

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

Summary Notes

01/10/2003 11:20:37 John Hoey 4605

Writer received Internet message from customer (corresp # 213105.)

Writer spoke to customer - [REDACTED] Informed her that without being present , and seeing how the seat is being installed that he could not assist with her child restraint installation over the phone. Suggested she closely follow the recommendations of the child seat manufacturer.

Title: MRS

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: New York

State: NY

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: We have a ML 320 and cannot get my child's car seat in securely..any suggestions. Thank you, Linda Gillin ☐☐ ☐☐ ☐☐ ☐☐ ☐☐ ☐☐

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Morning

Fax: -

VIN Number: 4jgab54e61a[REDACTED]

Vehicle Year: 2001

Model You Own : ML320

07/06/2003 11:53:52 Deborah Sciarra 6292

E-mail: [REDACTED]

Comments

where can i find the back seat cover? I have a one year old and I need to put in under her car seat. I have a 200 ML 320.

07/06/2003 12:03:01 Deborah Sciarra 6292

Dear [REDACTED]

Thank you for your recent internet query.

Please clarify your question further, so I can assist you properly.

If we can be of any further assistance, please feel free to call us at 1-800-FOR-MERCEdes (1-800-367-6372).

Sincerely,

Debbie Sciarra
Consumer Promotions
Mercedes-Benz USA, LLC

Summary Note Information

Mercedes Benz of U.S.A

Note ID 588372 **Cus Ident** 21236716 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

San Marino CA [REDACTED]

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

Sell Dir 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA
Last Sell Dir 05101 FLETCHER JONES MOTORCAR NEWPORT BEA CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E4YA [REDACTED]
Mileage 25530 **Prod Date** 02/18/2000 **Warr Date** 03/18/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/23/2003 16:20:32	John Hoey	4605

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	01/23/2003 16:20:38	John Hoey	4605

Summary Notes

01/23/2003 16:20:24 John Hoey 4605
 Writer received Internet message from customer (corresp # 213797.)

Dear [REDACTED]

Thank you for your recent Internet message.

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

We suggest you speak to the Service Manager at your local authorized Mercedes-Benz dealer. He or she would be in the best position to evaluate your concerns, and if necessary can request technical assistance from MBUS/ to assure your vehicle is performing to factory specifications.

The opportunity to correspond is appreciated.

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

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 589887 **Cus Ident** 11322259 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Longmont CO [REDACTED]

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

Sell Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT
Last Sell Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631741A [REDACTED] **World Vin:** 4JGAB74E91A [REDACTED]
Mileage 29686 **Prod Date** 03/01/2001 **Warr Date** 03/12/2001 **Model** ML55 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	01/29/2003 08:52:36	John Hoey	4605

Summary Notes

01/29/2003 08:52:29 John Hoey 4605

Writer received Internet message from customer (corresp # 213853.)

Dear Captain Bunting:

While some individuals may make a personal choice to change the tire size on their vehicles, Mercedes-Benz does not recommend this practice, since the automobile has been spec'd out technically for the specific original tire size (provided in the technical specification section of the Operator's Manual).

Several reasons for this ... changing to a larger size tire can affect the handling capabilities or ride, as well as the wheel well clearance if there is a full load (i.e. passenger cabin & trunk filled to capacity)

For your 2001 ML55 Mercedes-Benz USA recommends the Dunlop SP 9000 (size 285/50 R18 109W.) An owner does, however, reserve the right to speak with either a local authorized Mercedes-Benz dealer and/or tire distributor, to discuss their recommendations or the type of feedback other customers may have provided on the success of alternate tire sizes.

We realize this is not the response you anticipated, but appreciate the opportunity to address this matter.

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

First Name: [REDACTED]

Last Name: Bunting

Street: [REDACTED]

Address 2:

City: Milford

State: AL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Hello, I have an ML 55 which came with Dunlop 9000 285/50R 18 109W tires. I would like to replace them with Michelin Diamaris tires but the closest size they make is a 285/60R 18 116V. In comparing the specifications of these tires, the biggest difference seems to be the diameter which is 32" on the Michelins vs 29" with the Dunlops. Do you see any problem using these slightly larger diameter tires and is it possible to correct the speedometer for the slight difference that would result. Thanks, Captain Tom Bunting United Airlines

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call:

Fax: -

VIN Number: 4JGAB74E91A [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 592548 **Cus Ident** 11796588 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Woodway TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr

Sell Dlr 75525 ALLEN SAMUELS CHEVROLET- WACO TX

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E11A [REDACTED]
Mileage 23443 **Prod Date** 12/18/2000 **Warr Date** 05/05/2001 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	02/06/2003 10:18:23	John Hoey	4605

Summary Notes

02/06/2003 10:18:18 John Hoey 4605

Writer received Internet message from customer (corresp # 214472.)

Dear [REDACTED]

Thank you for your recent Internet message.

[REDACTED], squealing brakes are often a characteristic of 4 wheel disc brakes. Many 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, can contribute to a squeal. This characteristic does not impair the safety of the brake system.

As there are limitations in evaluating your concerns via correspondence, we suggest you speak to the Service Manager at your local authorized Mercedes-Benz dealer. He or she would be in the best position to evaluate the performance of your vehicle, and if necessary, can request technical assistance from MBUSA to confirm the brakes in your vehicle are operating to factory specifications.

The opportunity to correspond is appreciated.

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

□□

□□ Diane Lima

□□ 02/04/03 03:00 PM

□□

□□ To: John Hoey/171/DCAG/DCX@WK-COOP

□□ cc:

□□ Subject: Vehicle Technical Questions (CVTQ) 214472

----- Forwarded by Diane Lima/171/DCAG/DCX on 02/04/03 02:59 PM -----

□□ MonicaDCollier@aol.com

□□ 02/03/03 12:16 PM

□□

□□ To: mailmaster@mbusa.com

□□ cc:

□□ Subject: Vehicle Technical Questions (CVTQ)

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

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MRS

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Waco

State: TX

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: The brakes on my SUV have squeaked when I drive in reverse since I bought the vehicle new in May of 2001. It has been in and out of the shop numerous times for this problem and the service department assures me that "all Mercedes brakes squeek." This and several other performance problems have caused me a great deal of concern regarding the service center and Mercedes-Benz automobiles in general. Please advise me of how I should proceed and if the breaks are supposed to squeek. Thanks, Dawn Collier

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: ([REDACTED]) ext:

Preferred number: Home **Summary Notes**

~~Preferred time to call: Morning~~

Fax: -

VIN Number: 4JGAB72E11A [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 598657 **Cus Ident** 2364972 **Legal** **Note Type** Summary Note

Customer
Address [REDACTED]

Fresno CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 05117 HERWALDT MOTORS FRESNO CA

Sell Dlr 05745 MERCEDES-BENZ OF BAKERSF BAKERSFIELD CA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E2YA [REDACTED]
Mileage 18169 **Prod Date** 04/27/2000 **Warr Date** 11/30/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Supplier or 3rd Party Issu	Independent Body Shop Complaint / Delays	02/27/2003 15:41:56	John Hoey	4605

Summary Notes

02/27/2003 15:41:43 John Hoey 4605

Customer sent letter to CAC (corresp # 215561).

Writer spoke to SM, Roger Lockhart, at 05117. He stated the dlr paid for the rear glass because it broke in their shop. He stated they left the rear defroster disconnected because the customer did not want to pay for the repair to the wiring. He did not remember anyone informing the customer there is no wiring schematic for the vehicle. The customer just didn't want to pay for the wiring repair. He stated the customer's body shop denied responsibility for the incorrect wiring.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 615905 **Cus Ident** 14884885 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

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

Sell Dir 09127 MERCEDES-BENZ OF NORTH H NORTH HAVEN CT

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631741A [REDACTED] **World Vin:** 4JGAB74E7YA [REDACTED]
Mileage 47978 **Prod Date** 05/30/2000 **Warr Date** 05/30/2000 **Model** ML55 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	04/29/2003 10:52:21	John Hoey	4605

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	04/29/2003 10:52:24	John Hoey	4605

Summary Notes

04/29/2003 10:52:16 John Hoey 4605

Customer sent Internet message to the CAC (corresp # 218484.)

