

PE07-007
HOGAN & HARTSON FOR
DAIMLERCHRYSLER
4/19/2007
ATTACHMENT 1
PART 5 OF 8,

Summary Notes

11/17/2003 13:04:34 John Hoey 4605

Customer sent an Internet message (corresp # 229342..)

Title: [REDACTED]
First Name: [REDACTED]
Last Name: [REDACTED]
Street: [REDACTED]
Address 2:
City: parkland
State: FL
Zip: [REDACTED]
E-mail: [REDACTED]

Comments: I need to bring my car in for a schedules service call and was just informed i now have to pay for my own car rentals. until now i was given a enterprise rent a car not a loaner. my car was purchased at Autohaus in Pompano beach florida , i had bought it thru a family member about 18 months ago and still go to Autohaus. I can not beleive the low level of customer appreciation mercedes is showing. my wife has a lexus and the whole experience is differant than mercedes, pleasant to say the least. to buy a \$50,000 truck and have to be treated lii this is just wrong. with so much competition in the luxury market i question mercedes commitement to your loyal customers. i have driven mercedes before and now question my own loyalty. [REDACTED] □ □ □ □ □ □

Survey Information:
Day Phone Number: [REDACTED] ext:
Evening Phone Number: - ext:
Preferred number: Work
Preferred time to call: Morning
Fax: -
VIN Number: 4jgab72e4ya [REDACTED]
Vehicle Year: 2000
Model You Own : M-Class

Replied:

Dear [REDACTED]

Thank you for your recent Internet message.

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

Please be assured that your comments have been noted, and will be shared with the dealership's management.

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 678870 **Cus Ident** 11397798 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Forney TX [REDACTED]
Phone ([REDACTED]) **Phone Location** Residence
Assign Dir 75568 PARK PLACE MOTORCARS DALLAS TX
Sell Dir 75568 PARK PLACE MOTORCARS DALLAS TX

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E41A [REDACTED]
Mileage 30939 **Prod Date** 02/27/2001 **Warr Date** 03/27/2001 **Model** ML320 2001

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Steering System	Steering System	11/19/2003 10:37:22	John Hoey	4605

Summary Notes

11/19/2003 10:37:11 John Hoey 4605

Customer sent a letter to the CAC (corresp # 229295.) Customer stated, "Since we have owned this automobile the power steering mechanism has failed twice..."

Writer spoke to the SM, Andy, at dlr 75568. He stated the vehicle was in from 11/3 until 11/11 - the customer reported the p/s locked up while driving. SM stated they found the hose rubbing on the rack housing. They replaced the hose assembly, installed updated clamp, and the vehicle was returned to the customer.

Writer spoke to SPOM, Mike Wylie. He stated if the customer is looking to move into another vehicle they are on their own. Writer will draft a response to the customer .

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 680442 Cus Ident 21187007 Legal Note Type Summary Note
Customer [REDACTED]
Address [REDACTED]

Mason OH [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir

Sell Dir 62410 MERCEDES-BENZ OF CINCINN/ CINCINNATI OH

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E4YA [REDACTED]
Mileage 34155 Prod Date 12/21/1999 Warr Date 12/29/1999 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	11/24/2003 14:41:01	John Hoey	4605
Warranty	Extended Limited Warranty Inquiry	11/24/2003 14:41:05	John Hoey	4605

Summary Notes

11/24/2003 14:40:56 John Hoey 4605

Customer sent an Internet message (corresp # 229770.)

Title: MR

First Name: [REDACTED]

Initial: [REDACTED]

Last Name: [REDACTED]

Suffix: [REDACTED]

Street: [REDACTED]

Address 2:

City: Mason

State: OH

Zip: [REDACTED]

E-mail: [REDACTED]

Comments

Dear Mercedes, I recently purchased a previously owned 2000 ML430 with only 33k miles on it and I would like information on extending the Factory, Mercedes-Benz warranty. Thank you , Tim Reed

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: Yes

Day Phone Number: [REDACTED] ext:

Evening Phone Number: - ext:

Preferred number: Work

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

Replied:

Dear [REDACTED]

Thank you for your Internet message.

A Mercedes-Benz Extended Limited Warranty can only be purchased by the original owner during the first twelve (12) months from the new vehicle delivery date.

While we appreciate your patronage of our products we are unable to provide the Extended Limited Warranty coverage you seek since you are not the original owner of the vehicle.

The opportunity to correspond 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 682566 **Cus Ident** 2302079 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Englewood Cliffs NJ [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dlr 51142 BENZEL - BUSCH MOTOR CAR · ENGLEWOOD NJ

Sell Dlr 51142 BENZEL - BUSCH MOTOR CAR · ENGLEWOOD NJ

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E7YA [REDACTED]
Mileage 39791 **Prod Date** 04/26/2000 **Warr Date** 05/09/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Long Wait Time for New Model	12/02/2003 13:20:56	John Hoey	4605

Summary Notes

12/02/2003 13:20:42 John Hoey 4605

[REDACTED] sent a letter to the Michelle Cervantez (corresp # 230155.)

Customer claims he put a \$1000 deposit down with dlr 51142 for an E500 4matic with "special options." Custom claims he kept checking with the sales person Richard Palm and was allegedly told the vehicle would be delayed until December, and then was told Feb 2004. Customer stated he declined to accept other vehicles the dlr offere with different options.

Customer states, "I am very disappointed with this development which has left me no choice but to seriously consider purchasing a BMW and canceling my purchase order with Benzal Busch"

Writer was going to send a written response apologizing to the customer and advising the dlr is responsible for their vehicle allocations. Team leader suggested copying MM, Garret Wetterauw, to see if any assistance can be offered."

Writer cc'd MM, Garret , and left him a voice mail message.
 12/10/2003 15:10:30 John Hoey 4605

Writer left voice mail for MM, Garret regarding the above.

Summary Notes

12/10/2003

17:28:40

John Hoey

4605

Writer spoke to MM. He stated the sales mgr. Joe Herman is familiar with the customer. The customer has very specific wants, and the vehicle he desires is in limited supply - the customer is not necessarily happy with the way, but does understand. He stated the customer still has the vehicle on order. MM stated a response to the customer's letter would not be appropriate considering his ongoing interaction with the dlr.

Writer left voice mail for sales mgr. Joe Herman, at dlr 51142 to see if there was anything he wanted to add to the writer's notes.

No response to the customer's letter per MM.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 682758 **Cus Ident** 20210588 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Torrance CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 51140 CONTEMPORARY MOTOR CAR LITTLE SILVER NJ

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

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E9YA [REDACTED]
Mileage 48270 **Prod Date** 12/20/1999 **Warr Date** 01/14/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Warranty History Request	12/02/2003 16:28:41	John Hoey	4605
Recall / Service Campaign	ML Power Steering Hose Clamp	12/02/2003 16:28:30	John Hoey	4605

Summary Notes

12/02/2003 16:28:16 John Hoey 4605

Customer called the CAC to find out when the ML p/s recall was performed, and wants the vehicle's warranty history. Writer verified the campaign is no longer open. Writer informed the customer to send a request in writing with proof of ownership if he is looking for specific vehicle information.

12/03/2003 19:33:39 John Hoey 4605

Customer left the writer a voice mail regarding corresp # 230621. Customer wanted to know if the response would be mailed or faxed to him.

Writer left voice mail for customer [REDACTED] advising him that we have received his correspondence, and when a response is completed a copy can be both faxed, and mailed. Writer left ext 4605 for reference.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 683328 **Cus Ident** 12973060 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Truckee CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 49702 FLETCHER JONES IMPORTS LAS VEGAS NV

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631741A [REDACTED] **World Vin:** 4JGAB74E7YA [REDACTED]
Mileage 47708 **Prod Date** 01/12/2000 **Warr Date** 02/02/2000 **Model** ML55 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Warranty History Request	12/03/2003 17:24:39	John Hoey	4605

Summary Notes

12/03/2003 17:24:21 John Hoey 4605

Customer called the CAC to find out how to get a copy of his vehicle's maintenance history. Writer informed the customer that MBUSA only has warranty history and only the servicing dlr would have maintenance history. Writer informed the customer to send a request in writing, with proof of ownership, if he wants the warranty histor

12/11/2003 14:17:04 John Hoey 4605

Customer sent a fax (corresp # 230666) requesting warranty history for a vehicle with VIN: 4EZTS20284S [REDACTED] - this is not a valid MB VIN.

Writer left a message with [REDACTED] requesting the customer contact the writer at ext 4605.

12/11/2003 14:23:15 John Hoey 4605

Mr. Gerbi called. He meant to fax the registration for his ML (4JGAB74E7YA [REDACTED]) Customer will fax the correct registration to the writer's attention.

12/11/2003 15:47:11 John Hoey 4605

Customer resent the correct registration. Writer was assigned another corresp #: 231072. Writer will respond to that one.

12/12/2003 17:09:24 John Hoey 4605

Mr. Gerbi called the writer to advise that his fax # (530-582-0197) had not been working in case the writer tried to fax the response to corresp # 231072 previously. The letter has not been printed on letterhead yet - writer put it in the hot folder, and will have it sent to the customer on Monday.

Writer called Mr. Gerbi back (530-582-0160) and advised him I will fax him the warranty history on Monday.

12/15/2003 12:42:40 John Hoey 4605

Writer left voice mail for Mr. Gerbi (530-582-0160) advising the writer is attempting to fax his warranty history, as requested. Writer informed the customer a copy would also be mailed. Provided ext 4605 for reference.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 685635 Cus Ident 10961981 Legal Note Type Summary Note

Customer Address [Redacted]

Orlando FL [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir

Sell Dir 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA

Last Sell Dir 84615 MERCEDES-BENZ OF BELLEVU BELLEVUE WA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [Redacted] World Vin: 4JGAB72E51A [Redacted]
Mileage 53793 Prod Date 10/31/2000 Warr Date 11/22/2000 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Internet	Internet Inquiry	12/10/2003 15:41:22	John Hoey	4605

Summary Notes

12/10/2003 15:41:17 John Hoey 4605

Customer sent an Internet message (corresp # 230547.)

