

PE07-007
HOGAN & HARTSON FOR
DAIMLERCHRYSLER
4/19/2007
ATTACHMENT 1
PART 6 OF 8,

Summary Notes

01/28/2002 14:14:46 System Administrator

From File 020128SESanswers

Record Sequence Number M1402406

World VIN 4JGAB54E7YA [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

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

3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Very Satisfied
"Dealer Kept My Truck For Two Add'l. Days Because Of A Part Not In Stock.
Dealership Decided To Perform A Schedule A Maintenance Without My Knowledge
Or Permission."

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? Poor

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

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? 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:

"Why Do You Not Include Tire Rotation In The Schedule A Service? Why Do You
Not Include The Balancing At Servicing? "

02/04/2002 13:28:45 Sherry Giampaglia 4648

Favorite things: Very solid - good feel of the road

Turning radius is very small

Least: Seat memory buttons do not also set rear view mirrors

Seat belts (buckle) rattle again side of interior when not in use

No automatic climate control

Engine noise too loud and can be heard in cabin.

Called [REDACTED] - Customer received another call and asked me to call back in about 5 minutes.

Called [REDACTED] spoke to [REDACTED] who states that BAS/ESP light intermittently comes on again.

Thought dealer corrected problem, but is happening again.

Dealer asked customer to try to bring vehicle in when light is on for help w/diagnosis.

Survey filed in doculogic

Summary Note Information

Mercedes Benz of U.S.A

Note ID 484562 **Cus Ident** 12211562 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Carlsbad NM [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 54101 MERCEDES-BENZ OF ALBUQUE ALBUQUERQUE NM

Sell Dir 54101 MERCEDES-BENZ OF ALBUQUE ALBUQUERQUE NM

Last Sell Dir 65100 JACKIE COOPER IMPORTS TULSA OK

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E01A [REDACTED]
Mileage 19234 **Prod Date** 10/01/2000 **Warr Date** 11/27/2000 **Model** ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	03/05/2002 17:41:37	Ronald Smith	6315

Summary Notes

02/07/2002 14:15:09 System Administrator

From File 020207SESanswers
Record Sequence Number M1436082
World VIN 4JGAB72E01A [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT
PREMIER MOTORCARS LTD. PARTNERSHIP? Completely Satisfied
3b. THE CARE GIVEN BY THE PERSONNEL AT THIS CENTER? Completely Satisfied
"They Finally Fixed The Problem After Keeping My Vehicle An Average On And
Off Of 2 Mos. And Putting Close To 2500 Miles On My 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? Poor
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? Fair
11c. MECHANIC OR TECHNICIAN? N/A
11d. OTHER? N/A

"He Was Driving My Vehicle Out Of Town W/o Permission Of Use. I Recorded
Mileage And Specifically Asked Him Not To Put Miles On Vehicle. "

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:

"They Should Be Aware Of Their Dealers Dishonesty. "

02/28/2002 11:45:59 Deborah Bunker 4603

Writer called 505-910-3685, spoke with the owner not happy at all still not fixed and would like a replacement
vehicle, Wrote up a CA Referral. Survey is in Doculogic.

03/02/2002 17:01:49 Ronald Smith 6315

NTMT is being sent for possible dlr follow-up with while HO awaits call back from owner.

I called and spoke with [REDACTED] who stated that same thing is still happening but his wife would have to
describe it to me. I provided my name and 800# for [REDACTED] call back at her convenience.

03/02/2002 17:02:22 Ronald Smith 6315

Survey is in doculogic and is being discarded.

03/05/2002 17:55:01 Ronald Smith 6315

NTMT

I spoke with [REDACTED] who stated the ESP & BAS light is back on again. Owner stated this will be the six time
the vehicle has been repair for this. Last time the vehicle was in for repair was two months ago. Owner stated
she demonstrated this failure to the dlr two weeks ago and the dlr advised the owner that they were awaiting
repair advice from MBUSA. Owner can be reached at [REDACTED]. I discussed the matter with spom is aware
NTMT will be sent.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 487772 **Cus Ident** 685533 **Legal** N **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Jacksonville FL [REDACTED]

Phone [REDACTED] 114 **Phone Location** Residence

Assign Dir 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

Sell Dir 15320 BRUMOS MOTOR CARS, INC. JACKSONVILLE FL

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

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E11A [REDACTED]
Mileage 36546 **Prod Date** 10/10/2000 **Warr Date** 01/03/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	02/20/2002 14:14:25	System Administrator	

Summary Notes

02/20/2002 14:14:25 System Administrator

From File 020220SEAnswers

Record Sequence Number M1448912

World VIN 4JGAB54E11A [REDACTED]

-
OVERALL, HOW SATISFIED ARE YOU WITH:

3a. THE SERVICE AND REPAIR PERFORMANCE AT
BRUMOS MOTOR CARS, INC.? 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? 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:

"The \$1200.00 Motorola Cell Phone Was A Waste Of Money And I Would Like To
Have The Phone Replaced With The New V60 Motorola Or A Refund. If Not I
Will Never Buy Another Cell Phone Product From Any Mercedes Dealer. "

02/27/2002 11:16:05 Carol Simkins 6329

Favorite: "ESP control, 4 wheel drive."

Least favorite: "\$1,200 Motorola cell phone."

Called (904)-777-1422; left message

Survey in doculogic.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 497664 Cus Ident 25626720 Legal N Note Type SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Paramus NJ [REDACTED]

Phone	Phone Location	Residence	
Assign Dir 51121	PRESTIGE MOTORS, INC.	PARAMUS	NJ
Sell Dir 51146	RAY CATENA MOTOR CAR COF	EDISON	NJ
Last Sell Dir 51146	RAY CATENA MOTOR CAR COF	EDISON	NJ

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED]	World Vin: 4JGAB54E1YA [REDACTED]
Mileage 34695	Prod Date 02/03/2000 Warr Date 05/23/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	03/19/2002 14:29:50	System Administrator	

Summary Notes

03/19/2002 14:29:50 System Administrator

From File 020318SEAnswers
Record Sequence Number M1511265
World VIN 4JGAB54E1YA [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT PRESTIGE MOTORS, INC.? Somewhat Dissatisfied

3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? Yes

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? Very Satisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT PRESTIGE MOTORS, INC.

4f. TREATED YOU WITH RESPECT? Good

4g. EXPLAINED CHARGES AND WORK PERFORMED? Poor

4h. ACTED WITH HONESTY AND INTEGRITY? Fair

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Poor

ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Poor

5b. AVAILABILITY OF PARTS FOR SERVICE? Not Applicable

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

5d. QUALITY OF WORK PERFORMED? Poor

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Fair

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Fair

IF CONTACTED BY A REPRESENTATIVE FROM PRESTIGE MOTORS, INC.:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Blank

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML320 SERVICED AT PRESTIGE MOTORS, INC.? Somewhat Likely

15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML320? Very Satisfied

16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Very Likely

19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Somewhat Likely

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

"My Car Was Making Noise On The Front Right Side Since The Day I Bought It. I Had Told Them At The Time Of The Service But They Said It Was Nothing. I Took It For Service B Same Problem Was Addressed. So The Representative Did The Wheel Alignment Without My Permission. When That Was Not Even The Problem. I Had To Pay For It When It Should've Been Free Since It Was Like That Day One. The Car Still Makes The Clicking Noise And I Don't Know What To Do Anymore. Please Call Me At [REDACTED] So I Could Explain To You The Situation. Thank You. "

Summary Notes

03/29/2002 16:54:54 Jamie Novak 6231

(SES continued)

19. WHAT IS YOUR FAVORITE THING(S) ABOUT YOUR CLK320?

"One touch roll up window option, seating, functions, quietness, speed, the appearance."

20. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT YOUR CLK320?

"The ESP button right next to the window button."

Action Taken: Called [REDACTED] Machine. No message left. Called [REDACTED] No answer. Called [REDACTED]. Spoke to client. No concerns at this time.

Survey is in Doculogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 518054 Cus Ident 33522516 Legal N Note Type SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Potomac MD [REDACTED]

Phone [REDACTED] Phone Location Mobile

Assign Dir 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Sell Dir 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E21A [REDACTED]
Mileage 19444 Prod Date 11/16/2000 Warr Date 01/11/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	05/10/2002 14:21:14	System Administrator	

Summary Notes

05/10/2002 14:21:15 System Administrator

From File 020510SEAnswers
Record Sequence Number M1760846
World VIN 4JGAB54E21A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT HERB GORDON AUTO GROUP, INC.? Somewhat Dissatisfied

-
3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? Yes

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? Very Satisfied

-
HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT HERB GORDON AUTO GROUP, INC.

4f. TREATED YOU WITH RESPECT? Very Good

4g. EXPLAINED CHARGES AND WORK PERFORMED? Good

4h. ACTED WITH HONESTY AND INTEGRITY? Good

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Fair

-
ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Poor

5b. AVAILABILITY OF PARTS FOR SERVICE? Fair

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

5d. QUALITY OF WORK PERFORMED? Poor

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Poor

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Good

-
IF CONTACTED BY A REPRESENTATIVE FROM HERB GORDON AUTO GROUP, INC.:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Blank

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

-
14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML320 SERVICED AT HERB GORDON AUTO GROUP, INC.? Somewhat Likely

-
15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML320? Somewhat Dissatisfied

-
16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

-
17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

-
18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Somewhat Likely

-
19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Somewhat Likely

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

"Bas/esp Alarm Was The Problem. Got An Apoinment After 1 Week And I Was Driving At This Time With The Caution Light. [illeg] Contacted The Dealer And Took Back The Vehicle This Time He Said It Was A Loose Terminal Fixed In Few Days And As I Drove- TheSame Problem Again. I Waited Almost 4 Hrs Taking The Vehicle Up And Dow To This Dealer. Finally It Took 3 Days To Fix It. My Impressin Is The Mechanic Is Not Well Quality. "

Summary Notes

05/30/2002 19:53:07 Carol Pantua 4635

Postcard sent as per customer's request to be contacted by mail.

Survey filed in Doculogic.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 521509 **Cus Ident** 21713448 **Legal N** **Note Type** World Trade Cen
Customer [REDACTED]
Address [REDACTED]

Koloa HI [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 20604 THEO DAVIES EUROMOTORS, I HONOLULU HI

Sell Dir 20604 THEO DAVIES EUROMOTORS, I HONOLULU HI

Last Sell Dir

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

Vehicle Information

DBAG Vin 1631721A [REDACTED]	World Vin: 4JGAB72E6YA [REDACTED]
Mileage 13222	Prod Date 02/04/2000 Warr Date 03/31/2000 Model ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	06/29/2002 12:43:53	Ronald Smith	6315

Summary Notes

05/22/2002 14:20:42 System Administrator

From File 020522SEAnswers
Record Sequence Number M1759785
World VIN 4JGAB72E6YA [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT THEODAVIES EUROMOTORS LTD.? Completely Dissatisfied

3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? Yes

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? No Response

HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT THEODAVIES EUROMOTORS LTD.

4f. TREATED YOU WITH RESPECT? Very Good

4g. EXPLAINED CHARGES AND WORK PERFORMED? Poor

4h. ACTED WITH HONESTY AND INTEGRITY? Fair

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Poor

ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Poor

5b. AVAILABILITY OF PARTS FOR SERVICE? Poor

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

5d. QUALITY OF WORK PERFORMED? Poor

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Poor

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Good

IF CONTACTED BY A REPRESENTATIVE FROM THEODAVIES EUROMOTORS LTD.:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Blank

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML430 SERVICED AT THEODAVIES EUROMOTORS LTD.? Very Unlikely

15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML430? Completely Dissatisfied

16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Very Unlikely

19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Somewhat Unlikely

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

"I Am Exasperated. Paid A Fortune For Chevy Like Quality. "

06/28/2002 19:52:41 Donna Tomasi 7846

Q 16 Favorite thing about the ML 430; " Great interior, height, turning radius.

Q 17 Least favorite thing about the ML 430: " Unreliable I ... out American made. -

-Action taken: Called customer at [REDACTED] Spoke to customer she has had the vehicle in 8--10 times for th BAS/ESP lights they are on continually. Also customer claims that she slammed her breaks on and they seemec to be soft. Customer is planning to have the vehicle in again for the breaks and lights to be looked at again.

Writer did give the 800# and created a rep referral.

Summary Notes

06/29/2002 12:44:02 Ronald Smith 6315

Survey is in doculogic and is being discarded.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 527124 Cus Ident 11025403 Legal N Note Type SERVICE EXPEI

Customer Address [REDACTED]

Fairburn GA [REDACTED]

Phone ([REDACTED]) Phone Location Residence

Assign Dir 17330 MERCEDES-BENZ OF SOUTH A ATLANTA GA

Sell Dir 17330 MERCEDES-BENZ OF SOUTH A ATLANTA GA

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E21A [REDACTED]
Mileage 24203 Prod Date 10/10/2000 Warr Date 12/22/2000 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	06/10/2002 14:20:55	System Administrator	

Summary Notes

06/10/2002 14:20:56 System Administrator

From File 020610SEAnswers
Record Sequence Number M1759671
World VIN 4JGAB54E21A [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT CARRIAGE HOUSE IMPORTS, INC.? Completely Dissatisfied

3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? Yes

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? Completely Dissatisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT CARRIAGE HOUSE IMPORTS, INC.

4f. TREATED YOU WITH RESPECT? Fair

4g. EXPLAINED CHARGES AND WORK PERFORMED? Very Good

4h. ACTED WITH HONESTY AND INTEGRITY? Good

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Poor

ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Poor

5b. AVAILABILITY OF PARTS FOR SERVICE? Poor

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

5d. QUALITY OF WORK PERFORMED? Poor

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Poor

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Poor

IF CONTACTED BY A REPRESENTATIVE FROM CARRIAGE HOUSE IMPORTS, INC.:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Blank

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML320 SERVICED AT CARRIAGE HOUSE IMPORTS, INC.? Very Unlikely

15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML320? Somewhat Dissatisfied

16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Somewhat Unlikely

19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Very Unlikely

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

"Please See Attached Letters. Please Note That After I Spoke With Greg Garde I Called Mercedes Benz Usa Headquarters In Nj. I Was Callously Referred Back To The Dealer. At That Point I Wrote The Letter To Mr. Garde Which I Later Decided Not To Mail Because It Seemed Futile Trying To Get A Response Where Insensitivity Abounds. Since I Am Attaching It I Will In Fairness Mail It To Him. I Am Thoroughly Dissatisfied. (attachment). "

06/12/2002 11:06:58 Ronald Smith 6315

Corresp forwarded to C. Relations for handling.

Summary Notes

06/13/2002 12:59:16 Thomas Nardi 6297

Included with the SES was a copy of the letter the owner sent to TA and Greg Garde at Carriage House Imports. Writer has previously spoken to the client , therefore no further action was taken.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 528621 Cus Ident 23635079 Legal N Note Type SERVICE EXPEI

Customer Address [REDACTED]

Miami FL [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 14302 BILL USSERY MOTORS INC. CORAL GABLES FL

Sell Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Last Sell Dir 14310 MERCEDES-BENZ OF MIAMI MIAMI FL

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E21A [REDACTED]
Mileage 25195 Prod Date 12/04/2000 Warr Date 01/09/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	06/13/2002 14:21:24	System Administrator	

Summary Notes

06/13/2002 14:21:25 System Administrator

From File 020613SESanswers
Record Sequence Number M1847645
World VIN 4JGAB54E21A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT BILL USSERY MOTORS INC.? Completely Dissatisfied

-
3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? Yes

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? Satisfied

-
HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT BILL USSERY MOTORS INC.