Dear [REDACTED]

Thank you for your recent Internet message.

We regret to learn of the unfortunate circumstance that has prompted your correspondence, and apologize for any inconvenience you may have incurred. Not being directly involved in the operation or servicing of your vehicle prevents us from commenting specifically.

If you have any outstanding technical issues with your vehicle we suggest you contact the Service Manager, at your authorized Mercedes-Benz dealer, to personally address your concerns.

If you have additional comments or questions our Customer Assistance Center staff stands ready to lend assistance. We may be reached at 1-800-367-6372.

The opportunity to correspond is appreciated.

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

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: west haven

State: CT

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Mass Air Flow Sensor failed in normal operation 3 April 2003. Leaving me by the side of the road (censored) This a unusual occurence not warranted ????? Thank you. Garry Klinger vehicle is a ML 55 AMG

□□ □□ □□ □□ □□ □□

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: [REDACTED]

VIN Number: 4JGAB74E7YA [REDACTED]

Vehicle Year: 2000

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 616297 **Cus Ident** 24091966 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Saint Petersburg FL [REDACTED]

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

Assign Dir

Sell Dir 75540 ED HICKS IMPORTS, LTD. CORPUS CHRIS TX

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E8YA [REDACTED]
Mileage 41884 **Prod Date** 05/18/2000 **Warr Date** 07/26/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	04/30/2003 09:56:24	John Hoey	4605
Warranty	Extended Limited Warranty Inquiry	04/30/2003 09:56:31	John Hoey	4605

Summary Notes

04/30/2003 09:56:19 John Hoey 4605

Customer sent Internet message to the CAC (corresp # 218317.)

Dear [REDACTED]

Thank you for your Internet message.

While we regret the difficulties you have experienced with your 2000 ML320, Mercedes-Benz USA, LLC. is not directly involved with the financing/leasing of vehicles. Unfortunately, we are not in a position to end your lease as you request.

Mercedes-Benz USA only offers Extended Limited warranties during the first 12 months from the new vehicle delivery date. We regret that we are unable to extend the warranty on your vehicle.

The Service Managers at authorized Mercedes-Benz dealers are empowered to review requests for post warrant consideration on behalf of this company.

If you have additional comments or questions our Customer Assistance Center staff stands ready to lend assistance. We may be reached at 1-800-367-6372.

The opportunity to review this matter is appreciated.

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

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

State: [REDACTED]tx

ZIP: [REDACTED]

Country: [REDACTED]usa

Email: [REDACTED]

Phone(H): [REDACTED]

Phone(W): [REDACTED]

FAX: [REDACTED]

MB Vehicle1: [REDACTED]

MB Vehicle2: [REDACTED]

COMMENTS: [REDACTED]Dear Sir/Madam,

I purchased my ML320 in July 2000 on a lease plan. During this period I have had numerous faults, basically every fault that, sorry to say, has become synonymous with the 320:

Excessive oil consumption -- really worrying

fit and finish rattles ,

Faulty fuel pump,

Faulty window motors,

Power steering catastrophic failure ,

Peeling paint

Intermittent CD error.

Noisy moon roof

etc.

I am due to renew two of my vehicles this year, one of which is the ML320. Can you extend the warranty, on the ML 320, then I would then consider buying the vehicle when it comes to the end of the lease or end my contract now as the mileage is fast coming to the 50,000 miles.

I need to have faith in this product before committing to another MB

Regards,

[REDACTED]

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 618177 Cus Ident 14408888 Legal Note Type Summary Note

Customer
Address

Laceys Spring AL

Phone Phone Location Residence

Assign Dlr 01329 MERCEDES-BENZ OF HUNTSVI HUNTSVILLE AL

Sell Dlr 01329 MERCEDES-BENZ OF HUNTSVI HUNTSVILLE AL

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A World Vin: 4JGAB54E21A
Mileage 33000 Prod Date 05/23/2001 Warr Date 06/12/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	05/06/2003 18:42:38	John Hoey	4605

Summary Notes

05/06/2003 18:42:09 John Hoey 4605

Customer called the CAC - didn't have the vin.

She claims she has a 2001 ML320 that is leased through MB Credit. Customer is looking to get out of her lease because she is dissatisfied with the repair history. Writer informed the customer that MBUSA is not directly involved in the leasing/financing of vehicles.

Customer claims the driver side window got stuck in the down position during the winter, the p/s went out once, and an oil light was coming on repeatedly.

Customer claims her dlr informed her they are going to replace the engine in the car to rectify the oil light.

Customer stated she is willing to contribute \$3,000 - \$5,000 to get into another vehicle. Writer suggested she contact the sales mgr at her authorized dlr if she is looking to trade out of hers.

05/06/2003 19:08:51 Cleveland Best 6344

Mr. Marrow called back CAC regarding the above. Customer claims the vehicle is consuming too much oil and claims the vehicle may fall under the terms of the Lemon Law. Customer wants MB to take him out of the lease and put him into another vehicle. Customer claims the dlr wants to repair the engine under the terms of the warranty but he does not want to do this.

Writer advised the same as above--must contact the sales manager at dlr if he is looking to negotiate to get out of the vehicle. Customer claims he will contact his attorney to handle the matter.

NTMT

Summary Notes

05/07/2003 16:13:12 James Blasie 4620

Joey Tibbs from dealer 01329 requested following be added to file:
he stated customer went to dealer today to discuss trade in; they could not work out a trade as customers \$16,000 "upside down in lease; vehicle is consuming "some" oil and dealer stated they would repair vehicle; customer left "upset" and no mention of attorney.

05/12/2003 15:04:12 John Hoey 4605

Customer sent an Internet message to the CAC (corresp # 219117.)

Writer spoke to customer [REDACTED] Customer stated she still believes the vehicle falls under the Lemon Law, and is researching arbitration, and did not want to discuss further. Writer informed the customer her comments would be documented.

Title: [REDACTED]
First Name: [REDACTED]
Last Name: [REDACTED]
Street: [REDACTED]

Address 2:
City: Hampton Cove
State: AL

Zip: [REDACTED]
E-mail: [REDACTED]

Comments: I need your help! We own a 2001 ML320 and it is an awful vehicle. We have had so much trouble with both it and the dealership. Would like to continue doing business with Mercedes but need some help dealing with this dealership. Please contact me as soon as possible by phone. Thank you! ☐☐ ☐☐ ☐☐

Survey Information:

Day Phone Number: [REDACTED]
Evening Phone Number: [REDACTED]
Preferred number: Home
Preferred time to call: Morning

Fax: -
VIN Number: 4JGAB54E21A [REDACTED]
Vehicle Year: 2001
Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 618866 **Cus Ident** 12522300 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Toluca Lake CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Last Sell Dir 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E11A [REDACTED]
Mileage 31648 **Prod Date** 04/10/2001 **Warr Date** 04/26/2001 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/08/2003 12:09:21	John Hoey	4605

Summary Notes

05/08/2003 12:09:15 John Hoey 4605

Customer sent Internet message to the CAC (corresp # 218981.)

Dear [REDACTED]

Thank you for your recent Internet message.

We trust you understand we are not able to evaluate your concerns via correspondence. Lacking direct involvement in the operation of your vehicle makes it impossible to comment specifically. 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, condition of the rotors, how a vehicle is driven (aggressively/gently), road speeds, etc., all affect brake pad life.

The materials used in Mercedes-Benz brake pads are softer, but statistically, other manufacturers cannot duplicate the stopping efficiency of our brakes. The Mercedes-Benz design philosophy deems safety as the first priority. The material used in our pads is of the highest quality and not only meets, but exceeds federal standard

Additionally, as outlined in the Owner's Service and Warranty Policy booklet (originally accompanying your vehicle) brakes and rotors are considered wear/tear items that are subject to deterioration and, as such, are not covered by the Limited New Car Warranty. Replacement of the pads and rotors are, therefore, considered a vehicle owner's responsibility.

The Service Manager, at your authorized Mercedes-Benz dealer, is in the best position to address your concerns. If necessary, he can request technical assistance to confirm if other factors besides normal wear and tear are influencing the rate of brake pad wear on your vehicle.

The opportunity to correspond is appreciated.

