and asked what I could do to help. She stated that she was on the highway and her BAS/ESP lights came on and shortly thereafter her brakes failed, and the car would speed up while her foot was on the brake. she stated she then got the car home and got it to stop and shut it down and restarted to make sure everything was ok. claimed her transmission was stuck in park and the manual over-ride worked to get her transmission out of park. she drove the car around her neighborhood and the car did not go into limp-home mode and she was able to get it above 30 mph, and then continued to slowly drive home afterwards. customer wanted an explanation as to what happened. writer explained function of BAS/ESP and possibilities for her car being stuck in park. suggested calling her service advisor first thing in the morning and bringing the car to the dealer first thing, and seeing if the dealer would recommend her to tow or drive it, and if she needs a tow to call us back. stated to bring it back to the dealer before driving and ended call.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 569871 **Cus Ident** 14833424 **Legal** **Note Type** Summary Note

Customer Address [Redacted]

Vail CO [Redacted]

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

Assign Dir 08512 MURRAY MOTOR IMPORTS CO DENVER CO

Sell Dir 08512 MURRAY MOTOR IMPORTS CO DENVER CO

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] **World Vin:** 4JGAB54E71A [Redacted]
Mileage 17987 **Prod Date** 04/11/2001 **Warr Date** 05/22/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	11/15/2002 11:44:23	John Hoey	4605

Summary Notes

11/15/2002 11:44:31 John Hoey 4605
 Customer sent a copy of a letter to dlr 08512 (corresp # 210794.)
 Writer cc'd Charles Harper - 303-660-4946.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 571967 **Cus Ident** 21694403 **Legal** **Note Type** INTERNET MES

Customer Address [REDACTED]

Vero Beach FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

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

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

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E21A [REDACTED]
Mileage 23166 **Prod Date** 09/22/2000 **Warr Date** 10/12/2000 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/20/2002 17:49:55	John Hoey	4605

Summary Notes

11/20/2002 17:50:17 John Hoey 4605

Writer received email message from customer (corresp # 211086.)

Dear [REDACTED]

Thank you for your recent letter.

We regret to learn of your dissatisfaction with the teleaid charges you incurred while contacting Roadside Assistance.

The front page of the Tele Aid Subscriber agreement states, "For new vehicles only, the first year of service from delivery date to client is free and includes 30 minutes of Tele Aid airtime. New vehicle means a vehicle less than 3 months or with less than 3,000 miles, and for which there has been no previous Tele Aid subscriber." " Additional charges will apply for minutes used beyond the 30 minutes included in the first year. Per minute Tele Aid airtime charges are \$0.40 within our carrier service areas and \$0.75 outside our carrier service areas."

Paragraph 14 (Disclaimer of Warranties) of the Tele Aid Subscriber Agreement clearly states, "Your vehicle's limited warranty covers only the Tele Aid Unit in your vehicle, and does not cover the Tele Aid Services or the wireless service."

Of course, a customer can decline Tele Aid service (which would render all the functions; SOS, Information, Roadside Assistance inoperative) at anytime by contacting ATX, our third party emergency response center, in writing and cancelling their subscription. However, they must be aware that declination of service would render emergency services unavailable as well.

We know this is not the answer you anticipated and appreciate your understanding of our corporate position.

Thank you.

John M. Hoey

National Customer Relations Representative

Customer Assistance Center

Mercedes-Benz USA, LLC

hoeyj@mbusa.com

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: York

State: PA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: During a recent trip to New England the window on the driver's side of my ML320 stuck in the down position. Tele-aid was called and the problem switch was promptly replaced by your dealer in Springfield, MA. under the warranty program. On November 14, a charge of \$3.20 was placed on my American Express card by your group in Texas. When I called and asked about the charge they told me it was for airtime involved in the Tele-aid call. Since this was a warranty problem (that is, your problem) I am amazed that MB would have such ludicrous policy! Don't get me wrong, I could care less about the three dollars and change, but what kind of organization that supposedly prides itself on quality products and boasts of superior customer service would have the gall to charge a customer to call them and tell them their product has failed? Have the accountants taken over your quality control? It appears so! □□ □□ □□

Survey Information:

Day Phone Number: - ext: [REDACTED]

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: 4JGAB54E21A [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Summary Notes

11/21/2002

09:12:22

John Hoey

4605

Dear [REDACTED]

The nature of the call is irrelevant with respect to Tele Aid charges incurred. The Tele Aid Agreement that you signed, in order to activate your service, specifically states, "Your vehicle's limited warranty covers only the Tele Aid Unit in your vehicle, and does not cover the Tele Aid Services or the wireless service."