4f. TREATED YOU WITH RESPECT? Good

4g. EXPLAINED CHARGES AND WORK PERFORMED? Poor

4h. ACTED WITH HONESTY AND INTEGRITY? Poor

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Poor

-
ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Poor

5b. AVAILABILITY OF PARTS FOR SERVICE? No Response

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

5d. QUALITY OF WORK PERFORMED? Poor

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Poor

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Fair

-
IF CONTACTED BY A REPRESENTATIVE FROM BILL USSERY MOTORS INC.:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? No

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

-
14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML320 SERVICED AT BILL USSERY MOTORS INC.? Very Unlikely

-
15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML320? Satisfied

-
16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

-
17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

-
18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Very Likely

-
19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Very Unlikely

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

"I Would Like To Trust That The Work To Be Done Is Done? Being On The Road All The Time I Need To Trust That Work To Be Done And Everything Is Checked. I Found That My Battery Was Not Cked Oil Stick Left Out Dirty Filter Not Changed. This Gave Me The Mistrust On Work Done. Work Was Said That Was Done On Dashboard That Was Not Replaced. Wiper Were Said They Were Replaced They Were Not. I Walked Out Needing Service. I Had To Schedule At Another Dealer. The Service At Bill Ussery Is That Of Low Standard And Not The Prestige And Quality That Mercedes Should Be. Standard Of Quality Service And Expertise Are Not There To My Standards. "

Summary Notes

06/28/2002 14:29:19 Maryellen Bigelow 6308

No call made due to recent contact with CA Rep.
Survey in Referral folder
Survey in Doculogic

07/01/2002 14:22:08 Ronald Smith 6315

Writer discussed the SES survey with T. Trivento. Corresp forwarded to C. Relations for handling.

07/11/2002 09:11:06 Jacquelyn Galletta 6323

Cusotmer's concerns addressed and forwarded to SPOM via NTMT upon her call to the CAC. No further contact necessary.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 558452 **Cus Ident** 10430603 **Legal** N **Note Type** SERVICE EXPEI

Customer Address [REDACTED]

Silver Spring MD [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 34203 EURO MOTORCARS, INC. BETHESDA MD

Sell Dir 34104 HERB GORDON AUTO GROUP, SILVER SPRING MD

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E01A [REDACTED]
Mileage 21719 **Prod Date** 03/27/2001 **Warr Date** 05/01/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	10/08/2002 14:21:02	System Administrator	

Summary Notes

10/08/2002 14:21:03 System Administrator

From File 021008SEAnswers
Record Sequence Number M2111450
World VIN 4JGAB54E01A [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT EURO MOTORCARS, INC.? Completely Satisfied

3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? Yes

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? Completely Satisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT EURO MOTORCARS, INC.

4f. TREATED YOU WITH RESPECT? Excellent

4g. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

4h. ACTED WITH HONESTY AND INTEGRITY? Excellent

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Excellent

ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Excellent

5b. AVAILABILITY OF PARTS FOR SERVICE? Excellent

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Excellent

5d. QUALITY OF WORK PERFORMED? Excellent

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Excellent

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Excellent

IF CONTACTED BY A REPRESENTATIVE FROM EURO MOTORCARS, INC.:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Yes

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Yes

14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML320 SERVICED AT EURO MOTORCARS, INC.? Very Likely

15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML320? Completely Dissatisfied

16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Somewhat Unlikely

19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Very Likely

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

"To Whom It May Concern: Or The Executive Vice President Of Mercedes Benz.

Why This MI320 2001 Has So Many Problems Like Right Window Air Bag Computer

Chips Or Fuel Pump Oil Indicator Lamp Esp. Please Review My Account Or

Service Warranty. How Many Times Has Been To Euromotors To Bring This

Stupid MI320 2001. How Many. Please Call Me In My Office Tel [REDACTED]

Home Phone: [REDACTED] Is My Vehicle Is Lemon Or Junk. This Ridiculous.

I'm Very Dissappointed About My MI320 2001. "

Summary Notes

10/26/2002 14:02:51 Tracey Kelley 6390

16. Favorite: "I don't know to tell you the truth. We have so many problems , we been back & forth to Euro Motor fix this problem. My family almost got killed or accident because of stupid ML320 shutoff engine completely. Please check your record, how many [illeg]. How many? Im glad Euro Motors cars has excellent service advisor like Bill Gross and Jim McGovern. There excellent service manager."

Action: Called [REDACTED] Left 800# message on voice mail.

Called [REDACTED] Left 800# message on voice mail.

10/28/2002 18:48:30 Regina Latourette 4610

Customer called and stated that he is very dissatisfied with vehicle and the number of times he has had to bring i in for service - stated he has had vehicle in for service 12 to 14 times. Customer stated that his service issues have been addressed, he has no confidence in vehicle and is considering contacting the Attorney General regarding "Lemon Law" proceedings. Customer stated that currently his ESP light has come on and is planning to bring the vehicle in to have this reviewed. Customer also conferenced in his sister-in-law, also a 2001 ML owner who has experienced similar problems. Customer stated he wants a buy back on the vehicle. Writer advised customer to contact Service Mgr to discuss his options.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 567853 Cus Ident 12174463 Legal N Note Type SERVICE EXPEI

Customer Address [REDACTED]

Windsor CT [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir 09100 NEW COUNTRY MOTOR CARS, HARTFORD CT

Sell Dir 09100 NEW COUNTRY MOTOR CARS, HARTFORD CT

Last Sell Dir 09100 NEW COUNTRY MOTOR CARS, HARTFORD CT

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E91A [REDACTED]
Mileage 26000 Prod Date 05/30/2001 Warr Date 08/01/2001 Model ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	11/07/2002 14:21:08	System Administrator	

Summary Notes

11/07/2002 14:21:09 System Administrator

From File 021107SESanswers
Record Sequence Number M2227107
World VIN 4JGAB54E91A [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT NEW COUNTRY MOTOR CARS, INC.? Satisfied

-
3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? Yes

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? Completely Dissatisfied

-
HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT NEW COUNTRY MOTOR CARS, INC.

4f. TREATED YOU WITH RESPECT? Excellent

4g. EXPLAINED CHARGES AND WORK PERFORMED? Excellent

4h. ACTED WITH HONESTY AND INTEGRITY? Excellent

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Fair

-
ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Poor

5b. AVAILABILITY OF PARTS FOR SERVICE? Not Applicable

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

5d. QUALITY OF WORK PERFORMED? Not Applicable

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Not Applicable

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Excellent

-
IF CONTACTED BY A REPRESENTATIVE FROM NEW COUNTRY MOTOR CARS, INC.:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Blank

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

-
14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML320 SERVICED AT NEW COUNTRY MOTOR CARS, INC.? Very Likely

-
15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML320? Very Satisfied

-
16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

-
17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

-
18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Likely

-
19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Somewhat Likely

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

"When We Purchased Out Ml320 We Were Told An Sub (same Or Equiv) To The Ml320 Would Be Avail As A Loaner Car (i Transport Many Children & Packages During Working This & Require A Larger Vehicle. However They No Longer Loan An Merceds. They Use Toyota Camery. This Is A Big Inconvenience. "

Summary Notes

11/25/2002

10:47:23

Anna Peet

6305

Survey Completely Dissatisfied for alt trans, POOR for completed all work requested, ability to fix on 1st visit. Contacted customer's husband @ [REDACTED] HE stated that vehicle ESP light was blinking intermittently , an that 2 days after service it started again. Customer needs to bring back to dealer. He stated that alt trans is a big issue. Sales rep promised ML loaner, cust complaining he cannot transport 2 kids and 2 large dogs in a Toyota Camry.

Survey in Doculogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 581574 **Cus Ident** 4814610 **Legal N** **Note Type** SERVICE EXPEI
Customer [REDACTED]
Address [REDACTED]

Fremont CA [REDACTED]

Phone [REDACTED] **Phone Location** Residence
Assign Dir 66607 VALLEY MOTOR COMPANY SALEM OR
Sell Dir 66105 MERCEDES-BENZ OF WILSONV WILSONVILLE OR

Last Sell Dir

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631721A [REDACTED]	World Vin: 4JGAB72E01A [REDACTED]
Mileage 17514	Prod Date 09/08/2000 Warr Date 12/17/2000 Model ML430 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SES - Service Experience Survey	01/20/2003 14:39:45	Sherry Giampaglia	4648
Service / Repairs	Repeat Repairs on Same Component	01/20/2003 14:39:58	Sherry Giampaglia	4648

Summary Notes

01/02/2003 14:21:46 System Administrator

From File 030102SESanswers
Record Sequence Number M2381944
World VIN 4JGAB72E01A [REDACTED]

1. OVERALL, HOW SATISFIED ARE YOU WITH THE SERVICE AND REPAIR PERFORMANCE AT VALLEY MOTOR COMPANY? Somewhat Dissatisfied

3. A. DID YOU REQUIRE TRANSPORTATION WHILE YOUR VEHICLE WAS BEING SERVICED? No

3. D. HOW SATISFIED WERE YOU WITH THE ALTERNATE TRANSPORTATION PROVIDED BY THE DEALER? No Response

HOW WOULD YOU EVALUATE THE CARE PROVIDED TO YOU BY THE SERVICE ADVISOR AT VALLEY MOTOR COMPANY

4f. TREATED YOU WITH RESPECT? Good

4g. EXPLAINED CHARGES AND WORK PERFORMED? Good

4h. ACTED WITH HONESTY AND INTEGRITY? Good

4i. FULFILLED THE COMMITMENTS MADE TO YOU? Fair

ON THE FOLLOWING SERVICE ITEMS?

5a. COMPLETION OF ALL WORK REQUESTED? Fair

5b. AVAILABILITY OF PARTS FOR SERVICE? Good

5c. ABILITY TO FIX PROBLEM ON FIRST VISIT? Poor

5d. QUALITY OF WORK PERFORMED? Not Applicable

5e. KNOWLEDGE OR EXPERTISE OF SERVICE PERSONNEL? Not Applicable

5f. CLEANLINESS OF VEHICLE AFTER SERVICE? Good

IF CONTACTED BY A REPRESENTATIVE FROM VALLEY MOTOR COMPANY:

11b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Blank

11c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

14. WHAT IS THE LIKELIHOOD THAT YOU WILL CONTINUE TO HAVE YOUR ML430 SERVICED AT VALLEY MOTOR COMPANY? Somewhat Likely

15. OVERALL, HOW SATISFIED ARE YOU WITH YOUR ML430? Satisfied

16. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE
"Good One For Wife A City "

17. WHAT IS YOUR LEAST FAVORITE THING(S) ABOUT THIS VEHICLE
"No Text"

18. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING ANOTHER MB VEHICLE? Somewhat Likely

19. IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING FROM THIS DEALER? Very Unlikely

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

"Bas Esp Light Keeps Coming On. Dealer Did Not Fix Will Have To Take Car Back Again. "

01/20/2003 14:39:34 Sherry Giampaglia 4648

Customer Somewhat dissatisfied

Poor rating for ability to fix problem

Says that BAS/ESP light keeps coming on and dealer did not fix it

Called [REDACTED] Left message on answer machine.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 600643 Cus Ident 14858590 Legal N Note Type
Customer [REDACTED]
Address [REDACTED]

Banner Elk NC [REDACTED]

Phone [REDACTED] Phone Location Residence
Assign Dir 59232 HENDRICK MOTORS HICKORY NC
Sell Dir 09113

Last Sell Dir

Note to Market Ind: Amount 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] World Vin: 4JGAB54E11A [REDACTED]
Mileage 32147 Prod Date 10/26/2000 Warr Date 11/02/2000 Model ML320 2001

Summary Notes

03/05/2003 14:21:41 System Administrator

From File 030305SBSanswers
Record Sequence Number M2603383
World VIN 4JGAB54E11A [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

- 1a. HENDRICK MOTORS? Satisfied
- 1b. YOUR ML320? Very Satisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED BY THE MB SALES CONSULTANT FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

- 6b. HONESTY AND INTEGRITY? Good
- 6c. ABILITY TO ANSWER YOUR QUESTIONS? Good

OVERALL, HOW WOULD YOU EVALUATE THE PERFORMANCE OF THE PEOPLE WITH WHOM YOU HAD EXPERIENCE DURING YOUR PURCHASE PROCESS?
8c. FULFILLMENT OF COMMITMENTS MADE DURING THE SALES PROCESS? Good

IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING

- 10a. ANOTHER MB VEHICLE? Very Likely
- 10b. FROM THIS DEALER? Somewhat Likely

DURING THE SALES PROCESS, PLEASE TELL US:

- 11a. WAS THE STARMARK EXTENDED LIMITED WARRANTY REVIEWED TO YOUR SATISFACTION? No
- 11b. WERE YOUR VEHICLE'S FEATURES AND CONTROLS DEMONSTRATED TO YOUR SATISFACTION? Yes
- 11d. WERE YOU PRESENTED WITH A TELE-AID SUBSCRIBER AGREEMENT TO REVIEW AND SIGN? Blank
- 11e. DID YOUR SALES CONSULTANT INSTRUCT YOU TO PUSH THE SOS BUTTON TO ACTIVATE THE TELE-AID SYSTEM? No
- 11f. WERE YOU INTRODUCED TO THE DEALERSHIP'S SERVICE PROCESS (MAKING APPOINTMENTS, TIMING, ALT. TRANSPORT., ETC.)? Yes

14. PLEASE RATE THE OVERALL CONDITION OF YOUR ML320 ON THE DAY YOU RECEIVED IT: Good

IF CONTACTED BY A REPRESENTATIVE FROM HENDRICK MOTORS:

- 15b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? Yes
- 15c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Yes

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

"4 Ets Esp Durability Ease Of Repair/maintenance Including Oil Changes Brakes Filters Etc. "

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

"Wind Noise Around Windshield Flawed Design For Power Steering Hose That Connects To Radiator (not Fixed Since '99?) Not As Quiet Inside As I Would Expect. Cd Changer With Trays That Come Cd's- Too Much Hassle! "

22. WHEN YOUR VEHICLE NEEDS SERVICING, WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR ML320 SERVICED AT HENDRICK MOTORS? Likely

ACCORDING TO OUR RECORDS, YOUR WARRANTY COVERAGE INCLUDES:

- 12 MONTH STARMARK BASIC WARRANTY
 - 23. IS THIS WARRANTY INFORMATION CORRECT? Yes
- "No Text"

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

"Fix Design For Power Steering Hose! I Have Had This Problem Twice W/2 Different Ml's. Dash Lights On '99 Burn Out Sooner Than Expected. Otherwise Great Cars! "

Summary Notes

Summary Note Information

Mercedes Benz of U.S.A

Note ID 607700 **Cus Ident** 14917071 **Legal N** **Note Type**
Customer [REDACTED]
Address [REDACTED]

Colorado Springs CO [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO

Sell Dir 48100 MERCEDES-BENZ OF OMAHA OMAHA NE

Last Sell Dir 08522 MERCEDES-BENZ OF COLORAI COLORADO SPI CO

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E8YA [REDACTED]
Mileage 49562 **Prod Date** 09/30/1999 **Warr Date** 10/25/1999 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SBS - Starmark Buyer Survey	04/09/2003 20:54:40	Theresa Gelfand	6337
Vehicle Quality	Overall Satisfaction with Quality	04/09/2003 20:54:33	Theresa Gelfand	6337
Dealer Sales	Commitments Not Fulfilled As Promised	04/09/2003 20:54:18	Theresa Gelfand	6337
	Overall Dissatisfaction with Sale	04/09/2003 20:54:18	Theresa Gelfand	6337
	Lack of Followup	04/09/2003 20:54:18	Theresa Gelfand	6337
	Delivery Without Explanation of Features	04/09/2003 20:54:18	Theresa Gelfand	6337

Summary Notes

03/27/2003 14:21:31 System Administrator

From File 030327SBSanswers
Record Sequence Number M2658899
World VIN 4JGAB54E8YA [REDACTED]

OVERALL, HOW SATISFIED ARE YOU WITH:

- 1a. PHIL LONG EUROPEAN IMPORTS, LLC.? Somewhat Dissatisfied
1b. YOUR ML320? Very Satisfied

HOW WOULD YOU EVALUATE THE CARE PROVIDED BY THE MB SALES CONSULTANT FROM WHOM YOU PURCHASED YOUR VEHICLE IN REGARD TO:

- 6b. HONESTY AND INTEGRITY? Good
6c. ABILITY TO ANSWER YOUR QUESTIONS? Good

OVERALL, HOW WOULD YOU EVALUATE THE PERFORMANCE OF THE PEOPLE WITH WHOM YOU HAD EXPERIENCE DURING YOUR PURCHASE PROCESS?