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

Diane Lima
 05/05/2003 03:34 PM

 To: John Hoey/171/DCAG/DCX@WK-COOP
 cc:
 Subject: Corr # 218981 Vehicle Technical Questions (CVTQ)

----- Forwarded by Diane Lima/171/DCAG/DCX on 05/05/2003 03:34 PM -----

ku6677@aol.com
 05/02/2003 02:02 AM

 To: mailmaster@mbusa.com
 cc:
 Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ) From: ku6677@aol.com

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2: [REDACTED]

City: toluca lake

State: CA

Zip: [REDACTED]

Summary Notes

E-mail: [REDACTED]

Comments: IT IS NORMAL TO CHANGE MY BRAKE PADS EVERY 12000 MILES ON MY ML 430. ALSO, MY ROTARY HAS CHANGED TWICE WITHIN 30,000 MILES , IS IT POSSIBLE?

Survey Information:

Day Phone Number: [REDACTED]

Evening Phone Number: [REDACTED]

Preferred number: Home

Preferred time to call: Afternoon

Fax: [REDACTED]

VIN Number: 4JGAB72E11A [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 625164 **Cus Ident** 21481616 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Phone Anaheim CA [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: 4JGAB54E7YA [REDACTED]
Mileage 43465	Prod Date 05/02/2000 Warr Date 07/18/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	05/29/2003 12:15:34	John Hoey	4605
Warranty	Extended Limited Warranty Inquiry	05/29/2003 12:15:42	John Hoey	4605

Summary Notes

05/29/2003 12:15:26 John Hoey 4605

Customer sent Internet message to the CAC (corresp # 219929.)

Writer called the customer [REDACTED] Informed her the vehicle has a 12 month ELW.

Title: MRS

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Anaheim

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Is there anyway you can find out if an extended warranty was purchased? I recall receiving a letter from Mercedes indicating that my warranty was extended but it was forwarded in a letter. Could you please let me know? □□ □□ □□

Survey Information:

Day Phone Number: [REDACTED]

Evening Phone Number: - ext:

Preferred number: Work

Preferred time to call: Morning

Fax: [REDACTED]

VIN Number: 4JGAB54E7YA [REDACTED]

Vehicle Year: 2000

Model You Own : M-Class

Summary Note Information

Mercedes Benz of U.S.A

Note ID 625554 **Cus Ident** 10794051 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Tucson AZ [REDACTED]

Phone **Phone Location**

Assign Dlr 03706 MERCEDES-BENZ OF TUCSON TUCSON AZ

Sell Dlr 03706 MERCEDES-BENZ OF TUCSON TUCSON AZ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E4YA [REDACTED]

Mileage 32165 **Prod Date** 07/26/2000 **Warr Date** 08/07/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	05/30/2003 11:40:41	John Hoey	4605

Summary Notes

05/30/2003 11:40:24 John Hoey 4605

Customer called the CAC demanding to speak to Michelle Cervantes. Writer informed the customer that she is not available, and offered to assist the customer. Customer is very difficult and went on about how MBUSA's mg do not care about the customer.

Customer is dissatisfied with the response to his letter that he received from Miriam. Corresp # 219833. Custom stated he was seeking action, not apologies, and he was dissatisfied with what he feels is a form letter that was sent to him. Writer informed the customer that we do not send form letters, and each customer's correspondence is handled and responded to on a case by case basis.

He is dissatisfied with his service experience at dlr 03706, but will not elaborate other than they are not responsiv to his needs. Customer stated maybe the dlr has him flagged because he is a pain.

Writer informed the customer that his comments would be documented, but the writer could not assist him further if he refuses to elaborate. Informed him that authorized MB dlrs are independently owned and operated businesses. Suggested he contact the SM at 03706 if he has any outstanding service issues, and advised him that the GM is responsible for the entire dlrs staff if he is dissatisfied with the SM at the dlr.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 628201 **Cus Ident** 11146103 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Charlottesville VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 80214 KENNETH HAMMERSLEY MOTC LYNCHBURG VA

Sell Dlr 51099

Last Sell Dlr 80214 KENNETH HAMMERSLEY MOTC LYNCHBURG VA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E0YA [REDACTED]
Mileage 64800 **Prod Date** 10/05/1999 **Warr Date** 11/16/1999 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Frequency of Repairs	06/09/2003 16:55:44	John Hoey	4605

Summary Notes

06/09/2003 16:55:31 John Hoey 4605

Customer called earlier in the day w/o a VIN, and writer couldn't pull up the record in FASTRACC. June from 80214 called the writer w/ vin.

Customer is dissatisfied with the frequency of repair to the vehicle. She claims the catalytic converter fell off twice the key won't come out of ignition, she has allegedly had an oil consumption issue, and the lower half of eng replaced, a low range light sensor problem, and the sunroof rubber fell off.

Customer wanted a repurchase. Writer informed the customer she could get information regarding the Lemon Law from her local DMV. Informed her that the vehicle is outside of warranty, and suggested she contact the GM at 80214 if she is interested in discussing a trade out.

Per June at 80214 the customer had an exhaust leak, in April, because the weld on the right side converter broke - it did not fall off. She stated the 2nd time the same problem occurred on the left side. She stated the customer had a low range light on March 6th related to the converter, and the repair was good willed. She also stated the customer had an ESP light which was also good willed.

June stated when she started the customer's car today the key wouldn't come out of the ignition. She stated they have ordered a shift assembly and cable today. Writer asked if post warranty consideration was being offered - she stated the parts director is out today. The customer has been in a loaner for 2-3 days.

06/27/2003 15:41:14 Thomas Ishler

Dealer replaced the shifter assembly and cable and performed the repairs under goodwill.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 628567 **Cus Ident** 14782395 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Belfast ME [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 33400 QUIRK AUTO PARK OF BANGOR BANGOR ME
Sell Dir 33400 QUIRK AUTO PARK OF BANGOR BANGOR ME
Last Sell Dir 33400 QUIRK AUTO PARK OF BANGOR BANGOR ME

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E1YA [REDACTED]
Mileage 42099	Prod Date 01/12/2000 Warr Date 02/09/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	06/10/2003 15:32:03	John Hoey	4605
Telephone	Lack of Upgrade	06/10/2003 15:32:15	John Hoey	4605

Summary Notes

06/10/2003 15:31:57 John Hoey 4605

Customer sent an Internet message to the CAC (corresp # 220702.)

Dear [REDACTED]

Thank you for your Internet message.

As you are aware, Motorola has stopped making the Startac and Timeport handsets that were compatible with your 2000 ML320, and we have depleted our stock of these discontinued phones; therefore, regrettably we cannot supply/offer a new replacement handset.

[REDACTED] we recognize your disappointment, but the continuing technical advances and market changes in the consumer electronics products business, including the portable telephone business, as well as the difference between the product lifecycles and development cycles of automobiles and such products makes it impossible to assure the availability of compatible products as the more rapidly evolving telephone industry continues to modify its offerings.

You may want to contact the parts departments at the local Mercedes-Benz dealers in your area to see if any still have stock of a new handsets for use in your vehicle, but it is unlikely at this point in time. Your dealer would need to tell you whether you have a Startac or Timeport phone kit currently installed in your vehicle (some carriers such as AT&T will not support new Startac activations.) Our current phone, the Motorola V60, is only retrofittable to the 2000 S-Class, at this time. Some customers have mentioned that they have located Timeport handsets on E-Bay, but we have no affiliation with them.

We realize this is not the response you desire, but solicit your understanding and acceptance of our company position.

If you have additional comments or questions our Customer Assistance Center staff stands ready to lend assistance. We may be reached at 1-800-367-6372.