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Orlando

State: FL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: My ML430 has about 54,000 miles on it is about 4000 miles away from it's next scheduled service. I've noticed then my the steering is becoming increasingly difficult and the car feels like it is dragging (you can hear the engine whining a little when you are accelerating from low speed to high) when I initially start the car. Eventually this goes away during driving, but whenever you start the car again, the same thing occurs. My dealer is in a really inconvenient location, so I'd prefer not to go there if possible. Would love any diagnostic advice you can offer. □□ □□ □□ □□ □□ □□ □□ □□ □□

Survey Information:

Day Phone Number: - ext:

Evening Phone Number: - ext:

Preferred number:

Preferred time to call:

Fax: -

VIN Number: 4JGAB72E51A2 [REDACTED]

Vehicle Year: 2001

Model You Own : M-Class

Writer checked w/ tech adviser Bernard who advised to have the customer visit his authorized MB dlr.

REplied:

Dear [REDACTED]

Thank you for your Internet message.

We regret to learn of the difficulties you have experienced with the steering in your 2001ML430, and apologize for any inconvenience you may have experienced. We realize that the need for repairs is seldom pleasant.

[REDACTED] we trust you understand that we are unable to evaluate your concerns through correspondence. Lacking direct involvement with the operation or servicing of your vehicle makes it impossible to comment with specifics. We suggest you contact the Service Manager at your authorized Mercedes-Benz dealership. 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.

If, at any time, you feel the vehicle is unsafe to drive we suggest you contact our Roadside Assistance Department which is available 24 hours per day/7 days per week. They can 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

Summary Note Information

Mercedes Benz of U.S.A

Note ID 774476 **Cus Ident** 11929375 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Lakeshore CA [REDACTED]

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

Sell Dir 05117 HERWALDT MOTORS FRESNO CA
Last Sell Dir 05117 HERWALDT MOTORS FRESNO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E31A [REDACTED]
Mileage 55795	Prod Date 04/27/2001 Warr Date 06/30/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Goodwill ELW	08/12/2004 14:13:02	Robyn Letz	6209
	Post Warranty Consideration Request	08/12/2004 14:13:02	Robyn Letz	6209

Summary Notes

08/12/2004 14:12:48 Robyn Letz 6209

Customer's message:

We want the warranty on our vehicle extended to 100,000 miles and the money we have paid for out of warranty repairs refunded. The quality of the vehicle is far below that which Mercedes Benz advertises its product to be and that which we paid for. Since we bought the vehicle new it has had the following problems: 1. Defective fuel level indicator, similar to a previous problem: See #11 below. (now out of warranty with a cost of \$1900 to repair**) 2. Defective brake light switch (out of warranty with a cost of \$158.00 to repair.) 3. Peeling seat platform (out of warranty and as yet not repaired) 4. Loose inside window piece (out of warranty and as yet not repaired) 5. Defective SEP/ESP control module 6. Cooling system leak in right water cross over 7. Peeling window run channels and door rails 8. Peeling console material 9. Sticking thermostat 10. Defective window switch 11. Defective fuel senders 12. Loose spoiler trim 13. Oil pan and running back leak 14. Windshield washer container leak 15. Defective radiator 16. Defective hose clamp The vehicle currently has approximately 56,600 miles. We have maintained the vehicle according to the service manual and can provide verification via the dealer. In addition to repair costs, we have incurred additional costs due to not being able to use the vehicle for periods of time, traveling the 150 miles roundtrip to and from the dealer to have the vehicle repaired, and time lost from work. Given the history of the vehicle these costs are likely to continue. We bought a Mercedes Benz because we expected to get what Mercedes Benz advertises their vehicle to be: a quality product that is reliable. We did not get what we paid for. We therefore think our request for an extended warranty to 100,000 miles and a refund for the costs of out of warranty repairs is reasonable and appropriate. Philip & Frances Kerridge **Mercedes Benz has waived the \$1400 cost for the part for this repair, an admission to the poor quality of their product. However, we still have to pay the \$500 labor charge, plus travel time and time lost from work to deal with this problem. □□

□□Response:

Dear [REDACTED]

Thank you for your message.

Mercedes-Benz USA only offers an Extended Limited Warranty to the original owner of a new vehicle, to purchase, during the first 12 months of ownership.

Your vehicle came with a New Vehicle Limited Warranty of 48 months or 50,000 miles whichever occurred first. We recognize your disappointment with the need for repairs and the discount offered by your dealer, however Mercedes-Benz USA empowers the service managers of our authorized dealers to make decisions regarding post-warranty consideration.

We understand this is not the response you anticipated, but agree with your dealer that additional financial participation with currently required repairs cannot be justified.

Your acceptance of our company position is appreciated. □ □ □

08/13/2004 10:24:42 Robyn Letz 6209

additional message:

Your company position has guaranteed that this will be the only Mercedes we will ever own, and this ownership for a very short time. The car is for sale.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 819558 Cus Ident 10021002 Legal Note Type Summary Note

Customer
Address

Rancho Santa Mai CA

Phone Phone Location Residence

Assign Dlr 05747 MERCEDES-BENZ OF LAGUNA LAGUNA NIGUE CA

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

Last Sell Dlr

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A World Vin: 4JGAB54E01A
Mileage 47000 Prod Date 02/20/2001 Warr Date 04/23/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Overall Dissatisfaction with Service	12/16/2004 14:19:56	Patricia Murdy	6394

Summary Notes

12/16/2004 14:19:18 Patricia Murdy 6394

Customer contacted the CAC claiming that on Monday her vehicle lost steering & then shut down. Customer claims vehicle was towed in to MB of Laguna Niguel. Customer claims the dealer called her yesterday & advised she could come pick up her vehicle. Customer alleges that when she inquired if it was repaired they allegedly told her they did not know what was wrong because there were no codes, so they took an "educated guess" & replaced the catalytic converter. Customer stated that her husband will not let her drive the vehicle because he is frightened that someone will happen to her & their 2 daughters.

Customer claims her husband drove the vehicle today & the BAS/ESP light & oil light came on. Customer's husband allegedly called House of Imports & they allegedly told him "That could shut the car down." Writer advised customer that the BAS/ESP are related to traction control & would most likely not shut the car down & that was false information. Customer stated she wants out of her lease & does not want the vehicle.

Writer contacted MB of Laguna Niguel. Writer spoke with Richard Uhl - assistant service manager. He advised that the crank shaft position sensor was replaced. Nothing was done to the catalytic converter. Richard advised that the engine, fuel pressure, fuel pump, & other individual components were all inspected due to no diagnostic codes appearing. Richard advised the vehicle was driven 23 miles by the dealer & the issue did not occur again. Richard advised that the customer was recommended to have a B service & they declined it.

Writer called customer & advised her of what Richard told me. Writer fully explained BAS/ESP to customer as well as the oil light may have come on due to the car needing the B Service. Customer stated she felt much better after hearing that the vehicle was inspected. Customer claims that when the service advisor spoke to her husband, he said they didn't know what was wrong with the car & he never advised that individual components in the vehicle were inspected. Customer was satisfied.

Summary Notes

12/17/2004 15:31:48 Patricia Murdy 6394

Customer contacted writer & left a voice mail alleging that yesterday her husband was driving the vehicle home & it died on the freeway. Customer expressed concerns about the safety of her & her family. Customer requested a call back.

12/17/2004 15:39:05 Patricia Murdy 6394

Customer also advised that her husband was currently driving the vehicle into MB of Laguna.

Writer contacted Richard at dealer again. He was unavailable. Writer left callback number & requested he call writer back.

Writer contacted [REDACTED] & advised there was a message left for Richard.

12/17/2004 18:56:43 Patricia Murdy 6394

Writer called Richard at dealer again. He verified vehicle is currently at dealer. According to their paper work, the customer stated, "While driving , vehicle's breaks locked up & veered to the left." When vehicle was previously in was inspected for stalling issues, not for a braking issue. Richard advised vehicle will be driven for a day or 2 after repair is made. Customer presently has a loaner vehicle.

Writer contacted customer to advise. [REDACTED] picked up the phone. He stated that the brakes did not lock up. He stated there was a rapid deceleration & then the vehicle veered to the left. He stated that the vehicle began to decelerate while he was doing around 60 MPH. He stated the vehicle felt like it was going to stall & he heard the tires skid. Customer claims the engine did not turn off. Customer stated he did not say anything about the brakes to his service advisor. He stated he does not want the vehicle back. He is seeking assistance in getting the issue resolved.

Writer called Richard back & advised that the customer stated he mentioned nothing of brakes locking up & that it was a deceleration issue. Richard advised he would look into it.

12/22/2004 18:29:02 Patricia Murdy 6394

[REDACTED] left a message for me requesting I call him back. Writer called him back. He alleged that the dealer called him back & let him know that they did resolve the issue. Customer claims that the dealer drove the vehicle experienced the same issue they did & that it was a sensor problem & they have now replaced the sensor. Customer stated that although the issues are resolved he still does not feel safe in the vehicle & does not want it back.

Writer advised customer to speak with the service manager at the dealer.

12/22/2004 20:50:24 Patricia Murdy 6394

[REDACTED] left 2 voicemails for writer. Customer claims that the dealer left them a message stating that ESP light is this sensor that caused the vehicle to lose power. Customer stated she does not want the car back. Customer stated she does not want to speak to the service manager at the dealer. Message was cut off.