I am fully empowered by the General Manager of the CAC, Paul Juron, to answer inquiries of this nature, on his behalf.

We regret your disappointment with our decision.

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

WRiter received email message from customer.

Dear [REDACTED]

Thank you for your prompt reply.

Just so I understand, is it the position of the management of MBUSA to charge customers for air time for use of Tele Aid even when the customer is using that service to report a defective part, covered under warranty, that has caused a failure in the functioning of the vehicle?

If possible, I would like the above question answered by a member of management on MBUSA.

Thank you for your assistance.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 574567 **Cus Ident** 14827277 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Flushing NY [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY
Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY
Last Sell Dlr 55164 SOVEREIGN MOTOR CARS LTD BROOKLYN NY

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E61A [REDACTED]
Mileage 19809 **Prod Date** 05/09/2001 **Warr Date** 07/21/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	12/02/2002 14:54:56	John Hoey	4605

Summary Notes

12/02/2002 14:55:11 John Hoey 4605

Customer sent letter to CAC (corresp # 211429) regarding the tires on his vehicle. The letter states, "I have replaced 3 tires during rainy weather." It later states, "I have personally incurred a financial loss of over \$750 for the replacement of 5 defective tires."

Writer spoke to the SM at 55164, Jim McGrory, prior to sending a written response. He stated they have receive the same letter, and he has no history of complaints from this customer regarding his tires. He stated the vehicle was there on 07/17/02 for a B-Service, on 6/4/02 for a glove box issue, and on 2/28/02 for an A-service, and the customer did not report a complaint about the tires during any of those visits.

SM, Jim, stated the customer cancelled an appointment on 11/26/02, and is rescheduled for 12/06/02.

Writer's letter suggests addressing the matter with the SM during his 12/06/02 service visit.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 577587 Cus Ident 13060638 Legal Note Type INTERNET MES

Customer Address [REDACTED]

Wilmette IL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 22415 KNAUZ CONTINENTAL AUTOS, LAKE BLUFF IL

Last Sell Dir 22415 KNAUZ CONTINENTAL AUTOS, LAKE BLUFF IL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E7YA [REDACTED]
Mileage 9620 Prod Date 04/04/2000 Warr Date 08/05/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	12/12/2002 09:35:51	John Hoey	4605

Summary Notes

12/12/2002 09:35:56 John Hoey 4605

Writer received internet msg from customer (corresp # 211831.)

Dear [REDACTED]

Thank you for your Internet message. We regret to learn of your disappointment with the need to replace the brakes on your 2000 ML430.

[REDACTED] we trust you understand we are not able to evaluate your concerns regarding brake pad wear via correspondence. While we understand that repairs are seldom pleasant, the rate of brake pad wear is contingent upon many factors. Owner driving habits, driving environment (highway vs. city traffic,) geographic conditions, stop and go conditions, etc., all play a role.

Squealing brakes are often a characteristic of 4 wheel disc brakes. Again, many additional factors such as variance in driving habits, road conditions, climatic conditions, moisture build-up, and foreign material that has inadvertently adhered to the pad and/or disc rotor, contribute to a squeal. This characteristic does not impair the safety of the brake system.

Not being involved with the operation of your vehicle makes it impossible to comment with specifics. Please speak to the Service Manager at Authohaus on Edens. He would be in the best position to review the repair history of your vehicle. If necessary, he can request technical assistance to confirm the brakes in your vehicle are operating to factory specifications.

You can reach Authohaus at 847-272-7900.

The opportunity to review this matter is appreciated.

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

Diane Lima

12/09/02 03:25 PM

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

cc:

Subject: Corr # 211831 Warranty Questions (CWAR)

----- Forwarded by Diane Lima/171/DCAG/DCX on 12/09/02 03:25 PM -----

rklein@dispense-rite.com

12/06/02 02:07 PM

To: mailmaster@mbusa.com

cc:

Subject: Warranty Questions (CWAR)

Subject: Warranty Questions (CWAR) From: rklein@dispense-rite.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: Wilmette

State: IL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Since we bought the vehicle, the brakes squeaked. Autohaus in Northbrook told us it was salt on the

Summary Notes

brakes, so we believed them. The brakes continued to squeak and we believed it was normal. Today, 12/6/02, we brought the car in because the SRS light was on and told them the brakes continue to squeak. Now that it is over 12,000 miles, 15,000 miles our rotors and pads need replacing, at a cost of \$600.00. The same noise we have always had and now there is a problem. I feel the dealership lied and screwed us on this. In fact my boss has a ML430 that the same dealership replacement the brakes at 10,000 miles and admitted they have a problem so now I know we got screwed. This is not a threat but a promise that I will bad mouth Mercedes and the dealership as long as I live and I'm young unless you fix this cover this under warranty. By the way, I live in probably one of the top Mercedes markets in the country. I will start with every customer in my email base and ask every one of my customers to forward the message on to their email base. I look forward to hearing from you
Ron Klein