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

First Name: [REDACTED]
Last Name: [REDACTED]
Street: [REDACTED]
State: MA
ZIP: [REDACTED]
Country: franklin
Email: [REDACTED]
Phone(H): [REDACTED]
Phone(W): [REDACTED]
FAX: [REDACTED]
MB Vehicle1: [REDACTED]
MB Vehicle2: [REDACTED]

COMMENTS: Dear Sir or Madam: I purchased an 2000, ML320 Starmark vehicle from Quirk Auto, Bangor, ME earlier this year. At the time of purchase the integrated phone system hand set was not with the vehicle. The salesperson told me I could purchase just the hand set for the vehicle. Since that time I have learned the system for this vehicle has been discontinued. An upgrade to the present system would be far to expensive. Can you make any suggestions where a handset may be available or have another alternative. Thank you. James O'Connor

Summary Note Information

Mercedes Benz of U.S.A

Note ID 631063 Cus Ident 10911769 Legal
Customer Address

Note Type Summary Note

Baton Rouge LA

Phone Phone Location Mobile

Assign Dir 32507 MERCEDES-BENZ OF NEW ORI METAIRIE LA

Sell Dir 32100 MERCEDES-BENZ OF BATON R BATON ROUGE LA

Last Sell Dir 32100 MERCEDES-BENZ OF BATON R BATON ROUGE LA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A World Vin: 4JGAB54E61A
Mileage 28748 Prod Date 10/10/2000 Warr Date 10/24/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	06/19/2003 13:25:11	John Hoey	4605

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Fuel System	Fuel System	06/19/2003 16:06:49	John Hoey	4605

Summary Notes

06/19/2003 13:24:55 John Hoey 4605

Customer sent an Internet message to the CAC (corresp # 221087.)

Writer spoke to the SM, Jack Pratt, at dlr 32507. He stated on April 4th they replaced the lateral accelerator sensor for an ESP light, and in October of 2002 replaced the accelerator pedal because the customer complained of the pedal sticking at light acceleration.

Writer spoke to the SM, Brian, at 32100. He stated the vehicle was there in May. Customer complained the gas pedal was not moving freely. The dlr noticed a slight pop feel, but compared it to other ML's which were comparable. They also did a tire balance at the time.

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: New Orleans

State: LA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: The accelerator pedal on this vehicle is notchy feeling. Please look up the maintenance records for this vehicle and see that the New Orleans MB dealership has changed cables, pedal assembly and other parts to try to correct the stiffness and notchy feeling in the pedal. As a last resort I took the vehicle to the Baton Rouge LA MB dealership for them to attempt repair. They called and told me the same thing as the New Orleans technicians. They were having no success with improving the feel of the pedal. I drove a 2002 or 03 ML model that the Baton Rouge dealer loaned me while trying to repair mine. It basically did the same thing but not as bad. All the technicians agree that this is an issue with the MLs. I have a brand new BMW 5 series that has a smooth accelerator pedal and I test-drove a BMW X5 and it was smooth. I also drove a lower priced domestic vehicle and it had a smooth accelerator pedal. Please assist me in getting the pedal corrected. The techs say that MB is aware of this problem but no fix is in site. Is this true? I would like to keep my ML for many more years (as it is a purchase for me not a lease with the extended 100K warranty) but I will be forced to definitely trade out of it soon if I cannot enjoy driving it. I like the ML and congratulations on getting so many things just perfect. Wonderful vehicle except for this chronic problem with the accelerator pedal. Thank you in advance. Very truly yours, Wallace Farris ☐☐ ☐☐ ☐☐

Survey Information:

Day Phone Number: [REDACTED]

Evening Phone Number: [REDACTED]

Preferred number: Work

Preferred time to call: Morning

Fax: -

VIN Number: 4JGAB54E61A [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

06/19/2003 16:06:34 John Hoey 4605

Writer spoke to the customer [REDACTED]

Informed him the SM's at 32507, and 32100 found the vehicle to be operating to factory specifications at the time and noticed similar conditions in other ML vehicles on the lot. Informed the customer the writer could locate no technical bulletins on the condition.

Advised the customer if the condition gets worse to contact the SM at his authorized MB dlr who can request technical assistance, if needed. Customer thanked writer for the call and follow up.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 631591 **Cus Ident** 16989463 **Legal** **Note Type** Summary Note**Customer**
Address

Castle Rock

CO

Phone**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 **World Vin:** 4JGAB54EXYA
Mileage 75000 **Prod Date** 12/07/1999 **Warr Date** 12/27/1999 **Model** ML320 2000
General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	06/20/2003 15:09:23	John Hoey	4605

Summary Notes

06/20/2003 15:09:17 John Hoey 4605

sent a letter to the CAC (corresp # 221259.)

He is seeking post warranty consideration for a gear selector repair. He stated the dlr told him the cost is approx \$750. He is dissatisfied that part wasn't covered under warranty.

Writer spoke to the Asst SM, John, at 08512. He stated he believes the customer spilt something into the shift mechanism, and they denied assistance because it was a liquid spill, and the vehicle is outside of warranty. John will check his records to verify the above, and call the writer back at ext 4605.

06/20/2003 17:08:24 John Hoey 4605

Writer spoke to John Waldron at 08512. He stated the vehicle has not been to the dealership. He stated the customer has all of his customer pay work done at an independent repair facility (Stu Ritter MB,) and only uses 08512 as a warranty station. He stated the vehicle is currently located at Stu Ritter. He stated the proprietor of the independent called 08512, and said it appears something was spilled into the shift mechanism, and the customer was looking for consideration.

John stated the customer was given good will about 18 months ago, at 54,000 miles in an attempt to gain his customer pay business, but the customer has never been back so they are not willing to throw good will dollars at him.

Writer will draft a response to the customer declining assistance.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 634811 **Cus Ident** 919779 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Natick **MA** [REDACTED]

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

Sell Dir 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 38760 **Prod Date** 01/12/2000 **Warr Date** 01/28/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/01/2003 12:48:10	John Hoey	4605
Warranty	Warranty History Request	07/01/2003 12:48:20	John Hoey	4605

Summary Notes

07/01/2003 12:48:06 John Hoey 4605

Customer sent an Internet message to the CAC (corresp # 221610.) Customer was listed as representative in fastracc - writer did not add the relationship.

Dear [REDACTED]

Thank you for your Internet message.

Mercedes-Benz USA does have warranty history for our vehicles , however, we only provide vehicle information to the current owner. We require that any requests for vehicle information be submitted to MBUSA, in writing, along with proof of ownership (a copy of the vehicle's registration or title.)

Requests for warranty history, along with proof of ownership, can be sent to:

Mercedes-Benz USA, LLC. - CAC
3 Paragon Drive
Montvale, NJ 07645

Fax: 201-476-6213

The opportunity to correspond is appreciated.

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

Title: MR

First Name: [REDACTED]

Initial:

Last Name: [REDACTED]

Suffix:

Street: [REDACTED]

Address 2:

City: natick

State: MA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments:

Dear MBZ , I wish to find the maintainance history for a 2000 ML320 I am considering buying. Would you please email this is possible - the VIN number is: 4JGAB54E5YA [REDACTED] Thank you, [REDACTED]

□□ □□ □□ □□ □□ □□ □□ □□ □□

Survey Information:

MB Vehicle you are most interested in: M-Class

When do plan to purchase or lease your next car: 0-3 months

I would like a test drive:

I would like to be contacted by a salesperson: No

Day Phone Number: [REDACTED]

Evening Phone Number: [REDACTED]

Preferred number: Work

Preferred time to call: Morning

Mercedes-Benz Ownership:

Have you ever leased or owned a Mercedes-Benz: Yes

Model last leased or owned: E-Class

Vehicle Year: 1988

Do you currently own a Mercedes-Benz: Yes

Vehicle Year:

Model you own: Multiple Vehicles

Primary Vehicle:

Year: 2002

Make: FORD

Model: tarus

Summary Note Information

Mercedes Benz of U.S.A

Note ID 635136 **Cus Ident** 11955277 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Syosset NY [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 55109 RALLYE MOTORS LLC ROSLYN NY
Sell Dir 55109 RALLYE MOTORS LLC ROSLYN NY

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 26800 **Prod Date** 05/24/2000 **Warr Date** 06/29/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	ML Power Steering Hose Clamp	07/01/2003 20:42:54	John Hoey	4605

Summary Notes

07/01/2003 20:39:25 John Hoey 4605

Customer received the ML p/s clamp recall notice, and sent a letter to Frank Berenz (corresp # 221941) regarding Frank's previous letter of 03/13/03 to the customer regarding the power steering hose clamp failure that he experienced.

Customer states, "I find it difficult to believe that at the time of my letter this was not a known defect."