Writer called Richard Uhl at MB of Laguna Niguel & left him a voice mail.

Writer called customer & spoke with [REDACTED] Customer stated at this point she's received so many different responses in regards to this issue that she does not feel comfortable or have any trust in the vehicle. Car is presently at dealer. Customer does not want to take the vehicle back from the dealer - vehicle is ready to be picked up. Customer advised there are 15 months remaining in the lease. At this point customer stated she does not want the vehicle at all. Customer stated her husband refuses to let her get in the vehicle with her children.

Writer will forward this SN to a CR rep to see if we can offer assistance.

01/07/2005 12:18:03 Patricia Murdy 6394

See Referral 175683

[REDACTED] left voicemail for writer stating that it is the 7th of January & It's been over a week since the referral was opened. Customer stated they have not heard from anyone at the dealer & their vehicle is still at the dealer. Customer requested a call back.

Writer will forward note to a CR rep to update the referral.

Summary Notes

01/11/2005 12:57:41 Patricia Murdy 6394

See Referral 175683

██████████ left a voicemail for writer again stating that it has now been 1 month they have been without their vehicle. Customer stated her & her husband "are done." Customer stated if MB is saying that her car is safe to drive she has no problem picking up the vehicle as long as MB provides that to her in writing. Customer stated th she is very upset that nobody from the dealer has called her & this is extremely unprofessional. Customer requested a phone call back.

Writer will forward note to CR rep to update referral.

01/13/2005 14:38:59 Patricia Murdy 6394

See Referral 175683

██████████ contacted writer & advised that Scott Fischer had called them stating that the vehicle is safe. Customer stated that her husband was supposed to meet with Mr. Fischer but he had to work overtime but will be contacting the SPOM to reschedule. They stated they will be picking up the vehicle, however once their lease is up, they will not be purchasing or leasing another MB again.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 943743 **Cus Ident** 2081285 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Land O Lakes FL [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dir 14316 MERCEDES-BENZ OF TAMPA TAMPA FL
Sell Dir 15309 GLAUSER, INC. SARASOTA FL
Last Sell Dir 15309 GLAUSER, INC. SARASOTA FL

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E4YA [REDACTED]
Mileage 50000 **Prod Date** 04/11/2000 **Warr Date** 05/16/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	10/26/2005 10:44:01	Patricia Murdy	6394

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Suspension System	Suspension System	11/03/2006 14:27:09	Lois Grillo	4627

Summary Notes

10/26/2005 10:43:53 Patricia Murdy 6394

Customer contacted the CAC alleging that his check engine light is on & it's something that's come on several times in the past. Customer stated he's concerned it's a recurring issue & not something he should be held responsible for.

Writer advised customer the check engine light can come on for a number of reasons, & it's not necessarily the same thing. Writer advised customer the vehicle is out of warranty & his request for assistance should be directed to the service manager, as he is in the position to review his request & possibly offer assistance.

11/03/2006 14:26:57 Lois Grillo 4627

Customer called alleging that the BAS/ESP lights comes on intermittently while driving and may or may not go out. Customer alleges that this has been happening for at least 3 weeks. Writer referred him to dealer for diagnosis at a dealer and stated that when the light is on he is not getting the benefit of his traction control and that MB recommends that he have repair done. Customer stated that dealer told him that he needs a switch and steering angle. Customer does not believe dealer. Customer wants to know what needs to be done; writer advises that they are unable to diagnose his issue from this vantage point. Writer transferred him to T/C for further info.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 926842 Cus Ident 10854520 Legal N Note Type Summary Note

Customer Address [REDACTED]

Houston TX [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Sell Dir 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Last Sell Dir 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631741A [REDACTED] World Vin: 4JGAB74E0YA [REDACTED]
 Mileage 89103 Prod Date 08/28/2000 Warr Date 09/23/2000 Model ML55 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	09/12/2005 09:43:44	Joseph Leonardi	6255
	Overall Dissatisfaction with Service	09/12/2005 18:40:39	Mark Sluscavage	6234
	Personnel Issues or Complaints	09/12/2005 18:40:39	Mark Sluscavage	6234

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	09/12/2005 09:43:52	Joseph Leonardi	6255

Summary Notes

09/12/2005 09:43:36 Joseph Leonardi 6255

Customer called the CAC in reference to his 2000 ML55 and his service experience at 75116. He states that he having an issue with his BAS/ ESP light.

He stated that he had brought his vehicle to the dealership for this issue before and stated" all the dealership wants to do is drive the vehicle for hundreds of miles".

Writer apologized and informed him that test drives are part of the process for diagnosis. He stated that he is on the way to the dealership now so they can repair the vehicle.

Customer said he left a voice mail for the service manager 1 hour ago and in waiting for a phone call. Writer apologized and informed him that he would document and forward his concerns.

Summary Notes

09/12/2005 14:03:55 NETSTAR

Name : Cyrus Makvandi (Service Manager)
Phone : 713-986-6675

Vehicle Performance Issue
Cannot be Duplicated

Reviewed with Customer
Yes (In Person) (Review Date : 09/12/2005 09:00:00)

Additional Information Available
Dealer Requests CAC Contact

09/12/2005 18:40:16 Mark Sluscavage 6234

Customer called back demanding to know "what the rep at MBSUSA transmitted to the dealer!"

Customer claimed he got a call from Cyrus and "didn't appreciate his tone- I like the people there, but they just cannot figure out what is wrong with the vehicle! I don't know if the management there has a clue as to what is going on behind them! I call and get transferred to Mike Walsh, who has been hit in the head so many times he is brain dead and totally useless."

writer advised customer his comments will be noted.

09/13/2005 12:15:10 Joseph Leonardi 6255

Writer called Cyrus and inquired on customer situation. He states that customer did not know campaign on pow steering clamp was performed because it was not replaced with the rigid clamp.

Vehicle was brought to the dealership for the ESP light but dealership is unable to duplicate issues for customer. Vehicle is there today and no codes can be read and the BAS/ESP light is not on.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1007800 Cus Ident 22666738 Legal Note Type Summary Note

Customer Address [Redacted]

Alexandria VA [Redacted]

Phone [Redacted] Phone Location Residence

Assign Dir 80101 MERCEDES-BENZ OF ALEXANDRIA ALEXANDRIA VA

Sell Dir 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631721A [Redacted] World Vin: 4JGAB72E41A [Redacted]
Mileage 45047 Prod Date 10/27/2000 Warr Date 11/16/2000 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/20/2005 10:09:52	Joseph Leonardi	6255

Summary Notes

12/20/2005 10:09:12 Joseph Leonardi 6255

Customer called the CAC in reference to his 2001 ML430. He stated that his vehicle was at the dealership for a BAS/ESP issue. Customer stated that he should not have this issue with a Mercedes. HE informed writer that the dealership is good willing him the parts for the repair but customer has to pay labor.

Writer informed him that that offer is an offer of goodwill and hopes he accepts it in the vein which it was intended but he would not receive further financial assistance.

Customer asked for supervisor , writer declined request informing him of company position.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1010216 Cus Ident 14825367 Legal Note Type Summary Note
 Customer Address [REDACTED]

Reynoldsburg OH [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 62109 MERCEDES-BENZ OF EASTON COLUMBUS OH

Sell Dir 62402 ED POTTER, INC. COLUMBUS OH

Last Sell Dir 62402 ED POTTER, INC. COLUMBUS OH

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E5YA [REDACTED]
 Mileage 40000 Prod Date 05/04/2000 Warr Date 07/10/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	12/21/2005 15:27:05	Joseph Leonardi	6255

Summary Notes

12/21/2005 15:26:58 Joseph Leonardi 6255

Customer called the CAC in reference to his 2000 ML320. He stated that he has had many issues with the vehicle since he has purchased it.

He is seeking post warranty assistance for a BAS /ESP issue. Writer informed him that MB reviews requests for post warranty assistance on a case by case basis through the SM at an authorized MB dealership.

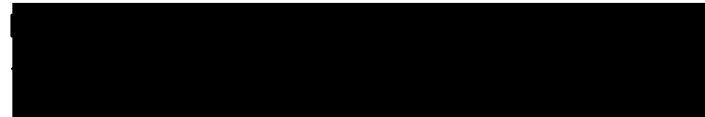
He was informed that his comments will be documented and forwarded.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1098548 Cus Ident 10764022 Legal Note Type Summary Note

Customer
Address



West Roxbury MA

Phone Phone Location Residence

Assign Dir 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA

Sell Dir 36132 MERCEDES-BENZ OF WESTWC WESTWOOD MA

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin	1631541A	World Vin:	4JGAB54E7YA
Mileage	65058	Prod Date	06/28/2000
Warr Date	07/20/2000	Model	ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Quality	Overall Dissatisfaction with Quality	02/27/2006 12:22:30	Joseph Leonardi	6255

Summary Notes

02/27/2006 12:22:01 Joseph Leonardi 6255

Customer called the CAC in reference to their 2000 ML320. He stated that his is disappointed overall with his ownership experience. Customer stated that currently the vehicle has the BAS /ESP light on.

Writer apologized for the inconvenience and informed him that he should contact the SM at an authorized MB dealership as he is in the best position to assist with any outstanding concerns. He was informed that his comments will be documented and forwarded.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1139918 Cus Ident 31238194 Legal Note Type Summary Note

Customer
Address

Monroe Township NJ

Phone Phone Location Business

Assign Dir 51126 DAVID MICHAEL MOTOR CAR C FREEHOLD NJ

Sell Dir 56106 HELMS BROS., INC. BAYSIDE NY

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A World Vin: 4JGAB54E4YA
Mileage 30393 Prod Date 05/11/2000 Warr Date 10/13/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	03/28/2006 09:40:38	Joseph Leonardi	6255

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	03/28/2006 09:40:40	Joseph Leonardi	6255

Summary Notes

03/28/2006 09:40:30 Joseph Leonardi 6255

Customer called the CAC in reference to his 2000 ML320. He stated that the vehicle is currently at the dealership for a BAS/ESP issue.