- 8c. FULFILLMENT OF COMMITMENTS MADE DURING THE SALES PROCESS? Fair

IN THE FUTURE, WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING

- 10a. ANOTHER MB VEHICLE? Likely
10b. FROM THIS DEALER? Somewhat Unlikely

DURING THE SALES PROCESS, PLEASE TELL US:

- 11a. WAS THE STARMARK EXTENDED LIMITED WARRANTY REVIEWED TO YOUR SATISFACTION? Yes
11b. WERE YOUR VEHICLE'S FEATURES AND CONTROLS DEMONSTRATED TO YOUR SATISFACTION? No
11d. WERE YOU PRESENTED WITH A TELE-AID SUBSCRIBER AGREEMENT TO REVIEW AND SIGN? No
11e. DID YOUR SALES CONSULTANT INSTRUCT YOU TO PUSH THE SOS BUTTON TO ACTIVATE THE TELE-AID SYSTEM? No
11f. WERE YOU INTRODUCED TO THE DEALERSHIP'S SERVICE PROCESS (MAKING APPOINTMENTS, TIMING, ALT. TRANSPORT., ETC.)? No

14. PLEASE RATE THE OVERALL CONDITION OF YOUR ML320 ON THE DAY YOU RECEIVED IT: Fair

IF CONTACTED BY A REPRESENTATIVE FROM PHIL LONG EUROPEAN IMPORTS, LLC.:

- 15b. DID YOU EXPRESS ANY ISSUES OR CONCERNS? No
15c. IF YES, WERE THEY SUCCESSFULLY RESOLVED? Blank

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

"Esp System Especially In Snow."

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

"No Text"

22. WHEN YOUR VEHICLE NEEDS SERVICING, WHAT IS THE LIKELIHOOD THAT YOU WILL HAVE YOUR ML320 SERVICED AT

PHIL LONG EUROPEAN IMPORTS, LLC.? Somewhat Likely

ACCORDING TO OUR RECORDS, YOUR WARRANTY COVERAGE INCLUDES:

24 ADD'L MONTHS (36 TOTAL) STARMARK WARRANTY

23. IS THIS WARRANTY INFORMATION CORRECT? Yes

"No Text"

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

"No Text"

Summary Notes

04/09/2003 20:53:42 Theresa Gelfand 6337

Writer called customer @ [REDACTED] Generic VoiceMail. No message left.
Called [REDACTED] - no answer - no contact made.
Customer somewhat dissatisfied w/dealer & very satisfied w/vehicle.
Features/controls not explained to customer's satisfaction.

04/11/2003 23:44:21 Theresa Gelfand 6337

Postcard sent after 2nd attempt to contact customer by phone.
Survey recorded in Doculogic.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 641030 **Cus Ident** 17152001 **Legal** N **Note Type**
Customer [REDACTED]
Address [REDACTED]

Hartford CT [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Sell Dir 09101 CONTINENTAL MOTORS, INC. FAIRFIELD CT

Last Sell Dir 09115 MERCEDES-BENZ OF FAIRFIEL FAIRFIELD CT

Note to Market Ind: **Amount** 0.00

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E8YA [REDACTED]
Mileage 49000 **Prod Date** 03/20/2000 **Warr Date** 03/31/2000 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Survey and Follow Up	SBS - Starmark Buyer Survey	07/29/2003 12:14:59	Kathleen Vitale	6382

Summary Notes

07/22/2003 14:20:56 System Administrator

From File 030722SBSanswers
Record Sequence Number M2994074
World VIN 4JGAB72E8YA [REDACTED]

-
1. OVERALL, HOW SATISFIED ARE YOU WITH
MERCEDES-BENZ OF FAIRFIELD?

Dissatisfied

-
HOW WOULD YOU EVALUATE THE MB SALES CONSULTANT FROM WHOM
YOU PURCHASED YOUR VEHICLE IN REGARD TO:

2b. HONESTY AND INTEGRITY? Fair

2d. KNOWLEDGE OF MODELS AND FEATURES AVAILABLE? Fair

-
PLEASE TELL US:

4a. WERE THE STARMARK LIMITED WARRANTY AND THE OPTIONAL EXTENDED
LIMITED WARRANTIES REVIEWED TO YOUR SATISFACTION? No

4b. WERE YOUR VEHICLE'S FEATURES AND CONTROLS DEMONSTRATED
TO YOUR SATISFACTION? No

-
IF CONTACTED BY A REPRESENTATIVE FROM
MERCEDES-BENZ OF FAIRFIELD :

9b. DID YOU EXPRESS ANY ISSUES OR CONCERNS?
AND WERE THEY SUCCESSFULLY RESOLVED? Blank

-
WHAT IS THE LIKELIHOOD OF YOUR PURCHASING OR LEASING:

10a. ANOTHER MB VEHICLE? Somewhat Likely

10b. FROM MERCEDES-BENZ OF FAIRFIELD? Very Unlikely

-
11. WHEN YOUR VEHICLE NEEDS SERVICING, WHAT IS THE LIKELIHOOD THAT
YOU WILL HAVE YOUR ML430 SERVICED AT
MERCEDES-BENZ OF FAIRFIELD? No Response

-
14. OVERALL, HOW SATISFIED ARE YOU WITH YOUR STARMARK
ML430? Dissatisfied

-
15. WHAT IS YOUR FAVORITE THING(S) ABOUT THIS VEHICLE?

"No Text"

-
16. DO YOU HAVE ANY SUGGESTIONS FOR IMPROVEMENT OF THE
ML430 FOR THE FUTURE?

"No Text"

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

"It Was In Poor Condition. It Was Not Serviced. I Have To Call A Couple Of
Times. I Have To Drop It Off. "

-
ACCORDING TO OUR RECORDS, YOUR WARRANTY COVERAGE INCLUDES:

36 ADD'L MONTHS (48 TOTAL) STARMARK WARRANTY

18. IS THIS WARRANTY INFORMATION CORRECT? Blank

"No Text"

-

Summary Notes

07/29/2003 12:14:49 Kathleen Vitale 6382

Action Taken/Customer Comments: Dialed [REDACTED] and spoke to customer who claims that her ESP light is on. Customer claims that she has brought this vehicle in numerous times for repairs already, but she still loves the vehicle. Writer provided City/Highway gas mileage for customer b/c customer thought there was something wrong with her vehicle b/c of the amount of gas she was using. Customer was very appreciative of the above information. Customer also claims that when she contacts her service dept. she does not receive any return call. Writer advised customer to contact the Service Mgr. the next time she has a problem. Customer stated she would do so.

Writer left 800# for reference.

Mileage Update: 49000

Survey can be viewed in DocuLogic.

Prepared on : April 17 2007

Summary Note Information

Mercedes Benz of U.S.A

Note ID 461321 Cus Ident 10216737 Legal N Note Type Summary Note

Customer Address [REDACTED]

Bethesda MD [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: 4JGAB54E8YA [REDACTED]
Mileage 20935 Prod Date 12/16/1999 Warr Date 01/31/2000 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	11/12/2001 11:17:09	VINCENT ABUCEWICZ	

Summary Notes

11/12/2001 11:17:15 Gary Williams

srs light has been on three times, window switch replacement, now bas esp light on, clinet wants the vehicle replaced, denied but offered assistance in getting the car repaired, client refused and also would not leave the ca to be repaired.

11/12/2001 11:43:13 Thomas Trivento

Customer contacted CAC rgarding above, being extremely belligerent during conversation with CA Rep. CAC reiterated SPOM Williams position of MBUSA not being in position to take customer out of vehicle, but would intervene technically with dealer to address concerns if necessary. Customer again became angry and requestec telephone no. of executive offices.

11/12/2001 11:51:58 Cynthia Feuss 6289

Marion states owner is calling asking to speak w/ Mr. Halata. I called owner this time/date, she states she is not satisfied w/ SPOM's position, wants car replaced. I advise owner we support SPOM's decision. Owner is very rude ,puts words in my mouth & states she is going to pursue the Lemon Law.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 493587 Cus Ident 10094057 Legal N Note Type Summary Note

Customer Address [Redacted]

Longmeadow MA [Redacted]

Phone [Redacted] Phone Location Residence
Assign Dir

Sell Dir 09100 NEW COUNTRY MOTOR CARS, HARTFORD CT
Last Sell Dir 09100 NEW COUNTRY MOTOR CARS, HARTFORD CT

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [Redacted] World Vin: 4JGAB54E0YA [Redacted]
Mileage 32139 Prod Date 11/18/1999 Warr Date 11/30/1999 Model ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	03/11/2002 16:56:49	KEVIN CANTY	

Summary Notes

03/11/2002 16:56:58 Kevin Canty

Follow-up to previous sum note. TS Rich Marcotte roadtested and electronically tested vehicle using SDS.
1) Accelerator moving away from foot not duplicated. No codes in SDS test for this circuit.. 2) Transmission bucking..does not shift well. Roadtest by TS never duplicated complaint. No codes in SDS test for this circuit. 3) BAS / ESP light intermittently on. Not duplicated on roadtest. However, SDS test indicated defective stop lamp switch. Dealer ordered and replaced.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 451204 **Cus Ident** 10455523 **Legal** N **Note Type** Summary Note

Customer Address [REDACTED]

Alpharetta GA [REDACTED]

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

Sell Dlr 17302 R B M OF ATLANTA, INC. ATLANTA GA

Last Sell Dlr

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E0YA [REDACTED]

Mileage 29481 **Prod Date** 01/18/2000 **Warr Date** 03/09/2000 **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	09/25/2001 18:24:31	MICHAEL ELLIS	7223

Summary Notes

09/25/2001 18:27:07 Michael Ellis 7223

SPOM was asked by service mgr and general mgr at RBM ofAtlanta to review issues with BAS/ESP system on client truck. Client has been towed in for BAS/ESP Light problems were ESP has activated while driving under normal conditions. Dealer has test driven vehicle several times and found that ESP activation was caused by Windshield washer tank leaking fluid onto the Electrical connections for the pump unit causing ESP to activate. Pump unit was replaced and vehicle test driven and tested for codes. no problem noted , no codes found in system. Clients wife picked car up and shortly after leaving dealership BAS/ESP system activated again. Dealer had vehicle towed back to dealership for diagnosis at which time General Mgr asks spom for diagnostc assistance. Spom reviewed initial repairs with shop foreman and verified those repairs. Spom requested wheel sensors be inspected for damage or outside influence. Wheel sensor was found to have been damaged by leakir wheel bearing .Wheel sensor was replaced and test driven with no problem. This am Spom and shop foreman drove vehicle again and then vehicle was checked for codes none noted . vehicle operating normally . spom contacted and owner and reviewed issues and repairs , as to why vehicle vehicle experienced problem after bein repaired the first time. Client very upset as his wife is who drives the vehicle . Spom told client the neither the dealer or Mercedes Benz would return the vehicle to the owner if we were not confident the that that two different causes for the Bas ESP system to activate had not been corrected and tested to verify same. Client indicated he would speak to his wife about repairs. Spom advised client vehicle was ready for

Summary Note Information

Mercedes Benz of U.S.A

Note ID 461494 Cus Ident 14893535 Legal N Note Type Summary Note

Customer Address [REDACTED]

Charlotte NC [REDACTED]

Phone [REDACTED] Phone Location Residence

Assign Dir

Sell Dir 59210 BECK IMPORTS OF THE CAROL CHARLOTTE NC

Last Sell Dir

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631741A [REDACTED] World Vin: 4JGAB74E41A [REDACTED]
Mileage 17572 Prod Date 10/30/2000 Warr Date 12/07/2000 Model ML55 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	11/12/2001 16:25:54	SOPR206	

Summary Notes

11/12/2001 16:26:19 Barry Downing

[REDACTED] has had 3 complaints with stiff steering on his ML55; ESP control unit has been replaced 2 x and the steering box has also been replaced. Most recently the power steering belt failed and caused Mr. Rodgerson to almost run into a ditch at 70 mph. [REDACTED] indicates he has lost all confidence in the safety of the vehicle and wants out of the lease. [REDACTED] does not want to trade into another product. Lease payoff through MBCC is \$64,554. I offered to split the difference with the payoff and auction results with [REDACTED] and he indicated he was going to have his attorney handle the matter.

Summary Note Information

Mercedes Benz of U.S.A

Note ID 476632 **Cus Ident** 16986394 **Legal N** **Note Type** Summary Note

Customer Address [REDACTED]

Clermont FL [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir 14113 CONTINENTAL MOTORCARS, IN MELBOURNE FL

Sell Dir 39433 AUTO - STRASSE LTD. ANN ARBOR MI

Last Sell Dir 14320 MERCEDES-BENZ OF ORLANDO MAITLAND FL

Note to Market Ind: Amount

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E21A [REDACTED]
Mileage 7042 **Prod Date** 04/24/2001 **Warr Date** 07/30/2001 **Model** ML320 2001

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	01/09/2002 10:20:51	DAVE WOOLSEY	

Summary Notes

01/09/2002 10:21:03 Paul Renick

Multiple electrical problems encountered by customer resolved with replacement of AAM and ESP control units according to service manager, Rich Mehalick. pwr

Summary Note Information

Mercedes Benz of U.S.A

Note ID 337937 **Cus Ident** 10077052 **Legal N** **Note Type** Airmatic Suspens

Customer Address [REDACTED]

Carson City NV [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dir

Sell Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Last Sell Dir 05610 MERCEDES-BENZ OF SACRAMI SACRAMENTO CA

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631721A [REDACTED] **World Vin:** 4JGAB72E2YA [REDACTED]
Mileage 500 **Prod Date** 10/16/1999 **Warr Date** 11/19/1999 **Model** ML430 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old S	Summary Note from Old System-NOT ACTIV	03/29/2000 16:01:37	Barbara Conyer	2584

Summary Notes

03/10/2000 12:39:08 Matthew Barrett

3/9/00 After receiving call from CAC P. Mortimer, SPOM telephoned client to arrange for pickup and diagnoses o vehicle. SPOM suggested that due to snow it would be best to pick up vehicle Monday 3/13/00. SPOM offered to pay for alternate transportation starting 3/9/00 if client would feel more comfortable. Client stated he would not need any transportation. Client agreed to picking up vehicle if the following demands were met: 1. Pay previous incurred rental charge - SPOM asked client to provide bill for review. 2. Pay previous incurred hotel charge - SPOM asked client to provide bill for review. 3. Client stated BAS and ESP lights were on. 4. Client stated ABS yellow light on intermittently. 5. Client stated when applying brakes he would intermittently feel "chattering" as if ABS was activating. 6. Client stated that when applying brakes - brake pedal would intermittently go to floor. 7. Client stated that when using cruise control resume function vehicle would keep accelerating until brakes were applied. Client stated he could not duplicate this. 8. Client stated when driving at high speed with hands removed from steering wheel and steering wheel in turned position - wheel sometimes would not return to center or sometimes would swing from side to side. 9. Digital phone be replaced with analog phone - SPOM explained r analog phone was available for vehicle. SPOM reviewed CAC's letter regarding phone options. SPOM explained to Client that the Retailer would need the vehicle to verify and diagnose complaints. SPOM asked clier to compile list of complaints and place it in vehicle so Technician could address each one. SPOM explained tha client might receive call from Technician if they had any questions. SPOM tried to explain to client that driving at high speeds with hands off of steering wheel was not a function that the vehicle was designed for and besides being dangerous would probably result in unusual driving dynamics for the vehicle. The client proceed to make further demands including having Mr. Halata and Mr. Grinzewitsch call him. SPOM explained that while they wer both interested in Client Satisfaction for all Clients, their functions did not always allow for the opportunity to spea to individual clients. SPOM explained that the two people most prepared to resolve his issues were the SPOM ar the Service Manager - both of who he was dealing with at that time. At this point the client stated that until he received a call back from both Mr. Halata and Mr. Grinzewitsch he would not allow his vehicle to be picked up. SPOM left offer open to pick up vehicle. SPOM asked client to call the Service Manager Mr. Watson if he change his mind. Client stated he was amending his law suit on 3/10/00 to ask for more money

Summary Note Information

Mercedes Benz of U.S.A

Note ID 374286 **Cus Ident** 7066314 **Legal N** **Note Type** Summary Note

Customer Address [REDACTED]

Plano TX [REDACTED]

Phone [REDACTED] **Phone Location** Residence

Assign Dlr

Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Last Sell Dlr 75534 EWING AUTOHAUS PLANO TX

Note to Market Ind: **Amount**

Vehicle Information

DBAG Vin 1631541A [REDACTED] **World Vin:** 4JGAB54E7YA [REDACTED]
Mileage 1587 **Prod Date** 06/22/2000 **Warr Date** 08/01/2000 **Model** ML320 2000

General Issues:

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Summary Note from Old	Summary Note from Old System-NOT ACTIV	09/08/2000 18:51:51	CRAIG DEARING	7693