Writer cc'd Frank Berenz to ask for a suggested response or to see if he will respond directly.

07/02/2003 11:30:22 John Hoey 4605

Email from Frank Berenz:

John,

This is the guy who received a prior letter from me and is just charging us with having known about the recall condition earlier. I do not see the point of any further response.

Frank P. Berenz
 Legal Department

Summary Note Information

Mercedes Benz of U.S.A

Note ID 639435 **Cus Ident** 17960882 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Villanova PA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 67264 MERCEDES-BENZ OF DEVON DEVON PA

Sell Dlr 67264 MERCEDES-BENZ OF DEVON DEVON PA

Last Sell Dlr 67264 MERCEDES-BENZ OF DEVON DEVON PA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E31A [REDACTED]
Mileage 27157 **Prod Date** 11/08/2000 **Warr Date** 11/30/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	ML Power Steering Hose Clamp	07/16/2003 15:11:58	John Hoey	4605

Summary Notes

07/16/2003 15:11:47 John Hoey 4605

Primary Phone: [REDACTED]
 Current Mileage: 27157
 Dealer(s) involved: 67264

Situation: Customer (John Hoey - no relation to the writer) copied Klaus Ulkann on a letter (corresp # 222965) to Carol Siracuse at dlr 67264.

Letter states, "It took us so long to get an appointment for 0745 tomorrow that we almost got into a serious accident today. The power steering froze up on us coming out of church entering lancaster avenue in Villanova. We decided to delivery the car today. We have left the keys and this note in the mail slot...."

Action Taken: Writer spoke to Carol at dlr 67264 who stated the vehicle has been repaired and returned to the customer.

CC'd: George McNichol

Customer Follow-up Y/N:

Follow-up by: CAC, market team or

Summary Note Information

Mercedes Benz of U.S.A

Note ID 641656 **Cus Ident** 8193011 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Peoria IL [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 22441 MID / TOWN IMPORTS INCORP(PEKIN IL

Sell Dir 22441 MID / TOWN IMPORTS INCORP(PEKIN IL

Last Sell Dir 22441 MID / TOWN IMPORTS INCORP(PEKIN IL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E0YA160625
Mileage 38000 **Prod Date** 12/03/1999 **Warr Date** 02/16/2001 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Part(s) on Backorder	07/24/2003 10:08:16	John Hoey	4605

Summary Notes

07/24/2003 10:08:10 John Hoey 4605

Primary Phone: [REDACTED]
Current Mileage: 38000
Dealer(s) involved: 22441

Situation: Customer sent an Internet message to the CAC (corresp # 223131.)

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Peoria,

State: IL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: The "Homelink" device in my ML320 is faulty. My dealer Midtown Imports of Pekin , Ill. informs me th part they need is on "indefinite backorder" whatever that means. I purchased my ML320 two months ago and the condition existed at that time but I was told it would be taken care of. I would appreciate any assistance you could give me on resolving this matter. ☐☐ ☐☐ ☐☐

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: [REDACTED]

VIN Number: 4JGAB54E0YA [REDACTED]

Vehicle Year: 2000

Model You Own : M-Class

Action Taken: Writer spoke to the parts mgr, Ed, at 22441. He stated they originally tried to order just the homelink unit, but the order would not take. He stated they ordered the entire assembly on Fontana Delivery No 042420 - line 7.

Writer left voice mail for special procurement for an ETA.

Customer Follow-up Y/N:

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

07/30/2003 09:43:00 John Hoey 4605

Writer spoke to Jackie in special procurement. Line 7 of delivery note 042420 was released - FEDEX tracking #: 614 318 967 718 - shows signed for 07/23

Summary Notes

07/30/2003 09:56:01 John Hoey 4605

Writer spoke to the parts mgr, Ed, at 22441 who verified they have received the part.

Replied to customer:

Dear [REDACTED]

Thank you for your Internet message.

We regret to learn of the difficulties you have experienced with your 2000 ML320, and apologize for any inconvenience you may have experienced while waiting for parts.

Upon receipt of your message we contacted the Parts Manager, Ed, at Mid Town Imports Incorporated, in Pekin Illinois who verified the part for your vehicle was back-ordered. We also contacted our Special Procurement department to see if the part for your vehicle could be expedited. It is our understanding the part for your car was delivered, and is currently at the dealership.

We suggest you contact the Service Manager, at Mid Town Imports, to arrange an appointment if the dealer has not already arranged one with you.

The opportunity to review this matter is appreciated.

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 643378 Cus Ident 2383773 Legal Note Type Summary Note

Customer Address [Redacted]

Irvine CA [Redacted]

Phone [Redacted]	Phone Location	Residence	
Assign Dir 34203	EURO MOTORCARS, INC.	BETHESDA	MD
Sell Dir 80215	MERCEDES-BENZ OF TYSONS	VIENNA	VA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [Redacted]	World Vin: 4JGAB72E3YA [Redacted]
Mileage 55050	Prod Date 04/07/2000 Warr Date 04/30/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/30/2003 11:41:52	John Hoey	4605
Warranty	Post Warranty Consideration Request	07/30/2003 11:41:57	John Hoey	4605
Dealer Service	Repeat Visit for Same Issue	07/30/2003 11:41:48	John Hoey	4605

Summary Notes

07/30/2003 11:41:43 John Hoey 4605

Primary Phone: [REDACTED]
Current Mileage: 55050
Dealer(s) involved: 34203

Situation: Customer sent an Internet message to the CAC (corresp # 223310.)

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: 14 [REDACTED]

Address 2: [REDACTED]

City: Irvine

State: CA

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: [REDACTED] Ca [REDACTED] Mercedes Benz USA Client Assistance Center One Mercedes Drive Montvale, NJ 07645-0350 July 20 2003 I am the current owner of a 2000 ML 430 and a 2000 E 430. I cannot begin to tell you how disappointed and upset I am with the level of service or lack thereof that I have received on both of these cars. I have owned Mercedes Benz in the past and one of the main reasons for my purchases was the reliability and service. The ML has been one of the worst serviced cars that I have ever owned. I will discuss some of the specifics so that hopefully you can remedy this bad situation. The ML ended its 50,000 mile warranty 3,000 miles ago. I have had this car in for the regular service checks as well as for several complaints. Having recently moved back to California from Maryland, I took the car into my trusted mechanic who specializes in only Mercedes and Porsches. He knows how much I love my cars, how much I know about them as well as what a fanatic I am about keeping them in perfect working condition. I took my car to him for a smog check and when he put this car on the lift, he was horrified! He could not believe the car was just serviced 3,000 miles before. He showed me many problems which needed immediate attention. If you view the service/complaint history you will see that many of the things that I had to pay \$2000 to repair were reported multiple times at your dealers. The transmission, which I complained about more than once had damaged and cracked hoses that go from the transmission to the radiator. These hoses showed long term cracks that if the mechanics actually looked at the vehicle they would have seen! One clamp on the transmission hose was so loose to the point of falling off! Approximately 1.5 liters of transmission fluid was lost from the transmission and needed to be added. The lower radiator hose was in similar condition and had to be replaced. At your last oil change (50,000 miles) both the oil filter and drain plug were not tightened properly resulting in a leak. This leak resulted in my having to pay for an additional oil change! The car was recalled due to a faulty power steering clamp. In your recall notice, you stated not replacing this could result in damage to the power steering pump. I am one of the ones who had a problem with this clamp before it was recalled. This hose burst in our garage which making it necessary for me to bring someone in to clean and paint my garage floor! Upon receiving the recall notice, I took the car to a dealer and mentioned I had this problem and had it fixed, but that I was concerned about the power steering pump which may have been damaged according to your recall letter. I was told they would replace the clamp, although it was previously addressed when the problem occurred, but they would not address the issue of the power steering pump. Although the power steering is not smooth, I have been told this is not a problem. I have received no satisfaction. If the power steering pump goes, I am holding you responsible for any damages or injuries that may occur. The thing that scared me the most was the condition of the brakes. All four brakes had to be replaced and the rotors on the front wheels were way below safe thickness. I know brakes are not covered under warranty but it is my understanding that the car is checked for safety and should have been checked at the last service. Your dealer was negligent and it is unforgivable to think that anyone would be allowed to drive with such unsafe brakes. My family or others could have been injured or killed! During the warranty period, we continually mentioned to our service advisor that when you stopped the car was a clunk although we thought it was a transmission problem. Every complaint was addressed with a "yes, we'll take a look", then the outcome was the car was hooked up to the computer and all the settings were as they should be. It seems the cars never were visually inspected, only computer monitored! The E that we own, luckily, does not have as many issues and still is under warranty. However, none of the issues have been corrected with this vehicle either. The worst is when the car is started it races up to 4000 RPMs without touching the gas. It also cranks the starter for a very long time before the car starts. Again I am told this is normal. It is so bad that passengers have questioned if this is normal and have concerns whether we will breakdown on the road. I have no faith that either of my 2 cars have been properly serviced. I am concerned that one or both of these cars are dangerous to my family or others and am holding Mercedes Benz responsible for any damages or injuries incurred by either of these cars unless I receive some satisfaction. I am requesting that Mercedes Benz/Euro Motors reimburse me for the repairs I have recently had to make due to their negligence and lack of service during my warranty and also I expect my cars to be thoroughly reviewed for safety by a dealer. I am requesting any repairs that are deemed necessary that should have been addressed during the warranty period to be covered at your expense. I also requesting that a new power steering pump to be put into my ML. Thank you for your prompt attention. Sincerely, [REDACTED] cc: J.D. Power and Associates 2625 Townsgate Road Westlake