Customer claims that he has had past issues with the Check engine light and now he is having with the BAS /ESP.

Customer stated that he is speaking to the SM and he has been very helpful but he feels that he is being inconvenienced bringing the vehicle in for these issues.

Writer apologized and informed him that he would document and forward his concerns.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1163853 **Cus Ident** 10160281 **Legal** **Note Type** Summary Note

Customer Address [Redacted]

North Brunswick NJ [Redacted]

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

Sell Dir 51138 INTERCAR, INC. NEWTON NJ
Last Sell Dir 51138 INTERCAR, INC. NEWTON NJ

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631741A [Redacted] **World Vin:** 4JGAB74E9YA [Redacted]
Mileage 87000 **Prod Date** 02/16/2000 **Warr Date** 04/06/2000 **Model** ML55 2000

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	04/13/2006 13:57:46	Joseph Leonardi	6255

Summary Notes

04/13/2006 13:57:33 Joseph Leonardi 6255

Customer called the CAC inquiring on how to reset ESP light. Writer walked him through the procedure.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 578643 **Cus Ident** 14724898 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Studio City CA [REDACTED]

Phone [REDACTED] **Phone Location** Business
Assign Dir 05703 AUTO STIEGLER, INC. ENCINO CA
Sell Dir 05123 MERCEDES-BENZ OF CALABAS CALABASAS CA
Last Sell Dir 05119 MERCEDES-BENZ OF LONG BE SIGNAL HILL CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E0YA [REDACTED]
Mileage 48382 **Prod Date** 02/29/2000 **Warr Date** 04/01/2000 **Model** ML320 2000

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/16/2002 16:29:51	William Maher	6250

Summary Notes

12/16/2002 16:28:37 6250

Customer called stating that his car is going into the dealership for the 4th time for the same thing. Customer states that the ABS/ESP lights continue to come on. Th vehicle is under warrantee still so the charges have been waived but customer states that he is unhappy since he has 49,000 miles on the vehicle now. Dealership allegedly told him that the repairs have been \$7,000.00 and \$18,000.00 dollars. Customer states that dealership told him he should purchase an extended warrantee.

Writer advised customer that he should speak with the service manager at the dealership since he is in the best position to assist him.

12/23/2002 16:43:40 William Maher 6250

Customer called back to see what was going on with his vehicle. Writer asked him if he spoke with the service manager yet per our last conversation. Customer state that he has not and didn't don't what the service manage would do.

Writer advised the customer that the service manager is empowered by Mercedes Benz to make these kind of decisions on our behalf.

01/08/2003 15:48:49 William Maher 6250

Customer called and left message for writer. Writer returned call but customer was not available. Writer left message for customer to call him back.

01/08/2003 15:58:17 William Maher 6250

Customer returned call. Customer claims that the service manager at the dealership told him that he would call him back and allegedly has not.

Writer left message for Pierre, Service manager. Writer requested if he could call the customer just to let him know status. Writer left his phone number as well in case there are any questions.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1165287 **Cus Ident** 14824698 **Legal** **Note Type** Summary Note

Customer Address [REDACTED]

Sugar Land TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr 75128 MERCEDES-BENZ OF SUGAR L SUGAR LAND TX

Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Last Sell Dlr 75116 MERCEDES-BENZ OF HOUSTON HOUSTON TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E5YA [REDACTED]
Mileage 51000 **Prod Date** 12/08/1999 **Warr Date** 12/24/1999 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/14/2006 12:44:51	Julia Hart	6254
Vehicle Quality	Overall Dissatisfaction with Quality	04/14/2006 12:44:59	Julia Hart	6254
	Frequency of Repairs	04/14/2006 12:44:59	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	04/14/2006 12:44:55	Julia Hart	6254

Summary Notes

04/14/2006 12:44:45 Julia Hart 6254

Customer contacted the CAC seeking Post Warranty Assistance.

Customer claims there has been several ongoing electrical concerns throughout the life of this vehicle. Customer stated currently the BAS/ESP lights are illuminated in which he was advised it would cost \$1,100 to repair. Customer claims the vehicle is out of the LNVW & is requesting financial coverage towards the repair.

Writer apologized & advised customer the dealer would be in the best position to review any request for PWA. Writer referred customer to the SM.

Writer assured customer his concerns will be documented & shared accordingly.

04/14/2006 14:56:20 Joseph Leonardi 6255

Customer called again inquiring on who the SM is at the dealership. Writer provided.

04/14/2006 14:59:00 Joseph Leonardi 6255

Customer then told writer that he had a 3rd party warranty. Writer then advised him that he should call his Warranty company.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1520716 Cus Ident 8344741 Legal Note Type Summary Note
Customer Address

Fort Washington MD

Phone Phone Location Residence
Assign Dir 17302 R B M OF ATLANTA, INC. ATLANTA GA
Sell Dir 17302 R B M OF ATLANTA, INC. ATLANTA GA
Last Sell Dir 17302 R B M OF ATLANTA, INC. ATLANTA GA

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A World Vin: 4JGAB54E61A
Mileage 87000 Prod Date 05/14/2001 Warr Date 06/02/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	12/18/2006 15:32:01	Julia Hart	6254
Vehicle Quality	Overall Dissatisfaction with Quality	12/18/2006 15:32:35	Julia Hart	6254
Dealer Service	Repeat Visit for Same Issue	12/18/2006 15:32:01	Julia Hart	6254

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Power Train	Power Train	12/18/2006 15:32:05	Julia Hart	6254
Fuel System	Fuel System	12/18/2006 15:32:25	Julia Hart	6254

Summary Notes

12/18/2006 15:31:51 Julia Hart 6254

Customer contacted the CAC stating he will be in the market to purchase a new MB within the next 2 years, but is disappointed with the quality of his vehicle.

Customer claims the following issue have occurred:

- window regulator was replaced 3x (1x he paid after the LNVW expired)
- BAS/ESP lights were illuminated causing the shifter to stick in park
- fuel sending unit was replaced (MB assisted financially towards repairs)
- both key phab's were replaced

Customer stated he has done research on the internet and found these issue to be "common". Customer stated "MB should address these issues & initiate a recall.

Writer apologized & assured the customer his concerns would be documented & shared on his behalf.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 652767 **Cus Ident** 16917180 **Legal** **Note Type** Summary Note

Customer Address



Apo AP

Phone **Phone Location** Residence

Assign Dlr **Sell Dlr** 17303 **CRITZ INC.** **SAVANNAH** **GA**

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A	World Vin: 4JGAB54EXYA
Mileage 30131	Prod Date 08/07/2000 Warr Date 08/21/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer File Maintenan	Address Update	09/04/2003 00:35:42	Kathleen Durning	4633
Warranty	ML Extended War Undel-Forward Addr Avail	12/07/2004 20:57:59	Thomas Bernstengel	4603
Recall / Service Campaigr	Deliverable Update	08/29/2003 15:17:56	Debra Durkin	7838
	ML Power Steering Hose Clamp	08/29/2003 15:17:56	Debra Durkin	7838

Summary Notes

08/29/2003 15:17:45 Debra Durkin 7838

Customer responded to Safety recall ref#2003040005 with an updated addr, in Seoul, Korea. Requested information on dealerships in that country. RNC in KDM. Updated to Out of USA. Forwarding to Customer Relations for follow-up.

08/29/2003 15:23:47 Debra Durkin 7838


Kyle D. McCreary
 US Embassy-Seoul,Korea
 USDAO-FAO Unit 15550
 APO, AP 96205-5550

Summary Notes

09/04/2003 00:35:24 Kathleen Durning 4633

Corresp # 225677:

Customer requested a response in by e-mail:


Since we do not have a direct affiliation with the distribution of Mercedes-Benz vehicles in Korea we are limited in the information we can provide. Our records indicate the following service location in Seoul :

Han Sung Motor Service Co., Ltd□□□
593-8, Seongsan-dong, Mapo-ku□□□
phone # (02) 3 09 34 21□or□□
(02) 2 44 55 78□□

We hope this information is currently accurate and apologize for our limitations with regard to this matter.

Kathleen Durning
MBUSA,LLC
Customer Relations

12/07/2004 20:57:49 Thomas Bernstengel 4603
greyeyes2020@comcast.net

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1653145 Cus Ident 2455678 Legal Note Type Summary Note

Customer Address [REDACTED]

Avon NC [REDACTED]

Phone [REDACTED] Phone Location Residence Assign Dir

Sell Dir 34203 EURO MOTORCARS, INC. BETHESDA MD

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E2YA [REDACTED]
Mileage 87723 Prod Date 02/15/2000 Warr Date 02/29/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	03/08/2007 16:11:08	Justin Haase	6302

Summary Notes

03/08/2007 16:10:52 Justin Haase 6302
Info on BAS and ESP systems

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1031022 Cus Ident 10708647 Legal Note Type Summary Note
Customer [REDACTED]
Address [REDACTED]

Staten Island NY [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir 51146 RAY CATENA MOTOR CAR COF EDISON NJ
Sell Dir 51146 RAY CATENA MOTOR CAR COF EDISON NJ

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54EXYA [REDACTED]
Mileage 106513 Prod Date 03/24/2000 Warr Date 06/15/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Service	Repeat Visit for Same Issue	01/06/2006 21:04:23	Kristin Kapr	7818

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Engine and Engine Coolin	Engine and Engine Cooling	01/06/2006 21:04:28	Kristin Kapr	7818

Summary Notes

01/06/2006 21:04:12 Kristin Kapr 7818

Customer called the CAC advising he would like his call documented.