Summary Notes

09/08/2000 18:52:01 Craig Dearing 7693

Client had four past experiences with this retailer which resulted in a very unhappy client. Client demanded a letter to support or discussions. Writer provided same by fax and to the retailer this evening. 9-8-00 [REDACTED] Smith Road Plano, TX [REDACTED] RE: 163154 1A 206936 Dear [REDACTED] I appreciated the opportunity to speak with you last evening. I do apologize the vehicle we delivered as yet has not met our mutual expectations. A recap of our findings is; 1. The issue noted with the ESP light illumination and the transmission shifter being locked in place, was the result of the stop lamp switch adjustment. The retailer adjusted the switch at the mounting surface and that concern was resolved. 2. The oil leak noted was the result of too much sealer being applied at the oil pan after the sending unit was replaced. 3. The console lid / armrest will reflect deflection points in the material from use. This is the result of the materials and structure to maintain a comfortable resting point for your arm. I feel assured given the retailer's commitment to you concerning the repairs that we can meet your expectations. General Manager Mr. Kim Patterson extended a commitment to you for the replacement of your vehicle if these items are not repaired. I certainly applaud Mr. Patterson's gesture to you and will support this effort if it is required. We are all committed to your satisfaction and will do exactly what we agreed upon last evening. I will contact you early next week to confirm we have reconciled the issues at hand with your Mercedes-Benz. I appreciate your understanding. Should any outstanding questions arise please feel free to contact me at 1-800-225-6262 extension 7693. Sincerely, Craig W. Dearing Service and Parts Operations Manager Mercedes - Benz USA

04/17/2007

Customer Assistance Referral

CA Ref ID: 118694 Priors: No Open Date: 11/19/1999 Status: CLS Last Update: 12/01/1999

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence

City: Louisville KY [Redacted] Corres ID:

Agent: Joyce Dever Phone: 6205 Orig By: P Orig CD: H0 Region: 4 Market: 6

Service Retailer: 31403 TAFEL MOTORS, INC. LOUISVILLE KY Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 31403 TAFEL MOTORS, INC. LOUISVILLE KY

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rst
15	73	2	3	08

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E6YA [Redacted]

Mileage: 700 Engine Number: 11294230549410

Prod Date: 09/28/1999 Warranty Start Date: 11/06/1999

Close Agent: Field Closing Date: 12/01/1999

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

Owner	Address	City	State	Zip
[Redacted]	[Redacted]	Louisville	KY	[Redacted]
	Primary		Residence	[Redacted]
	Secondary		Mobile	
	Secondary		Residence	
	Secondary		Residence	
	Expired		Residence	

Customer Assistance Referral -- Full Notes

Open Date: 11/19/1999 10:13:30 Agent: Joyce Dever Phone 6205 Note Type: PC

Client phoned CAC from this retailer - her salesperson called here and put her on the phone. Client states she owned a '98 ML320 and because of problems they experienced they got rid of it and elected to give an M-Class one more try. She says they took delivery of this vehicle two weeks ago and it's back in the shop for the third time. Client says they brought home on a Saturday, on Monday it was returned for passenger side window failure. Says the next Monday the BAS/ESP light went on and it was brought to dealer and fixed. Client says it happened again and went back in on Thursday and currently it is still there and they have asked retailer to keep it until it is fixed. [Redacted] is very disappointed with both experiences and feel as if they made a mistake. She also states she believes the dealership doesn't have the right information or tools to correctly repair vehicle this time. Client left home number [Redacted].

Open Date: 11/22/1999 21:12:33 Agent: Steve Neukam Phone 7226 Note Type: RC

SPOM spoke with client twice today. TS currently inspecting vehicle. SPOM to review file of 1998 ML on next visit set for 11/30/99 and meet with client same day at 12:30.

Open Date: 12/01/1999 09:41:10 Agent: Steve Neukam Phone 7226 Note Type: RC

SPOM needed to reschedule visit due to health reasons. Client confirmed repairs satisfactory. Case closed.

04/17/2007

Customer Assistance Referral

CA Ref ID: 138697 Priors: Both Open Date: 01/16/2001 Status: CLS Last Update: 03/12/2001

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Palm Harbor FL [Redacted] Corres ID:

Agent: Linda Tognetti Phone: 6268 Orig By: E Orig CD: H0 Region: 2 Market: 5

Service Retailer: 14318 LOKEY MOTOR COMPANY CLEARWATER FL Assign Agent: SOM - 26
Orig Retailer: 14318 LOKEY MOTOR COMPANY CLEARWATER FL
Sell Retailer: 14318 LOKEY MOTOR COMPANY CLEARWATER FL

Disp Amt: Corr Fwd: Y Mailgram Sent: N

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E4YA [Redacted]

Mileage: 8995 Engine Number: 11294230687939

Prod Date: 03/29/2000 Warranty Start Date: 05/01/2000

Close Agent: Field Closing Date: 03/12/2001

Close With: O Close By: D Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
10	10	2	3	04

Involved Information

- > [Redacted] Owner, [Redacted] Palm Harbor, FL [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Business
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/16/2001 14:17:10

Agent: Linda Tognetti

Phone 6268

Note Type: PC

Case being generated by Internet message.

"Date: Thu, 4 Jan 2001 10:19:50 -0500

Comment: Unauthenticated sender

X-Mailer: JNet Qsmtp

Subject: Warranty Questions (CWAR)

From: chuckbeck@juno.com

To: mailmaster@mbusa.com

*** Client Assistance ***

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

Contact Information:

Title: MR

First Name: [REDACTED]

Last Name: [REDACTED]

Street: [REDACTED]

Address 2:

City: Palm Harbor

State: FL

Zip: [REDACTED]

E-mail: [REDACTED]

Comments: Dear Mercedes-Benz, In 1999 I purchased my first ML 320. I then went to a 2000 Porsche 911 for a while and missed my ML. I traded the 911 in for a 2000 ML last June. From day one I have had nothing but problems with this ML. It all started with the "Air Bag" light staying on the first day I picked it up. A door panel was removed to reconnect a sensor. Next the EAS, ABS and ESP lights came on. I took it in for repair. The lights came on two more times. I took it in two more times for repair. While I was driving off the lot after the third repair, the ESP light came on again. I called, we were going on vacation, and was assured that there was nothing to worry about. Well, at random it still comes on. Next, the ML won't start. I finally got it started and took it in for repair. The fuel pump was replaced. I'm sorry but that is not the end. The rear wiper motor is now making a horrible sound and the drivers side window will not close. I have an appointment to take it in for repair tomorrow. My first ML was fantastic. This one has been a horrible experience. I would like to remain a Mercedes customer but, I am having second thoughts. Mark Jager with Lokey in Clearwater has been very kind trying to have these problems solved. The service department has done a fair job. Frankly, I can't blame them. It's the car. I have ask about a refund, lemon law, etc. to no avail. We want to remain a Mercedes customers and I'm asking you for assistance and guidance. I would prefer to go into another ML because I know they are all not in this type of mechanical shape.□□ □□ Before I make my next move I would appreciate your input. Thank you, Chuck Beck □□

Survey Information:

Day Phone Number: [REDACTED] ext:

Evening Phone Number: [REDACTED] ext:

Preferred number: Home

Preferred time to call: Morning

Fax: [REDACTED]

VIN Number: 4JGAB54E4YA [REDACTED]

Vehicle Year: 2000

Model You Own : ML320"

Open Date: 01/19/2001 14:55:02

Agent: Larry Stains

Phone

Note Type: PC

REVIEWED CASE WITH RETAILER, PRIOR INVOLVEMENT BY SPOM. CALLED CLIENT AT NUMBER PROVIDED, LEFT MESSAGE WITH VOICE MAIL NUMBER FOR THIS SPOM ADVISING IF HE NEEDS ASSISTANCE THIS WEEK TO CONTACT ME. ADVISED MR. KAMBICH WILL RETURN NEXT WEEK AND CONTACT HIM TO REVIEW HIS CONCERNS.

Open Date: 01/26/2001 10:34:04

Agent: Andrew Kambich

Phone 7221

Note Type: PC

spoke with client this date. client reviewed repair concerns and history with spom and states that he would like to be traded out of the vehicle. spom advised client that repair history is not indicative of vehicle service history. Spom also advised client that MB and retailers would continue to honor the new vehicle warr and make repairs as nec. Also advised client that spom would review trade concerns with retailer.

Open Date: 03/12/2001 11:16:31

Agent: Andrew Kambich

Phone 7221

Note Type: RC

reviewed client issues again with retailer. retailer states that client has elected not to pursue trade until the '02 model ML's arrive. spom advised dealer that should spom intervention be needed at that time, to contact me.

04/17/2007

Customer Assistance Referral

CA Ref ID: 142299 Priors: No Open Date: 05/02/2001 Status: CLS Last Update: 06/21/2001

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Business

City: West Hollywood CA [Redacted] Corres ID: 184970

Agent: Honora Duffy Phone: 6307 Orig By: M Orig CD: H0 Region: 3 Market: 4

Service Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA Assign Agent: SOM - 25

Orig Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA

Sell Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631741A [Redacted] Model: ML55 2001

World VIN: 4JGAB74E01 [Redacted]

Mileage: 2735 Engine Number: 11398160018991

Prod Date: 10/05/2000 Warranty Start Date: 11/06/2000

Grp	Fail	Major	Minor	Rsr
46	52	3	3	13

Close Agent: Field Closing Date: 06/21/2001

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

- [Redacted] - Representative, Law Offices Of William R. Mcge, San Diego, CA 92127
 - Primary Business
 - Secondary Fax
- [Redacted], West Hollywood, CA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Expired Business

Customer Assistance Referral -- Full Notes

Open Date: 05/02/2001 12:25:12 **Agent:** Honora Duffy **Phone** 6307 **Note Type:** PC
Preferred phone: 858-485-9332 (for Lawyer)
Current Mileage: None provided by Lawyer
Former Referral: None

Owner's Lawyer, William R. McGee, sent 4 page typed letter alleging he's been "retained by Louis Adissi to enforce his legal rights regarding the lease under Lemon Law"

Letter long, but contained allegations:

"The subject vehicle suffers from serious defects and non conformities to warranty including, but not limited to:"

1. "Power steering/steering system"
2. "Electrical"
3. "ESP system"
4. "Electrical connectors"
5. "Fuel gauge"
6. "Fuel level indicator system"
7. "Fuel level electrical sensing system"
5. "Glove Box"
6. "Fuel pump and delivery system and more"

"At this time, Mr. Adissi is willing to return subject vehicle to MB of North America and settle this matter for rescission and restitution in the following amount:"

"Lease inception ... \$2,444.00"
"Monthly lease paments (6@1,196.99) ... \$7,181.94"
"Attorney's Fees ... \$2,500"
"Less use of 1,440 miles \$803.32"
Total: \$11,322.62

Other demands are made; letter faxed to SPOM for review

Open Date: 05/14/2001 13:40:57 **Agent:** Les Korngold **Phone** 7325 **Note Type:** RC
Called [REDACTED] office on 5/14/01 and attempted to didscuss the case. [REDACTED] informed me that he has never heard of Louis Adissi.

SPOM will request copy of customer correspondenec form CAC.

Open Date: 05/15/2001 15:22:01 **Agent:** Les Korngold **Phone** 7325 **Note Type:** RC
Received correspondence from CAC on 5/14/01.

Again attempted to contact [REDACTED] office. [REDACTED] acknowledged the case. (There must have been some misunderstanding on previous attempt to contact [REDACTED]. it seems I spoke to different [REDACTED] in San Diego!!)

I explained that I just received athe correspondence and would need some time to review the case. [REDACTED] agreed.

Open Date: 06/01/2001 14:54:31 **Agent:** Les Korngold **Phone** 7325 **Note Type:** RC
Reviewed case and found that the vehicle has been to Beverly Hills on two occasions for complaints of intermittant decrease in steering power assist.

One repair order notes that the T.S. was contacted and it there was no remedy for the problem at the time.

I spoke with [REDACTED] on 6/1/01 and advised that we would consider repurchase of the vehicle as requested. However, I explained that there may be a control unit available which eliminates this problem in most cases. I asked for an opportunity to inspect the car and determine if the vehicle was already equipped with the latest component. [REDACTED] felt this was reasonable and will consult with his client.

Open Date: 06/21/2001 16:49:32 **Agent:** Les Korngold **Phone** 7325 **Note Type:** RC
Market team has decide to repurchase thjis vehicle. SPOM has negotiated with customer Bill McGee and will forward buyback documentation to the region.

Closing case

04/17/2007

Customer Assistance Referral

CA Ref ID: 143135 Priors: Cus Open Date: 06/01/2001 Status: CLS Last Update: 08/30/2001

Address: [REDACTED]

Title:

Phone: - -

City: Crystal Lake

IL [REDACTED]

Corres ID:

Agent: Michael Reger Phone: 6383 Orig By: P Orig CD: H0 Region: 4 Market: 1

Service Retailer: 22427 MOTOR WERKS OF BARRI BARRINGTON IL Assign Agent: SOM - 21

Orig Retailer: 59218 LEITH, INC. RALEIGH NC

Sell Retailer: 59218 LEITH, INC. RALEIGH NC

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [REDACTED] Model: ML320 2000

Grp	Fail	Major	Minor	Rsr
10	10	2	3	13

World VIN: 4JGAB54E5YA [REDACTED]

Mileage: 22000 Engine Number: 11294230715746

Prod Date: 05/30/2000 Warranty Start Date: 10/12/2000

Close Agent: Field Closing Date: 08/30/2001

Close With: D Close By: M Close How: V Owner Satisfied: N

Involved Information

➤ [REDACTED] Owner, [REDACTED], Crystal Lake, IL [REDACTED]

- Primary Residence
- Secondary Residence
- Expired Business
- Expired Residence
- Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/01/2001 10:17:02 Agent: Michael Reger Phone 6383 Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 22,000

Warranty Start Date: 10/12/2000

Starmark Warranty: N

Previous CA Referrals: 134142 (the customer was assisted out of first 1999 ML320 - Alan Baker, SPOM for Raleigh involved at the time)

Previous Summary Notes: 380634 (note from prior vehicle).

The customer called the CAC alleging that the vehicle's ESP and ASR lights are on, the vehicle is making a loud grinding noise while making a left turn (customer thinks the noise is by the left front tire), that when he rolls the windows up in the vehicle using the front switches, the window stops in motion and pauses for a minute before continuing up, and the button on the MCS system the switches cd tracks, has never worked properly. The customer recently moved to Illinois, and never serviced with 22427, but is requesting direct contact with the regional manager; he wishes to be removed from the vehicle. The customer stated that this current vehicle already had numerous visits to dealer 59218 for transmission work.

Open Date: 06/06/2001 01:29:39 **Agent:** Mike Marando **Phone** **Note Type:** PC

I have printed this contact and will contact the customer

Open Date: 06/07/2001 04:08:32 **Agent:** Mike Marando **Phone** **Note Type:** PC

I called the customer on 6/6/01 @ 11:24 left message, Customer called back around 1:00, the customer told me that he was from the east coast and that he has had MBUSA replace one ML for him from a 1999 to a 2000 MY. The customer feels he is have the same problem with his new one as he did with his old one and he would like to be traded out of this one. I told the customer that I would review the vehicle history and return a call back to him.

Open Date: 07/07/2001 11:19:34 **Agent:** Gregg Mault **Phone** 6350 **Note Type:** PC

customer called asking to speak with SPOM Writer told customer that he will leave SPOM a voicemail to call customer.

Open Date: 08/30/2001 09:49:05 **Agent:** Mike Marando **Phone** **Note Type:** RC

I reviewed the clients warranty History, There has been some small issues but notthing that would lead me to assist this customer out of his ML.