Village, CA [REDACTED] EuroMotorcars Service Center Arlington Road Bethesda, MD HBL Motors Service
Manager Route 7 Leesburg Pike Vienna, VA [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED]

Preferred number: Home

Preferred time to call: Afternoon

Fax: -

VIN Number: 4JGAB72E3YA [REDACTED]

Vehicle Year: 2000

Model You Own : M-Class

Action Taken:

Replied to customer:

Dear [REDACTED]

We sincerely regret that your service experience has not met your expectations. However, having not been directly involved with the service history of your vehicle prevents us from commenting specifically.

As you may be aware, authorized Mercedes-Benz dealers are independently owned and operated businesses, and as such, are solely responsible for their daily business operations including the servicing of vehicles.

As you are aware your vehicle was originally covered by a Limited New Vehicle Warranty of 4 years or 50,000 miles (whichever occurred first.) Your vehicle is out of warranty based on the fact it has accrued over 55,000 miles. [REDACTED] the Service Managers at our authorized Mercedes-Benz dealers are empowered to review requests for post-warranty consideration on behalf of this company.

We suggest you contact the Service Manager, at Euro Motorcars to personally address your concerns. He or she is in the best position to evaluate the performance of your vehicle and, if necessary, can request technical assistance from MBUSA to ensure your vehicle is operating to factory specifications.

The opportunity to review this matter is appreciated.

John M. Hoey
National

Summary Notes

08/01/2003

09:34:12

John Hoey

4605

Replied to customer:

[REDACTED]

We trust you understand we are not in a position to evaluate your vehicle via correspondence.

Any outstanding technical issues with your vehicle including concerns with the power steering system should be brought to the attention of the Service Manager at your authorized Mercedes-Benz dealer. As stated in my previous response, he or she is in the best position to evaluate the performance of your vehicle, and if necessary can request technical assistance from MBUSA.

Again, as stated in my previous response, the Service Managers at our authorized Mercedes-Benz dealers review requests for post warranty consideration on behalf of this company.

John M. Hoey
National Customer Relations Representative
Customer Assistance Center

Response from customer:

Mr John Hoey

As you may know the reputation and ratings of MB have been dropping as fast as a rock. I have always supported and purchased your product. I have defended them against most of my friends who have moved to the Japanese product line. I am very sad to say that based on your response that my friends were the smart ones. I also see that you did not address the fact that my E class has problems that have also been ignored, and it is still under warranty. As a COO of a major electronic corporation, I am very surprised by your response. I am sure you've heard the old saying that you tell 10 people about the good things that happen but 1000 people about your complaints. I guess that MB doesn't care about customers or safety anymore now that they are owned by Chrysler.

In my letter, I have made simple requests.

1. That MB check out both my cars for safety since they obviously have not been properly maintained while under your warranty and that repairs be covered by you. What good is a warranty when your independent dealers don't do what they are supposed to do which is to make sure everything is in working order and repaired if it isn't!

1a. That Mercedes Benz reimburse me for the \$2000 repair I had to make

2. That my ML power steering pump be replaced since your recall letter states that this part could be damaged if the clamp is not replaced and breaks. Since we had the clamp break before the recall it would seem only fair that you would replace the power steering pump you say could be have been damaged.

As originally stated, I am holding Mercedes Benz Corp responsible for any injuries or damages that occur due to a power steering problem and also any other safety hazards that have been overlooked.

[REDACTED]

Summary Note Information

Mercedes Benz of U.S.A

Note ID 643643 **Cus Ident** 11922179 **Legal** **Note Type** Summary Note
Customer Address [REDACTED]

Cocolalla **ID** [REDACTED]

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

Sell Dlr 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA
Last Sell Dlr 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E81A [REDACTED]
Mileage 20095 **Prod Date** 06/01/2001 **Warr Date** 06/28/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/31/2003 10:00:56	John Hoey	4605

Summary Notes

07/31/2003 10:00:50 John Hoey 4605

Primary Phone: [REDACTED]
Current Mileage: 20095
Dealer(s) involved: N/A

Situation: Customer sent an Internet message to the CAC (corresp # 223538.)

Diane Lima
 07/25/2003 11:26 AM

 To: John Hoey/171/DCAG/DCX@WK-COOP
 cc:
 Subject: Corr # 223538 Other Comments & Questions (OCAQ)

----- Forwarded by Diane Lima/171/DCAG/DCX on 07/25/2003 11:26 AM -----

ls83836@aol.com
 07/24/2003 11:30 AM

 To: [REDACTED]
 cc:
 Subject: Other Comments & Questions (OCAQ)

Subject: Other Comments & Questions (OCAQ)

From: [REDACTED]
To: [REDACTED]
*** Other Requests & Comments ***

The following person has filled out the Other Requests & Comments Form on www.MBUSA.com.

Contact Information

Title: DR
First Name: [REDACTED]
Initial: a
Last Name: [REDACTED]
Suffix:
Street: [REDACTED]
Address 2:
City: Cocolalla
State: ID
Zip: [REDACTED]
E-mail: [REDACTED]

Comments

Both the website and most of the mercedes dealers and the roadside assistance are so unhelpful to me, that I'm considering a trade with a friend for a better car. Except in Scottsdale, I can't get a service appointment anywhere I ever am. I can't find out the dealers in places I'm going, because I don't have a zip code there. Worst of all, the times I've needed assistance, I've gotten zilch. The closest dealer to me now is in Spokane, and God help me if I need help in less than a week, on a day I can't drive the 70 mile one-way trip. Right now my car is squealing and still, though I'm going to Oregon, I can't get in for a week. I guess what I want you to tell me is, is there a dealer in or near Sun River Oregon where I might get help?

Survey Information

MB Vehicle you are most interested in:

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

I would like a test drive:

I would like to be contacted by a salesperson:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Morning

Mercedes-Benz Ownership

Have you ever leased or owned a Mercedes-Benz? Yes

Vehicle Year: 2000

Model last leased or owned: M-Class

Do you currently own a Mercedes-Benz? Yes

Vehicle Year: 2000

Model You Own: M-Class

Summary Notes

Action Taken.

Replied to customer -

Dear [REDACTED]

Thank you for your Internet message. We regret to learn of your dissatisfaction with your service experience, however, having not been directly involved in the situation prevents us from commenting specifically.

As you may be aware, authorized Mercedes-Benz dealers are independently owned and operated businesses, and as such, are solely responsible for their daily business operations and service staff. We suggest that you contact the Service Manager, at your authorized Mercedes-Benz dealer, who is in the best position to address your concerns regarding the scheduling of service appointments.