The customer stated "I just picked my vehicle up from service at the dealership today. I have tried to call them and leave them a message but their phone system just keeps ringing. I picked my vehicle up and I had a few sensors replaced in the vehicle.

The reason the vehicle was in the dealership was for stalling and the ESP and BAS lights continuously coming on in the vehicle. I wanted to leave them a message to let them know the problem is still occurring. I just picked the vehicle up and paid for the repairs and the same thing. I just want my call to be documented and I will call them after they are open tomorrow."

Writer advised all comments and concerns would be documented and forwarded to the appropriate parties.

Summary Notes

06/22/2006

09:24:35

Lois Grillo

4627

Customer called stating that her independent (Honda) dealer has been unable to resolve her issue with the ESP/BAS light on and that the locks lock/unlock on their own. Writer referred her to the an authorized MB dealer for investigation and repair. Advised that when the ESP/BAS light is on, vehicle does not have the benefit of the traction control system. Writer provided the names of authorized dealers in her area.

Summary Note Information**Mercedes Benz of U.S.A****Note ID** 1457243 **Cus Ident** 10304540 **Legal** **Note Type** Summary Note**Customer**
Address

Grants Pass

OR

Phone**Phone Location** Residence**Assign Dir** 66108 MERCEDES-BENZ OF MEDFOR MEDFORD OR**Sell Dir** 66101 CRATER LAKE MOTORS, INC. MEDFORD OR**Last Sell Dir** 66101 CRATER LAKE MOTORS, INC. MEDFORD OR**Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631541A	World Vin: 4JGAB54E8YA
Mileage 100222	Prod Date 12/16/1999 Warr Date 02/07/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Vehicle Information Inquir	Service Campaign Inquiry	11/03/2006 20:12:41	Kristin Kapr	7818
Warranty	Post Warranty Consideration Request	11/03/2006 20:12:35	Kristin Kapr	7818
	Limited New Car Warranty Inquiry	11/03/2006 20:12:51	Kristin Kapr	7818

Summary Notes

11/03/2006 20:12:25 Kristin Kapr 7818

Customer called the CAC and left a voice a mail for CR requesting a return call. The writer called the customer back.

The customer stated "I was having difficulty with the vehicle. I was driving and all the lights would come on the vehicle would cut out and loose power. I would have to take the key out and restart the vehicle. I brought the vehicle to the dealership it lost power 4 times on the way there. They diagnosed this as an esp module 444114008mi and advised the best they could do to get this part would be one weeks time. I needed my vehicle and told them I could not be without it for a week and they made me sign a waiver in order to drive the vehicle home. I feel this is a safety issue and wanted to know if there are any open recalls or campaigns on the vehicle. want to know if there is any assistance Mercedes can offer to me for this issue. I have owned this vehicle since day one and I would like this to be considered."

The writer advised the customer is outside of the LNVW and there are currently no open recalls or campaigns on this vehicle. the writer advised the customer requests for PWA are reviewed on a case by case basis. the writer advised the customer the dealership service is in the best position to review matters of this nature.

The writer advised the customer all comments and concerns would be documented and forwarded to the appropriate parties.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 993241 Cus Ident 11447196 Legal Note Type Summary Note

Customer Address [REDACTED]

Germantown MD [REDACTED]

Phone [REDACTED] Phone Location Business

Assign Dir 34108 EURO MOTORCARS GERMANTOWN GERMANTOWN MD

Sell Dir 34203 EURO MOTORCARS, INC. BETHESDA MD

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E21A [REDACTED]
Mileage 54733 Prod Date 04/13/2001 Warr Date 04/24/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Other	12/09/2005 17:43:29	Jessica Redzia	6206

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	12/09/2005 17:43:19	Jessica Redzia	6206

Summary Notes

12/09/2005 17:43:14 Jessica Redzia 6206

Customer called RAP via Teleaid and stated her ESP/ETS warning lights were on. Customer stated when asked that vehicle was not on. Customer stated that when vehicle was turned on warning lights disappeared. Writer informed customer that warning lights will come on when vehicle's ignition is in position two. Writer advised customer that if warning lights came on while driving and stayed on she should take vehicle to dealership for service to make sure there are no malfunctions with ETS or ESP systems.

Customer stated that vehicle has been in multiple times for electrical issues. Customer alleged that vehicle's battery has been changed three times in the past few months because "they keep going dead". Customer stated that her keys were replaced twice. Customer claimed that Euro Motorcars (dealer code 34203) replaced keys because "old keys were opening an electrical circuit and draining battery". Customer stated that vehicle has been getting serviced at Euro Motorcars Germantown (dealer code 34108). Customer inquired if there was any way dealership could make sure nothing was draining her battery.

Writer informed customer that her comments would be documented and forwarded to the appropriate parties. Writer advised customer to speak with service manager prior to bringing vehicle in for service. Customer stated she would.

Copy of sum note to TL folder.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1028010 **Cus Ident** 23679674 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Temecula CA [REDACTED]
Phone [REDACTED] **Phone Location** Residence
Assign Dir 05759 MERCEDES-BENZ OF ANAHEIM ANAHEIM CA
Sell Dir 05102 KEYES EUROPEAN, LLC VAN NUYS CA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E71A [REDACTED]
Mileage 53588 **Prod Date** 02/09/2001 **Warr Date** 03/13/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service / Repairs	Repeat Repairs on Same Component	01/04/2006 21:53:54	Mark Sluscavage	6234
Dealer Service	Repeat Visit for Same Issue	01/04/2006 21:53:54	Mark Sluscavage	6234

Summary Notes

01/04/2006 21:53:44 Mark Sluscavage 6234

[REDACTED] phoned the CAC seeking RAP assistance claiming, "the BAS ESP light is on again. I just had this fixe for the fourth time, but now it will not shift out of park."

Writer had customer manually release shifter from park and advised customer to see the dealer for service.

Summary Notes

04/25/2006 15:42:29 Mark Sluscavage 6234

█████ phoned the CAC claiming, "I am really surprised that my Mercedes-Benz is considered to be garbage! I have just had one problem after another and I've been shelling out money left and right for this vehicle and I am NOT satisfied! Consumer reports has rated this vehicle the worst of everything! I wish I had known that before I bought it."

Customer claimed, "I just received two recalls one for the exhaust and another for a belt tensioner. What is going to be next on this?"

Writer advised customer (per VMI) the vehicle is only affected by the Catalytic Converter campaign.

Customer claimed, "Well I definitely got two letters! I bought this with a piece of mind that it is a Mercedes-Benz! All I've had are problems and I'm on a fixed income, I cannot afford this! Don't you stand behind your products?"

Writer advised customer the vehicle is beyond the new vehicle limited warranty of 4 years or 50,000 miles, which ever occurs first.

Writer advised customer to address her concerns with the service manager, who may locally inspect the vehicle I make sure it is operating as designed.

Customer claimed, "Well the BAS ESP and the SRS lights are on. What does that mean?"

Writer advised customer the BAS ESP is a malfunction display and that the SRS light indicates a malfunction in the air bag system.

Writer strongly advised customer to have the vehicle towed to the dealership.

Customer declined tow and claimed, "I will call the dealership. I cannot pay for anymore problems with this car!"

Writer advised customer her comments will be noted.

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

Note ID 949868 **Cus Ident** 23523277 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

South Orange NJ [REDACTED]

Phone [REDACTED]**Phone Location** Residence**Assign Dir** 51118 GLOBE MOTOR CAR CO. FAIRFIELD NJ**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:** 4JGAB54E51A [REDACTED]
Mileage 35000 **Prod Date** 05/31/2001 **Warr Date** 06/21/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Customer at Risk	First Time Customer	01/04/2006 09:22:37	Cynthia Feuss	6289
Warranty	Post Warranty Consideration Request	11/08/2005 14:56:17	Jose M Carbajal	7855
Dealer Service	Personnel Issues or Complaints	12/23/2005 17:36:07	Cynthia Feuss	6289

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/08/2005 14:55:11	Jose M Carbajal	7855

Summary Notes

11/08/2005 14:55:02 Jose M Carbajal 7855

[REDACTED] contact the CAC requesting post warranty assistance. Customer claims that her vehicle has an electrical problem because "once in while I get BAS/ESP and ETS lights on the dash which go away after I turn the car off and restart it."

Customer alleges "problem was never fixed by Globe." Customer now claims that vehicle is out of warranty and an independent shop (Beifus Motors, South Orange NJ contact: Steve) now wants to charge her \$600 to repair issue.

Writer advised that concern will be documented and forwarded for review. Writer advised to discuss concerns with SM at Globe. Writer advised that MBUSA will uphold SM decision.

Summary Notes

12/23/2005 17:35:51 Cynthia Feuss 6289

Corres # 285137: Owner writes to Paul Halata seeking post warranty assistance with window switch (which she has already paid for) and BAS/ESP/ETS light , which she claims has been on ongoing concern since prior to the expiration of the Warranty. Owner alleges 51118 has told her that both of these issues are "common problems". Owner alleges 51118 SM was "downright rude, very difficult to deal with and argumentative." Owner expresses concern with BAS light/brake system. Owner writes "we are both in our 30's and work on Wall Street...none of \$ will come MB's way. In the end I went to another dealer who repaired all of my problems...for a reduced cost (v: 51118)...they were more human then your organization can ever hope to be and for that I will always do business with them. If you stand by your brand then I think you will have the courtesy to reimburse me for the cost of fixing the window and BAS/ESP problems...the experience I have had and the lack of ownership or willingness to help customer are not reflective of a leader in its class."

Following e-mail to SPOM: Dear Mike, Scanned & attached above is Corres # 285137 from [REDACTED] see sum note 949868. Please review and advise if we/dealer are willing to assist/our final position. This is an Exec Hot Letter directed to Paul Halata, Paul Juron to sign response. Thanks for your review.