04/17/2007

Customer Assistance Referral

CA Ref ID: 147124 Priors: No Open Date: 10/16/2001 Status: CLS Last Update: 11/13/2001

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Athol MA [Redacted]

Corres ID:

Agent: Tiffany Jones Phone: 9988 Orig By: P Orig CD: H0 Region: 1 Market: 6

Service Retailer: 36133 WAGNER MOTOR SALES BOYLSTON MA Assign Agent: SOM - 28

Orig Retailer: 36133 WAGNER MOTOR SALES BOYLSTON MA

Sell Retailer: 36133 WAGNER MOTOR SALES BOYLSTON MA

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rst
72	10	2	3	16

DBAG VIN: 1631721A [Redacted] Model: ML430 2000

World VIN: 4JGAB72E6YA [Redacted]

Mileage: 14935 Engine Number: 11394230186967

Prod Date: 05/03/2000 Warranty Start Date: 06/23/2000

Close Agent: Field Closing Date: 11/13/2001

Close With: O Close By: D Close How: P Owner Satisfied: Y

Involved Information

➤ [Redacted] - Owner [Redacted] Athol, MA [Redacted]

Primary Residence

Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/16/2001 19:02:53 **Agent:** Tiffany Jones **Phone** 9988 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 14935
Warranty Start Date: 06/23/2000
Starmark Warranty: Y **Starmark Retail Date:** 06/14/2001
Starmark Warranty: 12S **Starmark Dlr:** 36133
Previous CA Referrals:

Previous Summary Notes:

Customer contacted the cac seeking mbusa involvement with the diagnosis and repair of her vehicle.

Customer claims that her rear windows go up and down on their own and that after several visits to the service center, the problem still exists.

Customer also claims that her BAS/ ESP light keeps coming on.

Customer claims that the end caps from her running boards are coming off.

Customer stated that "she would like for a regional manager to get involved and properly diagnose her vehicle and make necessary repairs so that she does not have to keep visiting the dealership and taking time off work."

Open Date: 10/18/2001 14:56:33 **Agent:** Kevin Canty **Phone** **Note Type:** RC

10/17/01 SPOM contacted Serv Mgr Cory McLanahan who contacted Owner to make arrangements for service. Technical help available via phone if needed. Not yet brought in for running board issue or BAS/ESP light. Suggested Owner activate rear window locks for testing purposes. Will follow-up with Dealership.

Open Date: 11/09/2001 16:33:08 **Agent:** Kevin Canty **Phone** **Note Type:** RC

SPOM has been following up with Serv Mgr Cory McLanahan. SM has tried calling Customer several times...no answer, no recorder. Serv Mgr will continue to try and contact.

Open Date: 11/13/2001 11:29:00 **Agent:** Kevin Canty **Phone** **Note Type:** RC

11/13/01 Serv Mgr was able to contact Owner. Rear windows going down themselves no longer an issue since using child lock. End caps for running boards are in Dealer stock. Vehicle yet to be brought in at all for ABS / ESP light issue. Dealer to address on 11/28/01 service appointment that is now set.

04/17/2007

Customer Assistance Referral

CA Ref ID: 147495 Priors: No Open Date: 10/30/2001 Status: CLS Last Update: 11/01/2001

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence

City: Medina OH [Redacted] Corres ID:

Agent: Cynthia Feuss Phone: 6289 Orig By: P Orig CD: H0 Region: 4 Market: 5

Service Retailer: 62103 GANLEY AKRON, INC. AKRON OH Assign Agent: SOM - 25
Orig Retailer: 62103 GANLEY AKRON, INC. AKRON OH
Sell Retailer: 62103 GANLEY AKRON, INC. AKRON OH

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A[Redacted] Model: ML320 2000

World VIN: 4JGAB54EXYA[Redacted]

Mileage: 45212 Engine Number: 11294230539461

Prod Date: 11/15/1999 Warranty Start Date: 11/30/1999

Close Agent: Field Closing Date: 11/01/2001

Close With: O Close By: M Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
42	10	1	3	03

Involved Information

> [Redacted] Owner, [Redacted], Medina, OH [Redacted]
 Primary Residence
 Secondary Residence
 Secondary Residence
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/30/2001 09:49:25 Agent: Cynthia Feuss Phone 6289 Note Type: PC
Primary Phone: [Redacted]
Current Mileage: 45212
Warranty Start Date: 11/30/1999
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes:

Owner of 2000 ML320 asks to speak with "someone of authority from Mercedes Benz corporate." Owner alleges ML has been to dealer 9 (Nine) times for ESP light, 17x total since he purchased the vehicle. Owner alleges he has had "way too many problems with this car, I am tired of paying \$650. a month to drive a Camry." Owner alleges the vehicle has been at dealer for 18 out of the last 20 days.

Owner is polite, but states he is "very frustrated, I am ready to file under the Lemon Law. This vehicle has been very problematic and I am very dissatisfied."

Open Date: 10/30/2001 17:22:08

Agent: Scott Hickam

Phone

Note Type: RC

Spom has made contact with customer and dealer. Customer has stated that he has had ongoing issues with the BAS/ESP light coming on.

Customer has stated that his vehicle has been at the dealer for 2 weeks with no update on the needed repair. Spom has contacted dealer and has found that the vehicle has been repaired and is awaiting pick-up. Spom has provided customer with one months lease payment and has contacted the sales department regarding the customers intrest in trading the vehicle in on a '02 Mclass.

Customer has picked his vehicle up after the BAS/ ESP repair and has stated that the vehicle is functioning normally. Customer has stated that he is current talking to the sales department about trading his vehicle in on a '02 Mclass.

04/17/2007

Customer Assistance Referral

CA Ref ID: 148303 Priors: Both Open Date: 11/27/2001 Status: CLS Last Update: 01/02/2002

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence

City: Greensburg PA [Redacted] Corres ID:

Agent: Carol Tobias Phone: 6243 Orig By: P Orig CD: H0 Region: 1 Market: 9

Service Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA Assign Agent: SOM - 31
Orig Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA
Sell Retailer: 68206 BUD SMAIL MOTORCARS, GREENSBURG PA

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
54	52	5	3	08

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E5YA [Redacted]

Mileage: 20642 Engine Number: 11294230597371

Prod Date: 12/14/1999 Warranty Start Date: 12/31/1999

Close Agent: Field Closing Date: 01/02/2002

Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

> [Redacted], [Redacted] Greensburg, PA [Redacted]
Primary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 11/27/2001 11:17:58 **Agent:** Carol Ramirez **Phone** 6243 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 92000
Warranty Start Date: 12/31/1999
Starmark Warranty: N/A
Previous CA Referrals: 147511, 147858

Previous Summary Notes: 328227, 334056, 334487, 416111

See referral 147858 closed 11/13/01

Customer called CAC very irate claiming that he has another appointment to take the vehicle to the dealership tomorrow for the same condition as in the past (check engine light, BAS/ ESP light and brake lamp coming on). Customer alleges that he was assured two weeks ago that this would be resolved and the alleged problem continues.

Customer is also upset claiming that he has asked several times to speak to the SPOM directly. Customer is requesting to speak to the SPOM and alleges that he will hire an attorney if MBUSA does not offer a reasonable solution.

Customer alleges that this is the 8th time taking the vehicle into the dealership for the same issue.

Writer left a message for SPOM, Wes Ault.

Open Date: 11/27/2001 16:34:24 **Agent:** Wes Ault **Phone** **Note Type:** RC
SPOM spoke with customer. SPOM and TS will be in Greensburg 12/5/01, arrangements have been made to have customers vehicle picked up, leave a loaner, and have vehicle for TS and SPOM to inspect / diagnose.

Open Date: 12/06/2001 11:08:17 **Agent:** Wes Ault **Phone** **Note Type:** RC
TS located and repaired ESP/BAS fault. Tire wear seems normal. Customer out of town, when he returns the GM and SPOM will discuss situation.

Open Date: 12/18/2001 19:52:47 **Agent:** Wes Ault **Phone** **Note Type:** RC
GM contacting customer.

Open Date: 01/02/2002 11:15:31 **Agent:** Wes Ault **Phone** **Note Type:** RC
SPOM poke to GM today, per GM customer is satisfied and no further contact required.

04/17/2007

Customer Assistance Referral

CA Ref ID: 150996 Priors: No Open Date: 03/18/2002 Status: CLS Last Update: 06/05/2002

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: Redmond WA [Redacted] Corres ID:

Agent: Maryellen Parente Phone: 4609 Orig By: P Orig CD: HO Region: 6 Market: 3

Service Retailer: 84615 MERCEDES-BENZ OF BEL BELLEVUE WA Assign Agent: SOM - 25

Orig Retailer: 45101 TRI - STAR IMPORTS, ELLISVILLE MO

Sell Retailer: 45101 TRI - STAR IMPORTS, ELLISVILLE MO

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsn
54	73	1	3	17

DBAG VIN: 1631541A [Redacted] Model: ML320 2001

World VIN: 4JGAB54EX1A [Redacted]

Mileage: 5500 Engine Number: 11294230850893

Prod Date: 10/20/2000 Warranty Start Date: 04/14/2001

Close Agent: Field Closing Date: 06/05/2002

Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

> [Redacted] - Owner, [Redacted] Redmond, WA [Redacted]

Primary	Residence
Secondary	Mobile
Secondary	Business
Secondary	Business
Secondary	Business
Expired	G

Customer Assistance Referral -- Full Notes

Open Date: 03/18/2002 18:20:44

Agent: Maryellen Parente

Phone 4609

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 5500

Warranty Start Date: 04/14/2001

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 420599

Customer, [REDACTED] calls. Customer requests that MBUSA provide technical assistance to repair vehicle condition, ESP/BAS light on.

Customer claims that he has brought vehicle to selling dlr. 3-4 times for this condition. Customer states that he has brought vehicle to servicing dlr. last Nov. 2001 and customer states that the BAS/ESP light has come back on. Customer states that he is very frustrated with this condition and would like to get it resolved.

Customer states that the rear hatch will not open via remote. Customer states that he has to manually open hatch from inside vehicle.

Customer states that he is not happy with ownership experience. Customer feels that vehicle has had too many conditions with vehicle.

Open Date: 04/08/2002 15:29:46

Agent: Maryellen Parente

Phone 4609

Note Type: PC

Customer, [REDACTED] calls. Customer states that since last contact with CAC, dlr. contacted him to advise factory person to inspect/review conditions. Customer brought vehicle into dlr. and dlr. made repairs. Customer states that the ESP/BAS light is on. Customer states that the following conditions have happened since the last visit to dlr.:

1. passenger side window -window insulation on the window
2. stationary window on the passenger side disappear, Customer alleges that it melted. Customer states that the vehicle has never left him, so it could not have been taken.

Customer states that he re-contacted dlr. and dlr. advised that the customer should bring vehicle into dlr. Customer states he is very frustrated with ownership and since MBUSA is not able to repair his vehicle, he feels that he has a lemon.

Customer would like to speak to

a manager in charge of making decisions for MBUSA regarding his vehicle ownership. Advised customer that writer would get message to SPOM.

Customer states that when he called dlr. and advised that he was not happy, customer alleges that dlr. referred him to our office to speak to SPOM.

Open Date: 04/08/2002 15:40:25

Agent: Maryellen Parente

Phone 4609

Note Type: PC

Voicemail SPOM Don Zinda. Advised him of the above contact.

Open Date: 06/05/2002 12:23:25

Agent: Don Zinda

Phone

Note Type: RC

Inspected the vehicle at the dealer. Fuse failure was caused by shorted wire at sunroof motor in overhead control panel. Replaced OCP and vehicle was repaired. SM followed up with client and was satisfied.

04/17/2007

Customer Assistance Referral

CA Ref ID: 153918 Priors: Both Open Date: 07/24/2002 Status: CLS Last Update: 08/05/2002

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: La Habra CA [Redacted] Corres ID: [Redacted]

Agent: Cynthia Feuss Phone: 6289 Orig By: E Orig CD: H0 Region: 3 Market: 3

Service Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA Assign Agent: SOM - 21
Orig Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA
Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631721A [Redacted] Model: ML430 2000
World VIN: 4JGAB72E6YA [Redacted]
Mileage: 20260 Engine Number: 11394230172268
Prod Date: 03/14/2000 Warranty Start Date: 04/17/2000

Grp	Fail	Major	Minor	Rsr
54	52	2	3	16

Close Agent: Field Closing Date: 08/05/2002
Close With: O Close By: D Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] Owner, [Redacted], La Habra, CA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/24/2002 18:01:04

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 20260

Warranty Start Date: 04/17/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 3879

Corr # 204933: Owner sends internet, alleges ESP/BAS light still on despite 3 repair attempts. Owner seeks MB assist with this concern.

MY INTERNET REPLY TO OWNER:

Dear [REDACTED]

Thank you for your message.

We are sorry to learn of the technical difficulty you have experienced with the ESP/BAS light in your 2000 ML430 and do thank you for bringing your concerns to our attention.

We have shared your message accordingly, and you should hear from you dealer Service Manager within 2-3 business days. If necessary, our Technical Field Staff is available to your Service Manager.

We apologize for the inconvenience you have experienced and thank you for this opportunity to respond. Should you have any further questions, please feel free to call me at 800-367-6372, or your Dealer Service Manager, directly.

Sincerely, Cynthia Feuss Customer Relations

Open Date: 07/26/2002 08:41:55

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

FOLLOWING EMAIL FROM OWNER:

Hello, Ironically, after I wrote you my window switch failed. So I HAD to take it to the closest Mercedes. I did so, and they did their best work to date. I must drive it for a while to see if they truly fixed the BAS ESP problem (on their 3rd or 4th try), but given this experience, I may consider servicing the car there again. Maybe--if I have no problems again with the BAS light. For what it is worth, the service consultant is always helpful--Russell. I suspect the problems are with the mechanics.

Also, their system is just bad. You wait in 5-6 lines, for a consultant, a ride to the rental place, in the rental place, then those three when you pick up the car PLUS the cashier and valet. 8 lines! Anyway, thank you for responding. Mark

MY REPLY TO OWNER:

Dear [REDACTED]

Thank you for your message. We are pleased to know that House of Imports has addressed your concerns; please be assured that should any future technical difficulty arise, your dealership Service Manager stands ready to assist.

[REDACTED] we do sincerely apologize for any inconvenience you have experienced and thank you for bringing this matter to our attention. Please be assured that your feedback is important to us and that your comments have been documented and will be shared appropriately.

Thank you again and have a terrific weekend.

Sincerely, Cynthia Feuss Customer Relations

Open Date: 08/01/2002 08:48:30

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

July 30 email from owner:

Hi, Well, I put eight miles on the car, after the service, and it still is not fixed. The BAS/ESP light came on again, while sitting at a stop sign.

Do you have access to my records? I believe they have now had 4 attempts to fix this. It has been "broken" for well over a year.

What do I do? This involves my braking system, and I did buy this SUV primarily for the safety. Should I be investigating the California Lemon Law??! I am tired of having it like this, worried about the brakes, tired of taking the car in, waiting in their lines, and amazed that I can pay \$50k for a vehicle and have an unfixable problem.

If you have any ideas, now is the time. Otherwise, I am not long for this car nor Mercedes in any way.

Thank you, Mark

I SENT THE FOLLOWING EMAIL REPLY TO OWNER:

Dear [REDACTED]

We are indeed sorry to learn of the technical concern you are experiencing, and apologize for your expressed frustration.

Karl Slates, the Service Manager at House of Imports, can provide you with copies of the repair orders. I have left a message for Mr. Slates today to advise him that your ESP/BAS light came on again, and that you would like copies of the repair orders. I am confident that Mr. Slates will be reviewing your concerns with our Regional Manager as well.

Thank you for this opportunity to respond and have a nice day.

Sincerely, Cynthia Feuss Customer Relations

Open Date: 08/05/2002 09:28:15

Agent: Jeff Bondurant

Phone

Note Type: RC

The Service Manager of 05734 has contacted the customer and has an appointment during the week of 8/5/02 to make the needed repairs. I will be on vacation for two weeks starting 8/5. The Service Manager will personally handle this case to make sure that all goes well.

04/17/2007

Customer Assistance Referral

CA Ref ID: 154568 Priors: Veh Open Date: 08/21/2002 Status: CLS Last Update: 08/29/2002

Address:



Title:

Phone:



Residence

City: Mount Kisco

NY



Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 5 Market: 4

Service Retailer: 55143 MERCEDES-BENZ OF WHI WHITE PLAINS NY Assign Agent: SOM - 27

Orig Retailer: 55143 MERCEDES-BENZ OF WHI WHITE PLAINS NY

Sell Retailer: 55143 MERCEDES-BENZ OF WHI WHITE PLAINS NY

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsi
60	36	1	3	14

DBAG VIN: 1631541A Model: ML320 2000

World VIN: 4JGAB54E8YA

Mileage: 34049

Engine Number: 11294230650638

Prod Date: 02/16/2000

Warranty Start Date: 04/29/2000

Close Agent:

Field Closing Date: 08/29/2002

Close With: D

Close By: M

Close How: V

Owner Satisfied: N

Involved Information



Mount Kisco, NY

Primary	Residence
Secondary	Business

Customer Assistance Referral -- Full Notes

Open Date: 08/21/2002 09:45:47

Agent: Ed Duffy

Phone 6296

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 34049

Warranty Start Date: 04/29/2000

StarMark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer called requesting he be taken out of his lease early due to multiple problems and visits to the dealer.