The closest authorized Mercedes-Benz dealer to Sunriver, Oregon is:

Mercedes-Benz of Bend
61440 S. Third Street
Bend, Oregon
Phone: 541-749-2500

Additionally, you may wish to contact the Consumer Promotions department at our Customer Assistance Center (1-800-367-6372) to request a Mercedes-Benz dealer directory which lists all of our authorized dealers in the U.S and Canada.

The opportunity to correspond is appreciated.

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

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 643660 **Cus Ident** 14888925 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lakeland FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 14358 CENTRAL FLORIDA EUROCARS LAKELAND FL
Sell Dir 05705 MERCEDES-BENZ OF SOUTH B TORRANCE CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E5YA [REDACTED]
Mileage 106000 **Prod Date** 02/09/2000 **Warr Date** 02/25/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	07/31/2003 10:38:29	John Hoey	4605

Summary Notes

07/31/2003 10:38:12 John Hoey 4605

Primary Phone: [REDACTED]
Current Mileage: 99741
Dealer(s) involved: 14358

Situation: Customer sent an Internet message to the CAC (corresp # 223563.)

Title: MR
First Name: [REDACTED]
Initial: [REDACTED]
Last Name: [REDACTED]
Suffix: [REDACTED]
Street: [REDACTED]
Address 2:
City: Lakeland
State: FL
Zip: [REDACTED]
E-mail: [REDACTED]

Comments

I recently took my car in for service at Waters MB Lakeland, Fl. and advised the service manager again about the constant squeaking noise after I release or apply the break pedal and or apply the gas. I had all brake pads and rotors replaced thinking the sound was coming from the brakes and this did not solve the problem. My 2000 ML430 sounds like somebody crushing a soda can in there hand when I start moving. The service manager told me that MB is aware of the problem and it is in the torsion bars and there is nothing they can do. I find this unacceptable as a MB owner. This squeaky problem I'm finding out now that other ML owners are experiencing the same issue. What is MB going to do about this?

Survey Information

MB Vehicle you are most interested in:
When do you plan to purchase or lease your next car?
I would like a test drive:
I would like to be contacted by a salesperson:
Day Phone Number: - ext: [REDACTED]
Evening Phone Number: [REDACTED] ext:
Preferred number: Home
Preferred time to call: Morning
Mercedes-Benz Ownership
Have you ever leased or owned a Mercedes-Benz?
Vehicle Year:
Model last leased or owned:
Do you currently own a Mercedes-Benz?
Vehicle Year:
Model You Own:

Action Taken: Writer spoke to the SM, David Dewitt, at dlr 14358. He stated the customer must have spoken to one of the Service Advisers - he was not familiar with the customer. SM advised the vehicle has 106,000 miles, and the last time it was in it shows - check brakes. The SM stated to have the customer contact him, and he will be happy to take a ride with the customer.

Replied to customer -

Dear [REDACTED]

Thank you for your Internet message.

We regret to learn of your difficulties you have experienced with your 2000 ML430, and apologize for any inconvenience you may have experienced while attending to repairs. [REDACTED] we trust you understand that we are unable to evaluate your concerns through correspondence. Lacking direct involvement with the operator of your vehicle makes it impossible to comment with specifics. Upon receipt of your letter we contacted the Service Manager, David Dewitt, at Robert G. Waters, in Lakeland, Florida, who was not aware of your concerns.

We suggest you contact the Service Manager, Mr. Dewitt, at Robert G. Waters. He has indicated that he would be happy to road test the vehicle with you. Mr. Dewitt is in the best position to evaluate the performance of your vehicle, and if necessary he can request technical assistance from MBUSA to ensure your vehicle is performing to factory specifications.

John M. Hoey

Summary Notes

~~National Customer Relations Representative~~

Customer Assistance Center

Mercedes-Benz USA, LLC

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 645230 **Cus Ident** 24716187 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Needham Heights MA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 36105 TRANS - ATLANTIC MOTORS, IN HYANNIS MA

Sell Dir 36122 FOREIGN MOTORS WEST, INC. NATICK MA

Last Sell Dir 36122 FOREIGN MOTORS WEST, INC. NATICK MA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E71 [REDACTED]
Mileage 27782 **Prod Date** 03/26/2001 **Warr Date** 04/11/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Recall / Service Campaign	ML Power Steering Hose Clamp	08/05/2003 14:28:42	John Hoey	4605

Summary Notes

08/05/2003 14:28:34 John Hoey 4605

Primary Phone: (781) 444 - 0058

Current Mileage: 27782

Dealer(s) involved: 36105

Situation: Writer received a copy of a repair order (corresp # 223839) indicating that the p/s hose clamp was replaced and the fluid was topped off at dir 36105. There are no charges indicated on the R/O, and no letter or requests attached.

No response from writer.

Action Taken:

Customer Follow-up Y/N:

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

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 645857 Cus Ident 16882451 Legal Note Type Summary Note

Customer Address [REDACTED]

Palm Beach Gardens FL [REDACTED]

Phone [REDACTED] Phone Location Residence

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

Sell Dlr 14302 BILL USSERY MOTORS INC. CORAL GABLES FL

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2YA [REDACTED]
Mileage 40144 Prod Date 11/29/1999 Warr Date 03/17/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	08/06/2003 15:59:37	John Hoey	4605

Summary Notes

08/06/2003 15:59:29 John Hoey 4605

Primary Phone: [REDACTED]
Current Mileage: 40144
Dealer(s) involved: N/A

Situation: Customer sent a letter to Paul Halata (corresp # 223890) expressing his dissatisfaction with his previous vehicle, a 1999 E320, and the above vehicle. He claims the vehicle was at dlr 14323 because it wouldn't start, and a part allegedly had to be ordered from Baltimore.

Action Taken: Writer spoke to the SM, Gus, at 14323 who stated they installed a DAS control unit, the vehicle was road tested, and returned to the customer on 07/31.

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 646343 **Cus Ident** 2784335 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Ridgefield CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dlr 55103 ESTATE MOTORS, INC. GOLDENS BRID NY
Sell Dlr 55103 ESTATE MOTORS, INC. GOLDENS BRID NY

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E91A [REDACTED]
Mileage 52726 **Prod Date** 10/12/2000 **Warr Date** 11/06/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	08/07/2003 17:08:10	John Hoey	4605

Summary Notes

08/07/2003 17:08:03 John Hoey 4605
Primary Phone: [REDACTED]
Current Mileage: 52726
Dealer(s) involved: N/A

Situation: Customer sent a letter to the CAC (corresp # 223837.) He expressed his dissatisfaction with MBUSA the vehicle, and dlr 55103. He stated SLR liason Robert Daschle was familiar with his situation.

Customer is dissatisfied that dlr 55103 informed him that 1 liter of oil per 1000 kilometers is acceptable oil consumption. Writer is sending a letter to the customer explaining the same.

Action Taken: Writer spoke to Rob who informed the writer the customer is dissatisfied that we could not give him an SLR, and stated he plans on suing MBUSA.

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 648268 **Cus Ident** 10764131 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Ridgecrest CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 05734 HOUSE OF IMPORTS, INC. BUENA PARK CA

Sell Dlr 05758 CALSTAR MOTORS, INC. GLENDALE CA

Last Sell Dlr 05758 CALSTAR MOTORS, INC. GLENDALE CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E6YA [REDACTED]

Mileage 35200 **Prod Date** 03/30/2000 **Warr Date** 07/14/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Parts	Lack of Followup	08/14/2003 09:33:21	John Hoey	4605

Summary Notes

08/14/2003 09:33:15 John Hoey 4605

Primary Phone: [REDACTED]
 Current Mileage: 35200
 Dealer(s) involved: 05734

Situation: Customer sent a letter to the CAC (corresp # 224305.)

Customer claims dlr 05734 installed a pair of 959 PIAA Projector Ion Crystal Fog Lamps. Customer states, "On December 21, 2002, I reported to my service consultant that one of the lamps had become loose and had thereb broken a lens. The lamps were put on order , but to this date they have not arrived. On several occasions since was told that the lamps were not available."

Customer wants to know if the lamps are available, and where he can get them. He claims dlr 05734's poor installation caused them to break, and he thinks it is their responsibility to replace the lamps free of charge.

MBUSA did not offer PIAA 959 lamps - MBUSA offered PIAA 510 lamps.