Regards, Cynthia

12/27/2005 10:28:26 Cynthia Feuss 6289

Email from SPOM: Joe/Chris, Let me know on this, I tell CAC what your call is. Thanks, Mike Willard

12/28/2005 10:15:46 Cynthia Feuss 6289

EMAIL FROM 51118 SM CHRIS TO SPOM: Mike, What the customer has failed to mention is that the vehicle was at an independent repair facility and being told by them that it needed a part. Customer was not willing to make an appointment and bring the car in for diagnosis. It is not being repaired at a dealership as she contends. As usual, am more than happy to repair the customers car as soon as I can, however they would be responsible for the cost of repairs, since the independent had been working on that system. Have a great day. Chris

12/28/2005 11:34:50 Cynthia Feuss 6289

MY REPLY TO SPOM & SM: Gentlemen, Are we reading the same letter & sum notes? In fairness to the owner she does state on page 2 of letter that she took vehicle "to another dealer"; also, in first part of sum note 949868 by Joe, dated 11-8-05 indicates owner told him that she took vehicle to Beifus; so she did not hide this from us. She also states she has already paid \$600. for the repair. As I read the letter, I believe her point/allegation is that when she previously expressed concerns to Globe re: ESP/BAS light coming on that she was told it was a loose connection and that this is a common problem - she feels dealer was not responsive at the time when the car was under warranty. I will write back to owner that her request for reimbursement is declined, and send draft to you Mike for your approval before I send it to Paul Juron to sign on behalf of Paul Halata. Thanks, Cynthia

12/28/2005 11:52:28 Cynthia Feuss 6289

Email to SPOM: Hi Again Mike! Attached above is my draft response for Corres # 285137 (EXEC HOT LETTER from [REDACTED] - SUM 949868. Please review and advise of any necessary changes, corrections, additions , etc. Thanks so much.

Regards, Cynthia

Dear [REDACTED] Thank you for your letter to Paul Halata, who, after reviewing your comments, has asked that I respond on his behalf. We regret the technical difficulty you encountered with your 2001 ML320 and understand that the need for repairs is seldom pleasant. Unfortunately, no manufacturer can guarantee uninterrupted service and repairs will sometimes be necessary. Nonetheless, your disappointment is of course, ours, and we apologize for your expressed dissatisfaction. That you feel Globe Motor Car Co. was unresponsive to your concerns is indeed unfortunate, and you have our assurance that your letter has been shared with our Regional Manager for his review with the dealership's management. However, this will confirm that our authorized dealer Service Managers are fully empowered by Mercedes-Benz USA to review and render a decision regarding any customer's request for post warranty assistance. As such, while we can empathize with your experience, we do support Mr. Burke's determination regarding this matter. Please note also , that we do not provide post warranty assistance for repairs performed by an independent facility with which we have no business relationship. [REDACTED] we realize that this is not the response you hoped for and solicit your understanding and acceptance of our company's position. Thank you for the opportunity to review this matter. Sincerely, Cynthia Feuss Customer Relations Liaison

12/28/2005 12:21:02 Cynthia Feuss 6289

Email from SPOM: Looks good, let her go!!! As per my voice mail....no issues on BAS when it was at Globe for warranty.

Summary Notes

12/29/2005 11:42:53 Cynthia Feuss 6289

Email from Marion to SPOM: Mike, Here's another.... [REDACTED] Should you have any questions, please contact Cynthia directly. Happy New Year! Marion

01/04/2006 09:22:22 Cynthia Feuss 6289

Owner left me a v-mail, I call her back this time/date. Owner complains about vehicle service history and about dealer, claims "this car has had too many problems and MB knows that there are a lot of problems with these car. The dealer is of no help at all which is why I went to the independent, who give much more respect then your dealer and your CEO. Obviously writing to the CEO and telling him that the problem existed before the warranty expired got me no where. I will never buy another Mercedes and will tell my friends and family of how horribly I was treated by your company and your dealership." I apologize to owner for her disappointment, she is not receptive to any feedback I try to provide. I assure I will document and share her comments.

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

Note ID 1149322 **Cus Ident** 10764563 **Legal** **Note Type** Summary Note
Customer [REDACTED]
Address [REDACTED]

Titusville NJ [REDACTED]

Phone [REDACTED] **Phone Location** Residence**Assign Dir** 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILL NJ**Sell Dir** 51147 MERCEDES-BENZ OF PRINCET LAWRENCEVILL NJ**Last Sell Dir****Note to Market Ind:** **Amount****Vehicle Information**

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E2YA [REDACTED]
Mileage 93000 **Prod Date** 05/12/2000 **Warr Date** 07/21/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Warranty	Post Warranty Consideration Request	04/03/2006 15:40:57	Jose M Carbajal	7855

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Service Brake System	Service Brake System	04/03/2006 15:40:47	Jose M Carbajal	7855

Summary Notes

04/03/2006 15:40:32 Jose M Carbajal 7855

Customer called the CAC with regards to repairs on his ML 320.

Customer claims he took vehicle in for a power steering pump replacement and brake service. Customer claims he was quoted a price of "\$945 for the whole repair" but allegedly was charged \$1128.22, which he believes is due to tax charges.

After picking up his vehicle customer claims he experiences "BAS ESP ETS" lights for which he turned around and drove back to the dealership. Customer claims vehicle was plugged to the computer which advised he needed a ABS pump replaced which customer claims to be over \$2000. Customer believes "this is so suspicious that just after I pick it up there is something else that goes wrong."

Customers is requesting for post warranty assistance with the repairs.

Writer advised vehicle is out of warranty by miles and date. Writer advised his concerns will be documented and forwarded for review. Writer advised that whatever decision the SM at the dealership come top will be upheld full by MBUSA.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 1380861 Cus Ident 22326325 Legal Note Type Roadside Assista
 Customer [REDACTED]
 Address [REDACTED]

Wichita KS [REDACTED]

Phone [REDACTED] Phone Location Residence
 Assign Dir

Sell Dir 30100 SCHOLFIELD AUTO PLAZA, L. L WICHITA KS
 Last Sell Dir 30100 SCHOLFIELD AUTO PLAZA, L. L WICHITA KS

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E31A [REDACTED]
 Mileage 64500 Prod Date 06/22/2001 Warr Date 10/08/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Declined Tow	09/09/2006 09:42:17	Paul Harmon	7831

Summary Notes

09/09/2006 09:42:04 Paul Harmon 7831

Customer claims that it feels like the CC is staying on and does not disengage when brakes are pushed.
 Customer claims that the BAS/ESP light is on.
 Writer advised customer not to drive vehicle due to Cruise Control malfunction. Writer advised tow.
 Customer declined tow at this time and wanted to shut vehicle off and see if the CC would reset.
 Writer again advised tow and customer declined.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 968379 Cus Ident 12543574 Legal Note Type Roadside Assista

Customer Address [REDACTED]

Miami FL [REDACTED]

Phone [REDACTED] Phone Location Mobile

Assign Dir

Sell Dir 14302 BILL USSERY MOTORS INC. CORAL GABLES FL

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E6YA [REDACTED]
Mileage 58000 Prod Date 03/08/2000 Warr Date 08/29/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Flat Tire -- Spare OK --	11/21/2005 18:39:09	Steven Shore	6244

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/21/2005 18:39:17	Steven Shore	6244

Summary Notes

11/21/2005 18:38:44 Steven Shore 6244

customer called back and stated that her ESP light is on and vehicle loses power while driving. customer blamed the tech that came out this morning to assist with a flat tire change. after speaking with the tech and customer the

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 968386 Cus Ident 12543574 Legal Note Type Summary Note

Customer Address [REDACTED]

Miami FL [REDACTED]

Phone [REDACTED] Phone Location Mobile Assign Dir

Sell Dir 14302 BILL USSERY MOTORS INC. CORAL GABLES FL

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information	
DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E6YA [REDACTED]
Mileage 58000	Prod Date 03/08/2000 Warr Date 08/29/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Roadside	Flat Tire -- Spare OK --	11/21/2005 18:41:15	Steven Shore	6244

Product Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Electrical System	Electrical System	11/21/2005 18:41:18	Steven Shore	6244

Summary Notes

11/21/2005 18:40:57 Steven Shore 6244

after speaking with the tech and customer the end result was that the flat tire had no effect with the ESP light coming on and to have the dealer look at the vehicle. Suggested a tow

Summary Note Information

Mercedes Benz of U.S.A

Note ID 366583 Cus Ident 14837992 Legal Y Note Type Legal Issue
Customer Address [REDACTED]

Glenwood IL [REDACTED]

Phone [REDACTED] Phone Location Business
Assign Dlr

Sell Dlr 22111 MERCEDES-BENZ OF ORLAND ORLAND PARK IL
Last Sell Dlr 39433 AUTO - STRASSE LTD. ANN ARBOR MI

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E7YA [REDACTED]
Mileage 6166 Prod Date 12/21/1999 Warr Date 02/21/2000 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	07/19/2001 13:31:05	Anne Hawkes	2228

Summary Notes

08/04/2000 12:50:19 Anne Hawkes 2228

Plaintiff demands judgment for alleged breach of warranty with respect to the purchase of her 2000 ML320. It is alleged that the vehicle experienced defects including defective electrical system, as evidenced by intermittent illumination of BAS and ESP light, as well as the "Air Bag Light" inoperable, outside mirrors, rattling and squeaking emanating from the dashboard, defective engine as evidenced by a burning smell from exhaust, defective seats; and windshield wiper smear, and that after a number of attempts to cure the defects, defendants were unable and/or have failed to repair the defects or replace the vehicle.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 416763 Cus Ident 10785743 Legal Y Note Type Legal Issue

Customer Mrs [REDACTED]