Customer states the vehicle had alleged ongoing problems with the rear hatch not locking causing the alarm to sound, after multiple trips finally repaired. low oil light /ESP warning came on multiple times he is not sure if the problem is resolved, Shifter would lock requiring manual release multiple times - unsure if resolved, window insulation came up on the glass and allegedly the dealer repaired all 4 windows and sunroof but damaged the headliner and allegedly would not document that they did the damage. Then customer received a delinquent notice for a parking ticket received while the vehicle was in the dealers possession. The dealer did agree to pay the ticket.

Not all the customers concerns are listed on fastracc warranty.

Customer states she and her husband have lost confidence in the vehicle's reliability and in the dealers ability to professionally repair this vehicle, therefore the request to be taken out of the lease early.

Open Date: 08/22/2002 15:56:05

Agent: Ted Zawacki

Phone

Note Type: PC

SPOM forwarded to Dealer 55143 Chris Tokarz SM for review.
Chris will have Octavio follow up with customer.

Open Date: 08/29/2002 18:26:15

Agent: Ted Zawacki

Phone

Note Type: RC

SPOM reviewed file with Chris Tokarz and Octavio Onintino SM vehicle doesn't warrant replacement
Dealer will pay ticket for customer.

04/17/2007

Customer Assistance Referral

CA Ref ID: 158435 Priors: No Open Date: 02/14/2003 Status: CLS Last Update: 02/20/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Aventura FL [Redacted] Corres ID:

Agent: Lois Grillo Phone: 4627 Orig By: P Orig CD: HO Region: 2 Market: 6

Service Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI FL Assign Agent: SOM - 24

Orig Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Sell Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rst
54	73	5	3	08

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E3YA [Redacted]

Mileage: 20358 Engine Number: 11294230661727

Prod Date: 03/04/2000 Warranty Start Date: 11/09/2000

Close Agent: Field Closing Date: 02/20/2003

Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- [Redacted] Owner, [Redacted] Aventura, FL [Redacted]
- Primary Residence
- Secondary Residence
- Secondary Residence
- Secondary Residence
- Secondary Residence
- Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/14/2003 11:16:18

Agent: Lois Grillo

Phone 4627

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 20358

Warranty Start Date: 11/09/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 594952

Customer, [REDACTED] phoned the CAC to request MBUSA technical assistance for on-going issue and review of service history for his vehicle. Customer alleges the following outstanding issues:

*Gear shift malfunction (must use pencil to move gear shift, claims no liquid was spilled in gear shift).

*BAS/ESP light on (vehicle serviced for this issue 3 previous time per customer).

*Rattle noise on the inside on vehicle when braking.

Customer claims that this is an unreliable vehicle (may be a Lemon) and there is always something wrong. Customer also states that he is interested in exchanging the vehicle.

Writer stated that MBUSA will repair the vehicle pursuant to the terms of the warranty. Writer also referred customer to the Sales Manager should he want to trade into another vehicle.

Writer connected customer to Hazel (dealer 14310 appointment coordinator) to arrange an appointment for service ASAP. Customer states that the vehicle is drivable; writer stated that service was needed right away.

Open Date: 02/20/2003 19:21:25

Agent: Andrew Kambich

Phone

Note Type: RC

Dealer SM inspected vehicle and advises that dealer needed to replace stop lamp switch for bas/esp issue. Also replaced selector lever. Other items not verified. Dealer SM also asked client's sales consultant to review and contact client.

04/17/2007

Customer Assistance Referral

CA Ref ID: 163873 Priors: Cus Open Date: 08/29/2003 Status: CLS Last Update: 09/15/2003

Address

Title:

Phone:

Residence

City: Glen Rock

NJ

Corres ID:

Agent: Frank Parente

Phone: 4675

Orig By: P

Orig CD: HO

Region: 5

Market: 2

Service Retailer:00555 N.Y. RGN

Assign Agent: SOM - 24

Orig Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ

Sell Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
99	99	3	3	13

DBAG VIN: 1631541A Model: ML320 2001

World VIN: 4JGAB54E71

Mileage: 22342 Engine Number: 11294231008779

Prod Date: 05/08/2001 Warranty Start Date: 07/31/2001

Close Agent: Field Closing Date: 09/15/2003

Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted] Edison, NJ [Redacted]
 - Primary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
- > [Redacted], Glen Rock, NJ [Redacted]
 - Primary Residence [Redacted]
 - Secondary Residence [Redacted]

Customer Assistance Referral -- Full Notes

Open Date: 08/29/2003 09:09:10

Agent: Frank Parente

Phone 4675

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 22342

Warranty Start Date: 07/31/2001

Starmark Warranty: N/A

Previous CA Referrals: 161837

Previous Summary Notes: 596404

Customer called to claim that while driving her vehicle with her two children in the car, the BAS/ESP light came on and brakes failed.

Customer claims that she was able to come to a stop and eventually got the brakes back.

Vehicle being towed to Prestige. Customer claims that she feels that vehicle is not safe and does not want to drive it.

Customer can be contacted at her residence on [REDACTED]

Writer will inform Legal and Product Analysis.

Open Date: 09/02/2003 16:20:15

Agent: Joseph Gallagher

Phone

Note Type: RC

Writer contacted customer to discuss vehicle concerns per SM at Prestige. Writer left customer voicemail message with 800 number and extension. Writer indicated in message that MBUSA is involved with looking at her vehicle as well as dealer shop foreman. Will update as information becomes available.

Open Date: 09/03/2003 15:45:02

Agent: Pat Wiseman

Phone 6191

Note Type: PC

Inspected vehicle - Report to be filed with G. Bowne

Open Date: 09/12/2003 11:05:41

Agent: Joseph Gallagher

Phone

Note Type: RC

Writer has contacted customer who indicated that she was extremely concerned for the safety of herself and her kids due to alleged vehicle concern. Writer offered customer two scenarios:

1) vehicle is repaired and has been inspected. Customer can keep vehicle and writer will be available if further assistance is needed.

2) customer would have to participate in getting into new vehicle along with MB. Since her vehicle was two years old and customer was financing vehicle, her participation would help offset depreciation and usage.

Customer discussing with husband to make decision.

Open Date: 09/15/2003 09:47:23

Agent: Joseph Gallagher

Phone

Note Type: RC

Writer has been in contact with Ms Kaner. Her vehicle is repaired and she is driving it. She is still deciding on which scenario to take. At this time customer is happy and working with writer.

04/17/2007

Customer Assistance Referral

CA Ref ID: 165115 Priors: No Open Date: 10/17/2003 Status: CLS Last Update: 12/02/2003

Address: [REDACTED] Title: [REDACTED]
 Phone: [REDACTED] Residence

City: Old Mystic CT [REDACTED] Corres ID:

Agent: Joseph Burka Phone: 6249 Orig By: P Orig CD: H0 Region: 1 Market: 6
 Service Retailer: 09125 CARRIAGE HOUSE OF NE NEW LONDON CT Assign Agent: SOM - 28
 Orig Retailer: 09125 CARRIAGE HOUSE OF NE NEW LONDON CT
 Sell Retailer: 09125 CARRIAGE HOUSE OF NE NEW LONDON CT
 Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
15	73	2	3	16

DBAG VIN: 1631741A [REDACTED] Model: ML55 2000
 World VIN: 4JGAB74E1YA [REDACTED]
 Mileage: 37441 Engine Number: 11398160016736
 Prod Date: 08/03/2000 Warranty Start Date: 10/06/2000

Close Agent: Field Closing Date: 12/02/2003
 Close With: O Close By: D Close How: V Owner Satisfied: N

Involved Information

➤ [REDACTED] Old Mystic, CT [REDACTED]
 Primary Residence
 Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/17/2003 15:29:53 Agent: Joseph Burka Phone 6249 Note Type: PC
 Primary Phone: [REDACTED]
 Current Mileage: 37441
 Warranty Start Date: 10/06/2000
 Starmark Warranty: N/A
 Previous CA Referrals:

Previous Summary Notes:

Dr. Jung contacted the CAC seeking technical assistance. Owner claims vehicle has been to dealer on multiple occasions for a MCS Navi problem. Owner claims GPS system miscalibrates exact location. Owner claims dealer has been unable to resolve.

Additionally, owner claims dealer has been awaiting, for three months, an ESP control module. Owner is requesting MBUSA assistance in expediting.

cc: M. Reger

Open Date: 10/21/2003 09:35:35 Agent: Kevin Canty Phone Note Type: RC
 10/20/03 SPOM contacted Serv Mgr John Hallbergh. Veh scheduled for service next week. Advised Serv Mgr to re3search and advise should any parts asst or tech asst be needed.

Open Date: 11/05/2003 17:01:45 **Agent:** Kevin Canty **Phone** **Note Type:** RC
11/5/03 SPOM follow-up. Vehicle was in last week but could not leave for Dealer to finish repair as Owner was going on vacation. To reschedule upon his return from vacation. SPOM to follow-up with Serv Mgr.

Open Date: 11/17/2003 11:41:24 **Agent:** Kevin Canty **Phone** **Note Type:** RC
11/17 SPOM follow-up with Dealer. Owner was on vacation for 2 weeks. Owner has appt for 11/19.

Open Date: 11/25/2003 16:57:38 **Agent:** Kevin Canty **Phone** **Note Type:** RC
11/25 In for service.

Open Date: 12/02/2003 16:49:52 **Agent:** Kevin Canty **Phone** **Note Type:** RC
12/1/03 SPOM followed-up with Serv Dept..ESP/ASR Control Unit replkaced along with roof antenna to correct outstanding technical issues. Vehicle returned to Owner.

04/17/2007

Customer Assistance Referral

CA Ref ID: 167107 Priors: No Open Date: 01/20/2004 Status: CLS Last Update: 02/03/2004

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Elkins WV [Redacted] Corres ID:

Agent: Nicole Shababb Phone: 4619 Orig By: P Orig CD: HO Region: 1 Market: 4

Service Retailer: 85220 UNIVERSITY MOTORS LT MORGANTOWN WV Assign Agent: SOM - 26

Orig Retailer: 05610 MERCEDES-BENZ OF SAC SACRAMENTO CA

Sell Retailer: 05610 MERCEDES-BENZ OF SAC SACRAMENTO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
42	73	3	3	08

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E6YA [Redacted]

Mileage: 58000 Engine Number: 11294230719078

Prod Date: 05/12/2000 Warranty Start Date: 06/22/2000

Close Agent: Field Closing Date: 02/03/2004

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

Relationship	Address
Primary	[Redacted] Elkins, WV [Redacted] Residence
Secondary	[Redacted] Residence
Secondary	[Redacted] Residence
Secondary	[Redacted] Business
Secondary	[Redacted] Business
Secondary	[Redacted] Business
Expired	[Redacted] Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/20/2004 13:31:22 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 58 000
Warranty Start Date: 06/22/2000
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes: 374021

Customer, [REDACTED], contacted the CAC alleging his vehicle has been at dealer 85220 four times for a BAS/ESP light.

Customer alleging that he has lost all faith in the product as well as the dealerships ability to repair the vehicle.

Customer alleging that dealership has had the vehicle for a total of 15-18 days in order to repair this issue. Customer alleging that these lights are currently illuminated and the dealership will be picking up the vehicle today or tomorrow in order to diagnose and repair. Customer alleging this will be the fifth visit to the dealership for this issue and is demanding a trade assist in to another vehicle.

Open Date: 01/21/2004 22:55:14 **Agent:** Thomas Ishler **Phone** **Note Type:** PC
Writer received case. Writer will review with dealer and contact customer.

Open Date: 01/23/2004 23:29:03 **Agent:** Thomas Ishler **Phone** **Note Type:** PC
Writer contacted the customer today and confirmed that the dealer was going to valet the vehicle in on Monday, Jan. 26. Writer advised customer that writer would follow up with the dealer to insure vehicle is repaired. Customer wanted to know who was going to reimburse him for the additional mileage being put on the vehicle for having to have the vehicle brought in 5 times for this complaint and that the customer lives 100 miles from the dealer so it is 200 miles round trip and this was a lease vehicle. Writer apologized for the inconvenience and advised the customer that MBUSA would assist in getting the vehicle repaired and that MBUSA had no control over where a customer lives relative to an authorized dealer. Customer stated he wants out of the vehicle. Writer advised customer he could contact MBC for a payoff quote or talk with a sales person at the dealer.

Open Date: 01/27/2004 11:13:32 **Agent:** Thomas Ishler **Phone** **Note Type:** PC
SM advised writer today that due to weather conditions in their area, the dealer is unable to go get the customer's vehicle. SM will advise writer when new appointment is made and when vehicle reaches dealer.

Open Date: 01/27/2004 11:52:28 **Agent:** Thomas Ishler **Phone** **Note Type:** PC
SM called writer back to inform writer that the dealer was able to pick the vehicle up late last night and will advise writer once they've had a chance to inspect the vehicle.

Open Date: 01/29/2004 13:16:05 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC
Owner calls to express dissatisfaction that dealer charged him for rental car, claims "I have a serious issue with that, they had to take the car 5x for the same repair. And they expect me to pay for a loaner because they were incapable of fixing the car properly to begin with. On top of that, I want to be reimbursement for the 1000 miles that have been logged on the car going back and forth to dealer for service. I am charged for mileage and do not feel I should have to pay for this." Owner further states "I am going to contact my attorney...I want to just give this Lemon back to you. It's not worth the aggravation, time and money I have had to spend on it." I advise Owner that dealer SM is empowered to review his alt trans concerns. I advise owner that it appears that he has reviewed his request for mileage compensation with SPOM, who explained that warranty does not provide for compensation. Owner asks me to ask dealer SM to call him ASAP at 916-874-7544.

I left a message for dealer SD Charlie with "Dawn" this time/date with request SD call me to review owners concerns.

Open Date: 01/29/2004 14:04:58 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC
SM Charlie calls me back, I explain owners concerns, SM states he will call owner.

Open Date: 01/30/2004 11:28:39 **Agent:** Thomas Ishler **Phone** **Note Type:** PC
Writer followed up with SM yesterday, Jan. 29 and was advised that the vehicle was repaired and delivered back to the customer. Writer left message today for the customer with a number where writer can be reached for follow up.

Open Date: 02/03/2004 15:14:13 **Agent:** Thomas Ishler **Phone** **Note Type:** RC
Writer called customer again today. Customer advised that his wife has been driving the vehicle and so far, the vehicle has not had any further problems with the BAS/ESP lights. Writer advised customer that if he has any further issues related to the BAS/ESP warning lights to let us no immediately and he said he would.

04/17/2007

Customer Assistance Referral

CA Ref ID: 169483 Priors: No Open Date: 04/27/2004 Status: CLS Last Update: 04/30/2004

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence

City: Foxboro MA [Redacted] Corres ID: 238189

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 1 Market: 3

Service Retailer: 36105 TRANS - ATLANTIC MOT HYANNIS MA Assign Agent: SOM - 46

Orig Retailer: 78602 KEN GARFF IMPORTS SALT LAKE CI UT

Sell Retailer: 78602 KEN GARFF IMPORTS SALT LAKE CI UT

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rst
42	73	2	3	16

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E3YA [Redacted]

Mileage: 83006 Engine Number: 11294230620469

Prod Date: 12/22/1999 Warranty Start Date: 05/30/2000

Close Agent: Field Closing Date: 04/30/2004

Close With: O Close By: D Close How: P Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted], Foxboro, MA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
- > [Redacted] is - Driver, 2 Alice Bradley Ln., Foxboro, MA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 04/27/2004 14:23:29

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 65627

Warranty Start Date: 05/30/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 428067

Writer received following email from Dr. Nikos Linardakis. Writer spoke with customer and was informed he has been into the dealership three times for the BAS/ESP lights coming on and several times for the SRS light coming on. Customer is not happy with the vehicle and does not feel safe in it. Dr. Linardakis is requesting technical assistance in repairing the vehicle.