Action Taken: Writer checked w/ DPS. PIAA Ion kit style 1 BQ6820358 is no longer available - they would have to call PIAA for spare parts - the single lamp BQ6820376 is available.

PIAA 510 Ion fog lamp kit style II BQ6820519 is in stock, and the single style 2 lamp - BQ6820455 is also in stock

Writer will send customer a letter stating the dlr is independently owned and operated and responsible for their daily operations, and explaining MBUSA does not offer a PIAA 959 lamp.

Customer Follow-up Y/N:

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



Summary Note Information

Mercedes Benz of U.S.A

Note ID 660061 **Cus Ident** 20205768 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Shelby Township MI [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

Sell Dlr 39417 MERCEDES-BENZ OF BLOOMFI BLOOMFIELD H MI

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 38945 **Prod Date** 09/20/1999 **Warr Date** 10/12/1999 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	09/24/2003 11:36:15	John Hoey	4605
Dealer Service	Repeat Visit for Same Issue	09/24/2003 11:36:20	John Hoey	4605

Summary Notes

09/24/2003 11:36:08 John Hoey 4605

Primary Phone: [REDACTED]
Current Mileage: 38945
Dealer(s) involved: N/A

Situation: Customer sent an Internet message (corresp # 226448.)

Maria Cruz
 09/17/2003 12:47 PM

 To: John Hoey/171/DCAG/DCX@WK-COOP
 cc:
 Subject: Corr. # 226448 Vehicle Technical Questions (CVTQ)

Regards,

Maria

----- Forwarded by Maria Cruz/171/DCAG/DCX on 09/17/2003 12:44 PM -----

gzobian@iconfinancial.com
 09/16/2003 12:57 PM

 To: mailmaster@mbusa.com
 cc:
 Subject: Vehicle Technical Questions (CVTQ)

Subject: Vehicle Technical Questions (CVTQ) From: gzobian@iconfinancial.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: Shelby

State: MI

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: I have a 2000 ML320 which I purchased used in April of 2003. Still under factory warrenty, which expires October 12 2003, I have taken it to both of my local dealers, Rochester Hills and Bloomfield Hills, total of four times and still have not gotten any results. The car runs very rough for about the first five minutes of starting and then runs normal afterwards. It shakes and almost stalls during the first five minutes. The dealers have re-version coded it and told me that would do the trick, otherwise, the car has no problems according to them. Obviosly, it still does. I've tried every kind of gas and gas station, as they said that might help. My problem still exists. I need some feedback to see what my next step should be. I like the truck, (thou it doesn't have the quali of the Lexus I owned prior to this), but it has gotten to the point where I don't want my wife or anybody else drivin it just in case it stalls in the middle of the road. Please let me know what I shold do next. Thank You,

George Zobaburyan

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Afternoon

Fax: [REDACTED]

VIN Number: 4jgab54e5ya [REDACTED]

Vehicle Year: 2000

Model You Own : ML320

Summary Notes

Action Taken:

Dear [REDACTED]

We regret to learn of your difficulties you have experienced with your 2000 ML320, and apologize for any inconvenience you may have experienced in attending to repairs.

[REDACTED], we trust you understand that we are unable to evaluate your concerns through correspondence. Lacking direct involvement with the operation and servicing of your vehicle makes it impossible to comment with specifics.

If you have technical concerns with your vehicle we suggest you contact the Service Manager at your authorized Mercedes-Benz dealer. He or she is in the best position to evaluate the performance of your vehicle and, if necessary, can request technical assistance from MBUSA to assure your vehicle is performing to factory specifications.

The opportunity to review this matter is appreciated.

John M. Hoey

Customer Follow-up Y/N:

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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 666616 **Cus Ident** 14814084 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Everett WA [REDACTED]

Phone (Phone Location	Residence	
Assign Dlr 84602	PHIL SMART, INC.	SEATTLE	WA
Sell Dlr 84602	PHIL SMART, INC.	SEATTLE	WA
Last Sell Dlr 84615	MERCEDES-BENZ OF BELLEVU	BELLEVUE	WA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E1YA [REDACTED]
Mileage 40265	Prod Date 12/14/1999
Warr Date 01/22/2000	Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Information Inquir	Vehicle Features Inquiry	10/14/2003 19:34:27	John Hoey	4605
Public Relations Issues	Complete satisfaction with MBUSA/product	10/14/2003 19:35:17	John Hoey	4605

Summary Notes

10/14/2003 19:34:16 John Hoey 4605

Customer called the CAC to find out what the BAS/ESP light, and ETS lights are for because they have been lighting up intermittently on his vehicle.

Writer explained the meaning of the lights. Customer stated he will take the vehicle to dlr 84602. Writer informed the customer the SM, can request technical assistance, if needed. Customer stated he knows almost everybody at the dlr.

Customer stated he has had over 20 MB's since he was 16 and expressed his overall satisfaction with the products. He stated he wouldn't drive anything else.

Writer provided ext 4605 for reference and informed him that his comments would be documented.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 676849 **Cus Ident** 7605873 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Winter Springs FL [REDACTED]

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

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 39706 **Prod Date** 09/19/1999 **Warr Date** 10/09/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	11/13/2003 15:14:27	John Hoey	4605
	Overall Dissatisfaction with Service	11/13/2003 15:14:27	John Hoey	4605

Summary Notes

11/13/2003 15:14:05 John Hoey 4605

Customer called the CAC to express his dissatisfaction with the service at dlr 14320. He stated they are not professional and often have to do repeat repairs.

Customer claims the vehicle had to go back to the dlr 3 times for an ESP light - he stated the dlr originally replaced some sensors, and it came back on. Customer stated 3 weeks later the check engine light came on. He stated the dlr told him the vehicle probably needs an alignment (is currently at the dlr for an alignment..) He also stated the dlr returned the vehicle with a loose steering wheel cover once.

Customer also claims he had gone in for an oil consumption test, but no one told him he had to come back to the dlr in 600 miles to have it rechecked. Customer stated the dlr told him they will have to start another oil consumption test.

Writer apologized to the customer for any inconvenience, and informed him that his comments would be documented.

Writer suggested the customer contact the SM who can request technical assistance from MBUSA, if needed.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 676863 Cus Ident 21481616 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Anaheim 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: 4JGAB54E7YA [REDACTED]
 Mileage 52791 Prod Date 05/02/2000 Warr Date 07/18/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Marketing Programs and I	ML Loyalty Certificate Phase II	11/13/2003 15:39:09	John Hoey	4605
Internet	Internet Inquiry	11/13/2003 15:39:05	John Hoey	4605

Summary Notes

11/13/2003 15:39:00 John Hoey 4605

Customer sent an Internet message (corresp # 229018.)

Title: MRS
 First Name: [REDACTED]
 Initial: [REDACTED]
 Last Name: [REDACTED]
 Suffix:
 Street: [REDACTED]
 Address 2:
 City: Anaheim
 State: CA
 Zip: [REDACTED]
 E-mail: [REDACTED]

Comments

While I thought I had placed my \$1000 certificate in my glove box in the M-class I drove, once I got to the dealer realized I forgot it much to my disappointment I could not use it. Oh well, a reminder in the mail was not a pleasant one. Thanks anyways! I really was looking forward to the new M-class which was going to be a larger car I could not wait another year. I love my new E320 but really miss my M320!!!!

Survey Information

Writer called [REDACTED] to advise her that salesperson at her authorized MB dlr can have her ML loyalty certificate reissued if it has been lost. Writer informed the customer the certificate can be applied towards the purchase or lease of a new model year 2003 or 2004 MB vehicle (on the approved list) that is retail delivered between May 1, 2003, and December 31, 2003.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 677815 Cus Ident 13104553 Legal Note Type Summary Note
 Customer [REDACTED]
 Address [REDACTED]

Parkland FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 15317 MERCEDES-BENZ OF POMPANO BEACH FL

Sell Dir 15317 MERCEDES-BENZ OF POMPANO BEACH FL

Last Sell Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E4YA [REDACTED]
 Mileage 41125 Prod Date 05/18/2000 Warr Date 05/23/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/17/2003 13:04:45	John Hoey	4605
Dealer Service	Alternate Transportation Issues	11/17/2003 13:04:42	John Hoey	4605