Address [REDACTED]

Cranston RI [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 71109 INSKIP AUTOCENTER WARWICK RI

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

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

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	04/16/2001 13:00:48	Anne Hawkes	2228

Summary Notes

04/16/2001 13:01:15 Anne Hawkes 2228

Plaintiff demands judgment with respect to the purchase of her 2000 ML320. It is alleged that the vehicle exhibit defects including vibration, pulling to the right, BAS/ESP warning light indicating malfunction, and scratches to the paint, and that defendant, Inskip Autocenter, failed to repair the vehicle's defects.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 489853 **Cus Ident** 10414458 **Legal** **Note Type** Legal Issue

Customer Address [REDACTED]

Allentown PA [REDACTED]

Phone [REDACTED] **Phone Location** Business

Assign Dir

Sell Dir 67235 KNOPF AUTOMOTIVE ALLENTOWN PA

Last Sell Dir

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E8YA [REDACTED]
Mileage 29875 **Prod Date** 01/08/2000 **Warr Date** 02/28/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	02/28/2002 16:53:00	Anne Hawkes	2228

Summary Notes

02/28/2002 16:54:34 Anne Hawkes 2228

Plaintiff demands judgment for alleged breach of warranty and violations of the Magnuson-Moss Federal Trade Commission Improvement Act, Pennsylvania Unfair Trade Practices and Consumer Protection Law with respect to the purchase of their 2000 ML320. It is alleged that the vehicle exhibited defects and nonconformities including defective right front door weather stripping, paint, driver's side door window, BAS/ESP lights, pocket on the driver's side door, passenger side door speaker and brake, and that Defendants failed to repair the vehicle's defects and nonconformities.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 462425 Cus Ident 5795422 Legal N Note Type SERVICE EXPEI

Customer Address [REDACTED]

Watsonville CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 05606 MERCEDES-BENZ OF MONTER MONTEREY CA

Sell Dir 05606 MERCEDES-BENZ OF MONTER MONTEREY CA

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E3YA [REDACTED]

Mileage 24728 Prod Date 04/05/2000 Warr Date 07/26/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/15/2001 14:08:22	System Administrator	

Summary Notes

11/15/2001 14:08:22 System Administrator

From File 011022SESanswers

Record Sequence Number M1060555

World VIN 4JGAB54E3YA [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT
STAHL MOTOR CO., INC.? Somewhat Dissatisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Somewhat Dissatisfied
"I Specifically Asked For My Car To Be Ready By 4 Pm. It Was Not. They Had
To Keep It Overnight- Very Inconvenient. "

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Fair

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Excellent

7f. COMPLETION OF ALL WORK REQUESTED? Fair

7g. AVAILABILITY OF PARTS FOR SERVICE? Good

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Fair

7i. QUALITY OF WORK PERFORMED? Fair

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Excellent

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? N/A

11b. SERVICE MANAGER? N/A

11c. MECHANIC OR TECHNICIAN? N/A

11d. OTHER? N/A

"No Text"

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

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

"I Do Love The Mercedes, But It Had Been Very Inconvenient To Come From
Santa Cruz To Monterey For Every Little Thing. Mainly The Check Engine And
Esp Light. "

Summary Note Information

Mercedes Benz of U.S.A

Note ID 464694 **Cus Ident** 10833394 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Clifton VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA
Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Last Sell Dir

Note to Market Ind: **Amount** 0.00

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 14:28:32	System Administrator	

Summary Notes

11/21/2001 14:28:33 System Administrator

From File 011030SEAnswers
Record Sequence Number M0927351
World VIN 4JGAB72E0Y [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT

AMERICAN SERVICE CENTER ASSOCIATES? Somewhat Dissatisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Satisfied

"The Running Lights Were Not Fixed. Also, I Now Have Dashboard Lights For Brakes, Esp And Other Indicators That Randomly Appear. Also, Approximately \$40 Was Taken Out Of The Vehicle. "

HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Fair

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Not Applicable

7f. COMPLETION OF ALL WORK REQUESTED? Poor

7g. AVAILABILITY OF PARTS FOR SERVICE? Not Applicable

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

7i. QUALITY OF WORK PERFORMED? Poor

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Poor

FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? N/A

11b. SERVICE MANAGER? N/A

11c. MECHANIC OR TECHNICIAN? Good

11d. OTHER? N/A

"No Text"

13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML430?

"No Text"

14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML430?

"No Text"

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

"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 Years I Owned It. "

Summary Note Information

Mercedes Benz of U.S.A

Note ID 464835 **Cus Ident** 10455752 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Stockton CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA
Sell Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Last Sell Dir 05749 HOEHN MOTORS INC. CARLSBAD CA
Note to Market Ind: **Amount** 0.00

Vehicle Information
DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E7YA [REDACTED]
Mileage 20950 **Prod Date** 01/20/2000 **Warr Date** 02/08/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/21/2001 14:36:25	System Administrator	

Summary Notes

11/21/2001 14:36:26 System Administrator

From File 011031SESanswers
Record Sequence Number M1098297
World VIN 4JGAB54E7YA [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT
MERCEDES-BENZ OF SACRAMENTO? Very Satisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Very Satisfied

"All Problems Were Not Fixed. 1. Did Not Rotate Tires On Service B. 2. Did
Not Write Note On Work Request For The Problem I Had With Heather
Stropping. 3. Uneven Rear - Cupping On Tires Was Not Fixed. "

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Excellent

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Very Good

7f. COMPLETION OF ALL WORK REQUESTED? Fair

7g. AVAILABILITY OF PARTS FOR SERVICE? Good

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Fair

7i. QUALITY OF WORK PERFORMED? Very Good

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Excellent

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? Very Good

11b. SERVICE MANAGER? Very Good

11c. MECHANIC OR TECHNICIAN? N/A

11d. OTHER? N/A

"A. Did Not Clearly Explain The Charge. B. Did Not Address My Concern With
Problem, That Still Exist. Inform Me To Wait For Next Feasible Service & Go
Elsewhere To Have It Done. "

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

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

"It Seems To Me As If The Service Is Getting Worse As The Vehicle Gets
Older. Bas/esp Light Still Lights Up During Driving From Home To Home. It
Appears To Me That ML320 Has Very Poor Quality Control And Poory Built. It
May Not Meet M-b Quality Standard."

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 465702 Cus Ident 10920140 Legal N Note Type SERVICE EXPEI

Customer [REDACTED]
Address [REDACTED]

Dover PA [REDACTED]

Phone [REDACTED] 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 0.00

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E1YA [REDACTED]
Mileage 23851 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 15:47:20	System Administrator	

Summary Notes

11/21/2001 15:47:21 System Administrator

From File 011112SEAnswers
Record Sequence Number M1149200
World VIN 4JGAB72E1YA [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT

SUN MOTOR CARS, INC.? Satisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Satisfied

"Problem Required 6 Return Visits To Repair."

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Excellent

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Good

7f. COMPLETION OF ALL WORK REQUESTED? Good

7g. AVAILABILITY OF PARTS FOR SERVICE? Good

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

7i. QUALITY OF WORK PERFORMED? Good

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Good

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? N/A

11b. SERVICE MANAGER? N/A

11c. MECHANIC OR TECHNICIAN? N/A

11d. OTHER? N/A

"No Text"

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML430?

"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML430?

"No Text"

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

"Sun Motors Did A Fine Job In Resolving The Bas/esp Light Malfunction. Still
Though Additional Electronic Problems Exist - Trippowetar 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."

Summary Note Information

Mercedes Benz of U.S.A

Note ID 465736 Cus Ident 22155966 Legal N Note Type SERVICE EXPEI

Customer Address [REDACTED]

Petaluma CA [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 05106 SMOTHERS EUROPEAN SANTA ROSA CA

Sell Dir 05106 SMOTHERS EUROPEAN SANTA ROSA CA

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631721A [REDACTED] World Vin: 4JGAB72E6YA [REDACTED]
Mileage 19735 Prod Date 03/09/2000 Warr Date 04/10/2000 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 15:47:55	System Administrator	

Summary Notes

11/21/2001 15:47:56 System Administrator

From File 011112SEAnswers
Record Sequence Number M1178523
World VIN 4JGAB72E6YA [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:
3a. THE SERVICE AND REPAIR PERFORMANCE AT SMOTHERS EUROPEAN? Completely Satisfied
3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Completely Satisfied
"No Text"

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?
7b. EASE OF OBTAINING APPOINTMENT? Excellent
7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Excellent
7f. COMPLETION OF ALL WORK REQUESTED? Excellent
7g. AVAILABILITY OF PARTS FOR SERVICE? Excellent
7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Excellent
7i. QUALITY OF WORK PERFORMED? Excellent
7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Excellent

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT, PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:
11a. CASHIER? Excellent
11b. SERVICE MANAGER? Excellent
11c. MECHANIC OR TECHNICIAN? Excellent
11d. OTHER? Excellent
"No Text"

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML430?
"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML430?
"No Text"

-
18. PLEASE ENTER QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS THAT YOU WISH MB USA TO BE AWARE OF:
"Please Explain Why The Bas Esp Light Goes On Periodically. I Cannot Figure Out Why This Happens. "

11/30/2001 21:59:02 Kathleen Garafano 6325

Dialed 707-585-1809. No answer and no machine - no message was left.
NOTE: I asked Andrew about her question on the BAS-ESP light. There is a sensor in each wheel - she should bring car into have each wheel checked. Please relay this information to her when calling her back.

12/04/2001 17:45:40 Edna Martin 6275

Question #13 favorite thing: Spaceousness of the interior. Also appreciate the ergonomic seats.
Question #14 least favorite thing: BAS ESP light flashes sometimes forno apparent reason.
Called: 707-585-1809 - no answer/no machine.
Survey filed in 2nd attempt folder.