"Please e-mail me the corporate customer service e-mail, phone, and address in Germany and in the United States for Mercedes Customer Service. If there is a President for the Company, I would like his/her name/address. I have owned several Mercedes in the past, and am disappointed with my experiences on the ML320, and want to send a detailed letter/receipts/etc. about this lemon. Please respond to my e-mail at MedicalDirector@aol.com before I throw this car away (I bought it new and have taken it in several times for the same problems on the electrical dash lights constantly coming on, and replacing "switches" on recommendation of the service repair people at the dealerships). I'm ready to donate it or throw it away in a public display to emphasize how cheaply it was manufactured and the poor customer service received by the repeated faults and repair bills. What ever happened to bringing in a car for a repair and making it work as it was brand new? Now, I bring it in, and two months later, the same problem happens. What a difference from the custom high-end cars that you used to build. Please send me the addresses and contact information so that I can send a chronological timeline of the problems of this car. Maybe you can use it in your car-repair courses. Seems no one will figure out how to repair this, and it will be useful for someone. Disappointed and ready to buy a BMW soon, Nikos Linardakis, M.D."

Open Date: 04/28/2004 10:00:29

Agent: Jim Mcintosh

Phone

Note Type: RC

Writer received case.

Open Date: 04/29/2004 11:37:41

Agent: Jim Mcintosh

Phone

Note Type: RC

Writer reviewed with 36105 SM Larry O'Neil. He pointed out that the vehicle had 83,000 miles on it when he saw it last. The customer apparently declined to repair the BAS/ESP problem when in last. The vehicle has only been to 36105 on two occasions. Larry will call the customer.

Open Date: 04/30/2004 12:11:36

Agent: Jim Mcintosh

Phone

Note Type: RC

36105 SM Larry O'Neil has called and spoken with the customer. They have made an appointment to look at the BAS complaint. Larry stated he does not need on-site technical assistance, that he will have his shop foreman diagnose the problem and if necessary will contact the TAC.

04/17/2007

Customer Assistance Referral

CA Ref ID: 184820 Priors: No Open Date: 10/12/2005 Status: CLS Last Update: 10/27/2005

Address:



Title:

Phone:



Residence

City: San Pablo

CA



Corres ID:

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 6 Market: 2

Service Retailer: 05623 STEAD MOTORS OF WALN WALNUT CREEK CA Assign Agent: SOM - 21

Orig Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISC CA

Sell Retailer: 05612 MERCEDES-BENZ OF SAN SAN FRANCISC CA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
42	53	1	3	16

DBAG VIN: 1631721A Model: ML430 2000

World VIN: 4JGAB72E8YA

Mileage: 69000

Engine Number: 11394230140146

Prod Date: 01/26/2000

Warranty Start Date: 02/15/2000

Close Agent:

Field Closing Date: 10/27/2005

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information

- [Redacted] Owner, [Redacted], San Pablo, CA [Redacted]
Primary Residence
- [Redacted] - Driver, [Redacted], San Pablo, CA [Redacted]
Primary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/12/2005 16:24:46 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC
Primary Phone: [REDACTED]
Current Mileage: 69000
Warranty Start Date: 02/15/2000
Previous CA Referrals: none

Previous Summary Notes: none

Notes taken by Customer Assistance rep Paul Harmon EXT 7831

VEHICLE INSPECTION requested

Rebecca Brown phoned CAC alleging the brakes locked up on vehicle on highway and this is an ongoing problem.

Vehicle was just picked up from dealer(05623) on 10/07/05 and dealer had inspected vehicle for this brake issue. Customer alleges that she was driving vehicle with her three children inside with husband following in another vehicle. Customer claims that everyone had seatbelts on at time of lock up. Customer claims that there was no damage to her vehicle or husbands but she caused a two car accident after these vehicle were avoiding her in the middle of the highway. Customer then stated "I carefully continued driving the vehicle 25 mph to my home."

Customer claimed that no police report available at this time. Customer stated "my attorney is working on that."

Vehicle is being towed to Stead motors from customer's home.

cc. G. Bowne, G. Cila, T. Brunner, F. Berenz

Open Date: 10/13/2005 10:52:06 **Agent:** CHRISTOPHER CARTEF **Phone** 7622 **Note Type:** PC
SPOM sent a note to Gary Bowne and Frank Berenz asking what direction they want to go on this.

Open Date: 10/17/2005 12:35:18 **Agent:** CHRISTOPHER CARTEF **Phone** 7622 **Note Type:** PC
I received the following response from Gary Bowne:

Hi Chris,

Since the vehicle was not involved in an accident, please have the dealer inspect it for any problems.

Thanks,

Gary H. Bowne
Department Manager
Product Compliance, Analysis & Safety Engineering

I sent a message to the service manager Randy Lee asking him to perform a vehicle brake inspection.

Open Date: 10/17/2005 13:20:29 **Agent:** CHRISTOPHER CARTEF **Phone** 7622 **Note Type:** PC

I received the following email from the assistant service manager, Alan Moffat:

We are currently working on this vehicle. The vehicle was having abs lockups and the cause of the problem was inconsistent tire pressures. One tire with 18psi another with 60psi another with 70psi and another with 25psi.

I personally drove the vehicle and now that the tire pressures are back to normal the car does not have abs activation any more. However, the check engine light comes on (mass air flow) the abs light comes on (yaw sensor) and the service in the dash states 3300 miles past due.

☐☐ ☐☐ ☐☐ ☐☐ ☐☐ ☐☐ Thank You.

Alan Moffat
Stead Motors
1301 Parkside dr.
Walnut Creek, Ca. 94596

Open Date: 10/27/2005 18:12:59 **Agent:** CHRISTOPHER CARTEF **Phone** 7622 **Note Type:** PC

I sent a message to the dealer asking hte status on this.

Open Date: 10/27/2005 18:25:41 **Agent:** CHRISTOPHER CARTER **Phone** 7622 **Note Type:** RC

SPOM spoke with the assistant service manager, Alan Moffat, who informed me that he was able to verify a concern where while driving approximately 40 mph the ABS activated without the brakes being applied. After returning to the shop, the dealer found that the tire pressures were off, causing the ABS to activate. The tire pressures were LF 78psi, RF 60psi, RR18psi, LR22psi, 3 nails/screws in the right rear tire, 2 in the left rear. Correcting the pressures resulted in faults related to ABS activation on subsequent test drive.

ESP light caused by YAW sensor and Check Engine light, Mass Air Flow sensor.

The customer's vehicle was 3300 miles past due, according to the ASM. The customer stated she takes the vehicle to an independent; did not have records showing the maintenance.

Dealer recommended YAW sensor to correct ESP light, customer declined.

04/17/2007

Customer Assistance Referral

CA Ref ID: 195140 Priors: No Open Date: 09/26/2006 Status: CLS Last Update: 10/10/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Mamaroneck NY [Redacted] Corres ID:

Agent: Julia Hart Phone: 6254 Orig By: P Orig CD: HO Region: 5 Market: 5

Service Retailer: 55116 MERCEDES-BENZ OF LAR LARCHMONT NY Assign Agent: SOM - 24

Orig Retailer: 09103 MERCEDES-BENZ OF GRE GREENWICH CT

Sell Retailer: 09103 MERCEDES-BENZ OF GRE GREENWICH CT

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
10	10	2	3	08

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E2YA [Redacted]

Mileage: 48000 Engine Number: 11294230598787

Prod Date: 12/08/1999 Warranty Start Date: 12/28/1999

Close Agent: JOE GALLAGHER Field Closing Date: 10/10/2006

Close With: D Close By: M Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Owner, [Redacted] Mamaroneck, NY [Redacted]
 - Primary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]
 - Secondary Residence [Redacted]

Customer Assistance Referral -- Full Notes

Open Date: 09/26/2006 13:36:08 Agent: Julia Hart Phone 6254 Note Type: PC

Primary Phone: [Redacted]
Current Mileage: 47682
Warranty Start Date: 12/28/1999
Previous CA Referrals:

Previous Summary Notes: 232302, 235747, 245997, 309856, 341580, 342919, 392408, 408044, 553575, 593692, 947039

[Redacted] contacted the CAC requesting the "field rep" contact him to discuss his alleged concerns.

[Redacted] claims he has visited the dealership on 6 different occasions regarding the BAS/ESP lights. Customer claims both lights are currently illuminated & he contacted MB of Larchmont to schedule an appointment. Customer stated "the earliest appointment was for 10/9 and the dealer is causing me to drive my family in an unsafe vehicle".

Customer stated he does not have money to purchase a new vehicle & is demanding MBUSA provide a resolution.

Writer apologized & assured customer his concerns will be shared with the appropriate parties for review. Writer explained it does take several business days for contact.

Open Date: 09/27/2006 10:47:16 **Agent:** JOSEPH GALLAGHER **Phone** **Note Type:** RC

Writer forwarded information to SM, Jose Mena. Writer requested to dealer to see if customer can be brought in sooner. Writer will update concerns.

Open Date: 10/02/2006 12:00:03 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

Customer called again, claims dealer spoke with him. Writer advised issue is under review and he will hear from SM shortly, which is usual procedure. customer demands SPOM call him as his situation is not usual. Writer did not argue with customer. Customer vehicle is covered by MB ELW until 12/27/07.

Open Date: 10/06/2006 12:14:11 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Customer called back stating that he wants someone at MBUSA to help him get out this vehicle. Customer states that "he wants his money back" and alleges that the safety systems in this vehicle have continued to fail. Writer referred customer to his dealer for assistance with getting into another vehicle but customer declined to accept this.

Customer states that he is prepared to pursue "public litigation" regarding this matter (including going to TV media).

Customer requested to speak with the Reg Mgr (writer declined to provide name or promise a call back) but stated that someone would contact him.

Open Date: 10/06/2006 15:34:48 **Agent:** JOSEPH GALLAGHER **Phone** **Note Type:** RC

Writer discussed customer concerns with SM after review of file. SM advised that he spoke to customer and everything seemed fine. When writer discussed this recent CAC contact, he was surprised. Writer calling customer with SM to discuss customer concerns.

Open Date: 10/06/2006 17:35:53 **Agent:** JOSEPH GALLAGHER **Phone** **Note Type:** RC

Writer tried calling customer at above number [REDACTED] however call would not go through. Writer advised SM that MBs stance would be to assist customer into another vehicle due to vehicle concerns. If customer is not willing to get into another MB, we will not assist.

Writer received current phone number which is [REDACTED]. Writer spoke to customer to discuss concerns. Customer stated that he was considering another make however writer informed him that I would not be able to assist him if he was considering this. Customer asked if I would consider extending his warranty further since it is finished in 2007. Customer has 48 month ELW on vehicle so writer is checking if this is possible with warranty dept. Writer will update. Customer very nice and appreciative.

Open Date: 10/10/2006 16:46:07 **Agent:** JOSEPH GALLAGHER **Phone** **Note Type:** RC

Writer researched additional goodwill warranty as discussed between customer and writer. The customer has the maximum amount of warranty allowable. Writer called customer today to advise that a goodwill warranty is not available however MBUSA will consider goodwill for repairs beyond his 2007 ELW expiration. Writer called customer today but he could not talk. Writer provided customer cell # for him to contact writer tomorrow. Writer will reiterate above as well as offer customer assistance on new vehicle should customer opt for this. No further action at this time.

4/19/2007

Customer Assistance Referral

CA Ref ID: 119973 Priors: No Open Date: 12/15/1999 Status: CLS Last Update: 12/17/1999

Address: [REDACTED]

Title: [REDACTED]
Phone: [REDACTED] Residence

City: Dacula GA 30019- 310 Corres ID:

Agent: Michael Reger Phone: 6383 Orig By: P Orig CD: H0 Region: 2 Market: 2

Service Retailer: 17100 MERCEDES-BENZ OF ATH ATHENS GA Assign Agent: SOM - 22

Orig Retailer:

Sell Retailer: 17100 MERCEDES-BENZ OF ATH ATHENS GA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [REDACTED] Model: ML320 2000

World VIN: 4JGAB54E9YA [REDACTED]

Mileage: 1800 Engine Number: 11294230558499

Prod Date: 10/20/1999 Warranty Start Date: 10/30/1999

Grp	Fail	Major	Minor	Rsr
32	04	3	3	13
54	52	3	3	13

Close Agent: Field Closing Date: 12/17/1999

Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

>	Owner,	[REDACTED]	Dacula, GA	[REDACTED]
		Primary	Residence	
		Secondary	Residence	
		Secondary	Residence	
		Secondary	Business	
		Secondary	Business	
		Secondary	Residence	

Customer Assistance Referral -- Full Notes

Open Date: 12/15/1999 17:08:58 Agent: Michael Reger Phone 6383 Note Type: PC

The client alleges that one of the shocks went out on the vehicle, the AM reception didn't come in on the radio, and a grinding noise has been heard when you press on the accelerator-the noticed that the ESP light comes on when he hear the grinding noise.

Open Date: 12/17/1999 11:41:12 Agent: Bruce Lamb Phone 7204 Note Type: RC

SER/MGR MITCH SAMULSON ADVISES THE CLIENT VEHICLE WAS IN FOR REPAIR YESTERDAY AND THE FOLLOWING REPAIRS WE COMPLETED:

- 1) REPLACED THE A.M. RADIO AMP. WHICH IMPROVED RECEPTION.
- 2) L/R SHOCK WAS REPLACED DUE TO LEAKAGE
- 3) E.S.P. SYSTEM WAS ACTIVATING DUE TO SOME METAL FILINGS FOUND IN THE L/F SPEED SENSOR. SENSOR REPLACED AND AREA INSPECTED ROADTEST GOOD.

4/19/2007

Customer Assistance Referral

CA Ref ID: 122495 Priors: No Open Date: 02/09/2000 Status: CLS Last Update: 02/11/2000

Address:



Title:

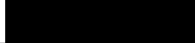
Phone:



Business

City: Fredericksburg

TX



Corres ID: 161865

Agent: Linda Tognetti

Phone: 6268

Orig By: M

Orig CD: H0

Region: 6

Market: 9

Service Retailer: 75565

MERCEDES-BENZ OF SAN

SAN ANTONIO

TX

Assign Agent: SOM - 30

Orig Retailer:

Sell Retailer: 75116

MERCEDES-BENZ OF HOU

HOUSTON

TX

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 1631541A



Model: ML320

2000

World VIN: 4JGAB54E8YA



Mileage:

4000

Engine Number: 11294230560462

Prod Date: 10/29/1999

Warranty Start Date: 11/23/1999

Grp	Fail	Major	Minor	Rsr
54	52	5	3	05

Close Agent:

Field Closing Date: 02/11/2000

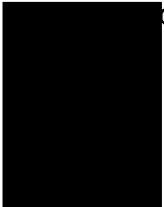
Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information



Owner, [Redacted], Fredericksburg, TX [Redacted]

Primary	Residence
Secondary	Business
Secondary	Business
Secondary	Residence
Secondary	Business

Customer Assistance Referral -- Full Notes

Open Date: 02/09/2000 10:09:26

Agent: Linda Tognetti

Phone 6268

Note Type: PC

Case being generated by letter to CAC.

Client writes of concerns regarding BAS/ESP light coming on.

"...I have owned the car for about 2.5 months and 4,300 miles. The fault started after one week and 600 miles of driving. During this time it has been to the dealer five times for a total out of service time of five days and the car is still not fixed. It appears that two of the major safety features of the car are not operating. The staff at Benson has been quite helpful and courteous but they are unable to fix the problem without further input from Mercedes Service, which has not been forthcoming..."

Vehicle will be available for service in San Antonio between Feb. 14th and 25th...

Open Date: 02/11/2000 13:01:12

Agent: Frank Oswald

Phone

Note Type: RC

vehicle repaired by retailer 75565, and with assistance of special tech Paul Cortez on 2/9. Retailer found connector pin bent and pushed out of connection for EAS and DAS unit, causing vehicle to intermittently stall.