Survey Information:
Day Phone Number: [redacted] ext:
Evening Phone Number: [redacted] ext:
Preferred number: Home
Preferred time to call: Afternoon
Fax: [redacted]
VIN Number: 4JGAB72E7YA [redacted]
Vehicle Year: 2002
Model You Own : M-Class

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 581046 **Cus Ident** 11012990 **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

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E31A [REDACTED]
Mileage 12004 **Prod Date** 05/23/2001 **Warr Date** 08/11/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	12/30/2002 14:35:43	John Hoey	4605

Summary Notes

12/30/2002 14:35:38 John Hoey 4605

Writer received Internet msg from customer (corresp # 212189.)

Dear [REDACTED]

Thank you for your Internet message. We reset to learn of your dissatisfaction with the Tele Aid charges you incurred on October 21st.

As you may know, Tele Aid services are provided by our third party emergency response center, ATX, in Coppell Texas. ATX has verified that they received a remote alarm notification from your vehicle, as indicated in your message below, and accordingly charged you for approximately 3 minutes of wireless air time associated with the resulting activation of the Tele Aid service.

The front page of the Tele Aid Subscriber agreement states, "For new vehicles only, the first year of service from delivery date to client is free and includes 30 minutes of Tele Aid air time. New vehicle means a vehicle less than 3 months or with less than 3,000 miles, and for which there has been no previous Tele Aid subscriber." " Additional charges will apply for minutes used beyond the 30 minutes included in the first year. Per minute Tele Aid air time charges are \$0.40 within our carrier service areas and \$0.75 outside our carrier service areas. Annual Billing Option for new vehicles begins after first year of free service;" Paragraph 15 of the Tele Aid Terms and Conditions states, "The amount of fees for Tele Aid Services are not related to the value of your vehicle..."

[REDACTED] we are not in a position to extend your allotted Tele Aid minutes beyond the period specified in the Tele Aid Subscriber agreement.

Of course, a customer can decline Tele Aid service (which would render all the functions; SOS, Information , Alarm Activation Notification, Roadside Assistance inoperative) at anytime by contacting ATX, in writing and cancelling their subscription. However , they must be aware that declination of service would render emergency services unavailable as well. ATX can be reached at 800-756-9018.

We know this is not the answer you anticipated and appreciate your understanding of our corporate position.

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

□□
□ Susan Serebin
□ 12/16/02 03:20 PM
□□
□□ To: John Hoey/171/DCAG/DCX@WK-COOP
□□ cc:
□□ Subject: Corr # 212189 Roadside Assistance (CRSA)

----- Forwarded by Susan Serebin/171/DCAG/DCX on 12/16/02 03:18 PM -----

□ ifa1@tampabay.rr.com
□ 12/15/02 04:06 PM
□□
□□ To: mailmaster@mbusa.com
□□ cc:
□□ Subject: Roadside Assistance (CRSA)

Subject: Roadside Assistance (CRSA)From: ifa1@tampabay.rr.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: 2625 Durant Oaks Dr **Summary Notes**

Address 2:

City: Valrico

State: FL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: My wife advised of additional charges on TeleAid account because of an alarm October 21st. That is interesting, my wife and I were out of the country and our ML320 was locked and parked in our garage. Now TeleAid is saying we have used of all of our allotted lifetime 30 minutes. I am confused. We were told we get 30 minutes a year not lifetime. Given the price of my vehicle and the \$224 cost per year, we believe we should receive more than 30 minutes rather than having our TeleAid at 0. My wife and my cell phones each have 1,000 minutes a month with unlimited weekends and nights. So I ask you, what gives? Is Mercedes Benz going to nickel and dime us for this service? I am very disappointed TeleAid has taken this position. Ira Arman

Survey Information:

Day Phone Number [REDACTED] ext:

Evening Phone Number [REDACTED] ext:

Preferred number:

Preferred time to call:

Fax: [REDACTED]

VIN Number: 4JGAB54E31A [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 583920 **Cus Ident** 17545835 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Northport NY [REDACTED]

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

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

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E61A [REDACTED]
Mileage 13977 **Prod Date** 03/22/2001 **Warr Date** 06/06/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/10/2003 11:20:44	John Hoey	4605