12/05/2001 18:41:55 Mary Ellen Smith 6267

Called #(707)585-1809 - no answer/no machine

survey filed in send letter folder

12/10/2001 21:41:25 Eva Christenson

- Letter sent this day to inform customer of our unsuccessful attempts to reach them by telephone.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 465957 **Cus Ident** 10651129 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Richmond Hill NY [REDACTED]

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

Last Sell Dir

Note to Market Ind:	Amount	0.00
----------------------------	---------------	------

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E8YA [REDACTED]
Mileage 23256	Prod Date 05/17/2000 Warr Date 05/26/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/21/2001 15:54:42	System Administrator	

Summary Notes

11/21/2001 15:54:43 System Administrator

From File 011113SESanswers

Record Sequence Number M1189281

World VIN 4JGAB54E8YA [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT

HELMS BROS, INC.? Satisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Completely Satisfied

"No Text"

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Good

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Excellent

7f. COMPLETION OF ALL WORK REQUESTED? Good

7g. AVAILABILITY OF PARTS FOR SERVICE? Excellent

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Good

7i. QUALITY OF WORK PERFORMED? Good

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Good

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? Excellent

11b. SERVICE MANAGER? Excellent

11c. MECHANIC OR TECHNICIAN? N/A

11d. OTHER? Excellent

"No Text"

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

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

"My Cars Bas Esp Warning Light Was On. I Brought It On 10-10-01, Two Days
Later It Kept Turning On. I Called The Service Tech, He Was Sick,
Eventually, The Mgr. Called Me Back And The Problem Was Fixed. "

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 468529 **Cus Ident** 24716466 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Canutillo TX [REDACTED]

Phone [REDACTED]	Phone Location	Residence	
Assign Dir 75556	MERCEDES-BENZ OF EL PASO	EL PASO	TX
Sell Dir 75568	PARK PLACE MOTORCARS	DALLAS	TX

Last Sell Dir

Note to Market Ind:	Amount	0.00
----------------------------	---------------	------

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E7YA [REDACTED]
Mileage 30216	Prod Date 09/27/1999
Warr Date 11/18/2000	Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/30/2001 14:16:19	System Administrator	

Summary Notes

11/30/2001 14:16:19 System Administrator

From File 011130SEAnswers
Record Sequence Number M1235171
World VIN 4JGAB54E7YA [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT

MERCEDES-BENZ OF EL PASO? Satisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Satisfied

"The Length Of Time Told To Us For The Repairs Were Inaccurate And The
Parts Ordered For The Car Were Incorrect. "

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Good

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Fair

7f. COMPLETION OF ALL WORK REQUESTED? Poor

7g. AVAILABILITY OF PARTS FOR SERVICE? Poor

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

7i. QUALITY OF WORK PERFORMED? Good

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Fair

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT,

PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? Very Good

11b. SERVICE MANAGER? Good

11c. MECHANIC OR TECHNICIAN? N/A

11d. OTHER? N/A

"The Cashiers At The Dealership Were Slow And Not Very Sure Of What They're
Doing. The Service Manager Would Leave You Waiting And Help Another
Customer Before He Was Finished Helping You. "

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

-
18. PLEASE ENTER QUESTIONS, COMMENTS, COMPLIMENTS OR CONCERNS

THAT YOU WISH MB USA TO BE AWARE OF:

"No Text"

12/07/2001 13:30:26 Jacquelyn Galletta 6323

Favorite things: "The ESP system, smooth drive, and the way the ML 320 handles when driving.

Least favorite things: "The gas mileage."

Left message for customer at [REDACTED]

Copy of Survey recorded in DocuLogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 470628 **Cus Ident** 10833394 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Clifton VA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA
Sell Dir 80201 AMERICAN SERVICE CENTER ARLINGTON VA

Last Sell Dir

Note to Market Ind: **Amount** 0.00

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	12/10/2001 14:15:12	System Administrator	

Summary Notes

12/10/2001 14:15:12 System Administrator

From File 011030SEAnswers
Record Sequence Number M0927351
World VIN 4JGAB72E0YA [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT

AMERICAN SERVICE CENTER ASSOCIATES? Somewhat Dissatisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Satisfied

"The Running Lights Were Not Fixed. Also, I Now Have Dashboard Lights For Brakes, Esp And Other Indicators That Randomly Appear. Also, Approximately \$40 Was Taken Out Of The Vehicle. "

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Fair

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Not Applicable

7f. COMPLETION OF ALL WORK REQUESTED? Poor

7g. AVAILABILITY OF PARTS FOR SERVICE? Not Applicable

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

7i. QUALITY OF WORK PERFORMED? Poor

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Poor

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? N/A

11b. SERVICE MANAGER? N/A

11c. MECHANIC OR TECHNICIAN? Good

11d. OTHER? N/A

"No Text"

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML430?

"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML430?

"No Text"

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

"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 Years I Owned It. "

Summary Note Information

Mercedes Benz of U.S.A

Note ID 471447 **Cus Ident** 10803108 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

San Diego CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

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

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

Last Sell Dir

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E11A [REDACTED]
Mileage 10148 **Prod Date** 01/11/2001 **Warr Date** 03/08/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	12/12/2001 14:15:29	System Administrator	

Summary Notes

12/12/2001 14:15:30 System Administrator

From File 011212SESanswers

Record Sequence Number M1286370

World VIN 4JGAB54E11A [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT

MERCEDES-BENZ OF SAN DIEGO? Completely Dissatisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Somewhat Dissatisfied

"No Text"

-
HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Poor

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Good

7f. COMPLETION OF ALL WORK REQUESTED? Poor

7g. AVAILABILITY OF PARTS FOR SERVICE? Not Applicable

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

7i. QUALITY OF WORK PERFORMED? Fair

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Very Good

-
FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? N/A

11b. SERVICE MANAGER? N/A

11c. MECHANIC OR TECHNICIAN? N/A

11d. OTHER? N/A

"No Text"

-
13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

-
14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

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

"(letter Enclosed) "

Summary Notes

01/11/2002 18:12:43 Ronald Smith 6315

corresp #196648 (below)

[REDACTED]
San Diego, CA [REDACTED]

Subject: Model ML320

Serial No. 4JGAB54E11A [REDACTED]

Dear [REDACTED]

Thank you for taking the time to complete and return the Service Experience Survey (and attached letter).

We were sorry to learn of the circumstances that generated the need for your letter and subsequent call to our Customer Assistance Center.

It is our understanding your vehicle has since been repaired and is currently operating within factory specifications. If any conditions exist that differ from those already addressed, please bring them to the attention of your local authorized Mercedes-Benz dealer, who stands ready to attend to your service needs.

Your comments are appreciated and will be shared with the appropriate departments within our corporation. We regard your comments as being extremely valuable and are grateful you took the time to share your concerns with us.

Please accept our apology for any inconvenience you may have experienced; we wish you many safe and enjoyable miles ahead.

Sincerely,

Ronald L. Smith
Team Leader Survey & Follow-up Department
Former Referral No. 148671
CC: E. Conner, SPOM 26, Reg 3

CORRES. NO. 196648

Summary Note Information

Mercedes Benz of U.S.A

Note ID 477287 **Cus Ident** 14783661 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

San Diego CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence

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

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

Last Sell Dir

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E01A [REDACTED]
Mileage 5586 **Prod Date** 06/11/2001 **Warr Date** 08/10/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	01/10/2002 14:17:51	System Administrator	

Summary Notes

01/10/2002 14:17:51 System Administrator

From File 020110SEAnswers
Record Sequence Number M1369300
World VIN 4JGAB54E01A [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT

MERCEDES-BENZ OF SAN DIEGO? Completely Dissatisfied

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Somewhat Dissatisfied

"11-28 I Took M1320 To Service To Correct Off Centered Steering Wheel And Broken Side Mirror Assembly, Etc. I Finally Got It Back 12-3. Dropped It Off Again, 12-14 To Fix Bas/esp Light. Didn't Get It Back Till 12-17. I Am Scheduled To Drop It Off 1-8-02 To Fix Off-centered Steering Wheel And Bas/esp Light Again. "

HOW WOULD YOU EVALUATE THIS MB CENTER ON THE FOLLOWING ITEMS?

7b. EASE OF OBTAINING APPOINTMENT? Good

7e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Poor

7f. COMPLETION OF ALL WORK REQUESTED? Poor

7g. AVAILABILITY OF PARTS FOR SERVICE? No Response

7h. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

7i. QUALITY OF WORK PERFORMED? Poor

7j. CLEANLINESS OF VEHICLE AFTER SERVICE? Good

FOR EACH PERSON WITH WHOM YOU HAD CONTACT,
PLEASE INDICATE THEIR LEVEL OF PERFORMANCE:

11a. CASHIER? N/A

11b. SERVICE MANAGER? N/A

11c. MECHANIC OR TECHNICIAN? N/A

11d. OTHER? N/A

"No Text"

13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"No Text"

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

"No Text"

01/21/2002 22:34:00 Denise Davanzo 6265

13. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR ML320?

"Quietness"

14. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR ML320?

"The mirror assembly keeps moving out of adjustments"

Action Taken :

Left message for customer to return call.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 481723 Cus Ident 21696783 Legal N Note Type SERVICE EXPEI

Customer Address [REDACTED]

Omaha NE [REDACTED]

Phone [REDACTED]	Phone Location	Residence
Assign Dir 48100	MERCEDES-BENZ OF OMAHA	OMAHA NE
Sell Dir 48100	MERCEDES-BENZ OF OMAHA	OMAHA NE

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E7YA [REDACTED]
Mileage 9700	Prod Date 06/20/2000 Warr Date 07/31/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	02/04/2002 13:28:38	Sherry Giampaglia	4648