4/19/2007

Customer Assistance Referral

CA Ref ID: 123656 Priors: No Open Date: 03/06/2000 Status: CLS Last Update: 03/07/2000

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Chesapeake VA [Redacted] Corres ID: 162935

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: M Orig CD: H0 Region: 1 Market: 4

Service Retailer: 80218 PHILLIPS AUTOMOTIVE VIRGINIA BEA VA Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 80218 PHILLIPS AUTOMOTIVE VIRGINIA BEA VA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

Grp	Fail	Major	Minor	Rsr
42	73	5	3	08

World VIN: 4JGAB54E2YA [Redacted]

Mileage: 0 Engine Number: 11294230623001

Prod Date: 12/22/1999 Warranty Start Date: 02/05/2000

Close Agent: Field Closing Date: 03/07/2000

Close With: O Close By: D Close How: P Owner Satisfied: Y

Involved Information

- [Redacted] - Owner, [Redacted] Chesapeake, VA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 03/06/2000 16:42:27 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

Received letter from client dated 2/23/00 stating that since he took delivery of his 2000 ML320 on 2/5/00, it has had to go back to the retail center 3 times because the BAS/ESP Malfunction light kept coming on. Client states he has lost all confidence in the vehicle and wanted to advise MBUSA that if this problem cannot be resolved this letter is his notice of non-conformity under the Virginia Lemon Law.

Open Date: 03/07/2000 20:20:34 Agent: John Freund Phone 6200 Note Type: RC

The vehicle has been repaired and returned to the client. A phone call to the client on this date to see how the vehicle is performing revealed that so far it appears to be fine.

4/19/2007

Customer Assistance Referral

CA Ref ID: 123917 Priors: No Open Date: 03/12/2000 Status: CLS Last Update: 04/06/2000

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Mobile

City: Miami FL [Redacted] Corres ID: 163245

Agent: Ronald Smith Phone: 6315 Orig By: M Orig CD: H0 Region: 2 Market: 6

Service Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: MM - 06

Orig Retailer:

Sell Retailer: 15317 MERCEDES-BENZ OF POM POMPANO BEAC FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E3YA [Redacted]

Mileage: 0 Engine Number: 11294230599204

Prod Date: 12/11/1999 Warranty Start Date: 01/22/2000

Grp	Fail	Major	Minor	Rsr
10	10	2	1	14

Close Agent: Field Closing Date: 03/18/2000

Close With: O Close By: D Close How: P Owner Satisfied: N

Involved Information

- [Redacted] Representative, [Redacted] Key Drive, Miami, FL [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
- [Redacted] s - Owner, [Redacted] Miami, FL [Redacted]
 - Primary Residence
 - Secondary Mobile
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/12/2000 17:39:11 Agent: Ronald Smith Phone 6315 Note Type: VC
VIN not entered in corresp log when assigned.....I have added VIN to the case

Open Date: 03/12/2000 17:50:42 **Agent:** Ronald Smith **Phone** 6315 **Note Type:** PC
writer suggest that MM read client's letter prior to contacting client...HO will fax a copy to MM's attention.....CC: of client's letter addressed to Joe Simpkins at above retailer

client put down a deposit and took delivery of this vehicle and traded VIN 163154-1A-██████████. The the client vehicle traded was registered in another name (client's business partner 'Christine Pou) who also had a lien on the vehicle. After deal was completed the above retailer had some unresolved financial issue with the Bank and the trade-in that led to retailer coming to pick up the vehicle under alleged false pretenses (to install rims and tires that client ordered) and would not return the vehicle until monies were settled.

Client also mentions he is awaiting a price quote on rims and tires that he ordered from retailer #14310 that he can't seem to get. "I'm trying to spend money on your product and services, why am I being ignored?"

v/mail message to MM.....invoices attached - (954) 968-7900

Open Date: 03/18/2000 09:41:38 **Agent:** Doug Worrell **Phone** 7206 **Note Type:** RC
Client unhappy that his trade did not go smoother. He was trading in his girlfriend's car and there were some problems associated with that. The client ended up coming back in and paying off the amount himself. All matters are resolved at this point. Alex Christie, the parts manager from MB of Miami, is calling the client back about the tires and rims he wants.

4/19/2007

Customer Assistance Referral

CA Ref ID: 124999 Priors: No Open Date: 04/03/2000 Status: CLS Last Update: 04/10/2000

Address:



Title:

Phone:



Residence

City: Laguna Beach

CA



Corres ID:

Agent: Joseph Burka

Phone: 6249

Orig By: P

Orig CD: H0

Region: 3

Market: 1

Service Retailer: 05747

MERCEDES-BENZ OF LAG

LAGUNA NIGUE

CA

Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 05747

MERCEDES-BENZ OF LAG

LAGUNA NIGUE

CA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 1631541A



Model: ML320

2000

World VIN: 4JGAB54E1YA



Mileage: 0

Engine Number: 11294230571277

Prod Date: 11/11/1999

Warranty Start Date: 12/27/1999

Close Agent:

Field Closing Date: 04/10/2000

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rst
54	42	3	3	13

Involved Information



n - L, Laguna Beach, CA



- Primary Residence
- Secondary Residence
- Secondary Residence
- Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/03/2000 16:10:51 Agent: Joseph Burka Phone 6249 Note Type: PC

Client has safety concerns with vehicle. Client states on three separate occasions, while driving at approx. 45mph, brakes failed on vehicle. Client states brakes would not work until vehicle was off, then re-started. Client has taken to retailer, and apparently, no problem has been found. Client seeks MBUSA technical intervention in this matter.

Open Date: 04/10/2000 13:42:38 Agent: Jeff Bondurant Phone Note Type: RC

I reviewed the case with the client. The female connection at the yaw sensor was found to be loose causing the complaint. The connection was tightened resolving the complaint.

4/19/2007

Customer Assistance Referral

CA Ref ID: 125888 Priors: No Open Date: 04/21/2000 Status: CLS Last Update: 04/25/2000

Address: [Redacted]

Title: [Redacted] Residence
Phone: [Redacted]

City: Leesburg GA [Redacted] Corres ID:

Agent: Peter Mortimer Phone: 6273 Orig By: P Orig CD: H0 Region: 2 Market: 3

Service Retailer: 17343 HENTSCHEL MOTORCARS, ALBANY GA Assign Agent: SOM - 32

Orig Retailer:

Sell Retailer: 17343 HENTSCHEL MOTORCARS, ALBANY GA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E3YA [Redacted]

Mileage: 800 Engine Number: 11294230632141

Prod Date: 02/03/2000 Warranty Start Date: 03/07/2000

Grp	Fail	Major	Minor	Rsr
42	52	2	2	07
42	52	2	3	16

Close Agent: Field Closing Date: 04/25/2000

Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information

➤ [Redacted] Owner, [Redacted] Leesburg, GA [Redacted]

- Primary Residence
- Secondary Residence
- Secondary Residence
- Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/21/2000 14:50:29 Agent: Peter Mortimer Phone 6273 Note Type: PC

Client alleges ESP system malfunctions applies the brakes as if in a "skid". Client is very concerned that there has been a malfunction in the ESP system since purchase. Client states now the retailer is removing the "entire electrical system". Client feels the vehicle should be replaced since it has been down 4 weeks as of today.

Open Date: 04/25/2000 15:32:23 Agent: John Atkinson Phone 7232 Note Type: RC

Contacted MM and Rolf Hentschel, owner of Hentschel Motorcars. I was at technical training 04/17- 20 and on vacation 04/24.

According to [Redacted] was traded out of the vehicle into another ML320. [Redacted] is happy has left for her vacation.

4/19/2007

Customer Assistance Referral

CA Ref ID: 127659 Priors: No Open Date: 05/30/2000 Status: CLS Last Update: 06/07/2000

Address: [Redacted] Title: [Redacted]
Phone: [Redacted] Residence

City: Los Angeles CA [Redacted] Corres ID:

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: P Orig CD: H0 Region: 3 Market: 4

Service Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA Assign Agent: SOM - 28

Orig Retailer:

Sell Retailer: 05734 HOUSE OF IMPORTS, IN BUENA PARK CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E1YA [Redacted]

Mileage: 400 Engine Number: 11294230677753

Prod Date: 03/16/2000 Warranty Start Date: 04/30/2000

Close Agent: Field Closing Date: 06/07/2000

Close With: O Close By: D Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsl
10	10	2	3	03

Involved Information

[Redacted]	[Redacted] Los Angeles, CA [Redacted]
	Primary Residence
	Secondary Business
[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/30/2000 15:34:56 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

[Redacted] called in stating that when the BAS/ESP light came on in her new vehicle she contacted RAP and was advised to have the car looked at by a retail center ASAP. She took car to Beverly Hills (because it was much closer to her). She stated that its been there for one week now and alleges being told that MBUSA keeps sending them the wrong part for her vehicle. She alleges that no one ever returns her phone calls and she doesn't feel they are treating her fairly (because she is a woman of color).

Client would like the MB regional manager to contact her directly.

Open Date: 06/06/2000 16:18:58 Agent: Jackie Wing Phone 6296 Note Type: PC

Client called very upset stating that someone from Mercedes called but didn't leave his name. She received the car back but is very upset with the retailer because they returned the car extremely dirty. She wants to speak with someone tomorrow by 10 am at 323-965-1047.

Client just wants to vent at this point. Writer left message for Jim Hormann requesting contact in Carl's absence.

Open Date: 06/07/2000 12:42:05

Agent: Jim Hormann

Phone

Note Type: RC

SPOM called client again, I had also on the previous call left my name. client discussed her dissatisfaction with Beverly Hills retailer and the poor communication and repair procedures. she stated they do not follow up and the car was dirty when returned. she wants to take car to House of Imports, I attempt to explain that there are other retailers that may be more convenient, she got very argumentive, I ask why she did not like the fact that I disagreed that there are no together retailer that can offer her quality service. I re explained that I was only offering a closer retailer that may be able to offer her quality service. if she wishes to take it to HOI that is fine as well, she understood and apologized. stating she understands now I was merely offering other options. it is certainly her choice.

4/19/2007

Customer Assistance Referral

CA Ref ID: 128569 Priors: No Open Date: 06/15/2000 Status: CLS Last Update: 06/23/2000

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: East Hanover NJ [Redacted] Corres ID:

Agent: Jackie Wing Phone: 6296 Orig By: P Orig CD: H0 Region: 5 Market: 3

Service Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ Assign Agent: SOM - 25

Orig Retailer:

Sell Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsi
54	52	5	3	08

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E1YA [Redacted]

Mileage: 3500 Engine Number: 11294230653678

Prod Date: 02/17/2000 Warranty Start Date: 04/10/2000

Close Agent: Field Closing Date: 06/23/2000

Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information

➤ [Redacted] East Hanover, NJ [Redacted]

Primary	Residence
Secondary	Residence
Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/15/2000 12:05:01 Agent: Jackie Wing Phone 6296 Note Type: PC

> Approximate mileage: 3,500

> Mobile phone: [Redacted]

Client alleges vehicle has been back and forth to the retailer on five occasions and is going back tomorrow. BAS/ESP light continue to illuminate as well as the oil level light.

He stated that retailer has been most helpful. Glenn, his Service Advisor, has been patient, helpful and the retailer as a whole has been very accommodating. He did not want this to reflect poorly on the retailer.

[Redacted] is very unhappy with the amount of warranty work completed and the outstanding issues with the vehicle. Seeks direct contact from SPOM.

Open Date: 06/20/2000 14:31:06 Agent: Jeff Adams Phone Note Type: PC

Car has been repaired by center but being test driven. Once test drive is complete write rwill follow up.

Open Date: 06/21/2000 16:50:01 **Agent:** Linda Tognetti **Phone** 6268 **Note Type:** PC
Extremely nasty [REDACTED] called CAC saying he was promised a call by MBUSA regional management in 3 days.

Writer apologized and advised that regional manager was reviewing and was waiting for test drive results.

Client became extremely argumentative and said that "not only has my \$50,000 car been in for repairs 5 times, but now you lie to me."

Instead of arguing with client, I started to advise that I would contact our regional manager and advised him of client's disappointment.

Client didn't like the tone of my voice and hung up on me.

Voice message left for SPOM, J. Adams.

Open Date: 06/21/2000 17:00:30 **Agent:** Carol Ramirez **Phone** 6243 **Note Type:** PC

Client called back and continued to yell and argue because he has not been contacted by SPOM. Writer explained the SPOM is aware and waiting for the test drive results. Client stated that he is tired of MBUSA. He claims that he would probably be contacted right away if he did not send in his lease payment. Writer informed client that I would do my best to contact SPOM. Client became more irate demanding to speak to a supervisor.

Supervisor was at a meeting and writer explained to client that she would call him back. Client is very upset.

Open Date: 06/21/2000 17:26:08 **Agent:** Joyce Dever **Phone** 6205 **Note Type:** PC

Writer was asked by CA rep Carol Ramirez to return client's call. Writer first contact SPOM via voice mail - received voice mail back stating he intends to call client first thing tomorrow - reiterated he was waiting for diagnosis and repair - was told by s/a it was OK to wait. Writer phoned client's mobile phone number and got a voice mailbox - writer advised who I was....why I was calling - also left my number and a message stating SPOM would be calling him tomorrow morning.

Open Date: 06/21/2000 17:53:44 **Agent:** Joyce Dever **Phone** 6205 **Note Type:** PC

Writer and client spoke. Client is upset he hasn't called back - then stated his BIG concern is that service advisor told him that oil light came on again. Client is leaving with family on 6/30 for trip to South Carolina and is extremely concerned vehicle will have electrical problems on the trip. Writer left this information for SPOM on voice mail this evening. Writer also assured client, as per SPOM voice mail to me, that client will be contacted tomorrow morning.

Open Date: 06/22/2000 09:42:14 **Agent:** Jeff Adams **Phone** **Note Type:** PC

Writer left message on mobile number listed above.

Open Date: 06/23/2000 09:18:34 **Agent:** Jeff Adams **Phone** **Note Type:** RC

Writer spoke with client and explained repairs. writer sked what would resolve the issue for the client who explained he would like something else to drive on his vacation next week even though his car is fixed. Writer and retailer accomodated client with another ML fo rhis trip. Client satisfied and direct contac tinfo given to client from writer for any further issues.

4/19/2007

Customer Assistance Referral

CA Ref ID: 129458 Priors: No Open Date: 07/05/2000 Status: CLS Last Update: 07/13/2000

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Drexel Hill PA [Redacted]

Corres ID:

Agent: Carol Tobias Phone: 6243 Orig By: P Orig CD: H0 Region: 1 Market: 2

Service Retailer: 67101 R & S IMPORTS, LTD. FORT WASHING PA Assign Agent: SOM - 24

Orig Retailer:

Sell Retailer: 67101 R & S IMPORTS, LTD. FORT WASHING PA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [Redacted] Model: ML320 2000

World VIN: 4JGAB54E7YA [Redacted]

Mileage: 6500 Engine Number: 11294230609028

Prod Date: 12/02/1999 Warranty Start Date: 12/30/1999

Close Agent: Field Closing Date: 07/13/2000

Close With: O Close By: M Close How: P Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
42	10	2	3	09

Involved Information

➤ [Redacted] Drexel Hill, PA [Redacted]

Primary	Business
Secondary	Residence
Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/05/2000 18:10:28 Agent: Carol Ramirez Phone 6243 Note Type: PC

Client called claiming that he is upset with the quality of the vehicle. he alleges that the vehicle was having problems with the BAS light and he took it in and alleges that it was repaired for a while. Client alleges that now the BAS, ESP and ETS light continue to come on and off. Client alleges that in 6 months he has had to go to the retailer 3x. Client feels that this is not acceptable. Client will take the vehicle in for the lights coming on but is asking to speak to someone of authority regarding the reliability of his vehicle.

Open Date: 07/06/2000 12:48:54 Agent: Brian Maloney Phone Note Type: PC

Writer attempted contact at number provided to inform him of what to expect concerning timetable of contact. No answer or answering machine. Attempted other number with same result.

Open Date: 07/10/2000 10:16:02 Agent: George Mcnichol Phone 7124 Note Type: PC

I phoned client and left voice mail that I can be reached at Fort Washington Retailer today or my Cellular number any day.

Open Date: 07/13/2000 12:20:27 Agent: George Mcnichol Phone 7124 Note Type: RC

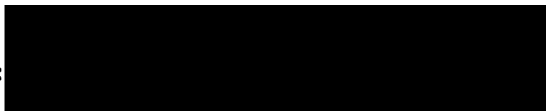
I left voice mail messages and with house keeper on 7/10 7/11 7/12 with no response. Today I left voice mail message stating that if client needs my assistance to call my 800#.

4/19/2007

Customer Assistance Referral

CA Ref ID: 129464 Priors: Both Open Date: 07/05/2000 Status: CLS Last Update: 07/31/2000

Address:



Title:

Phone:



Residence

City: Tarzana

CA



Corres ID:

Agent: Michael Reger

Phone: 6383

Orig By: P

Orig CD: H0

Region: 3

Market: 3

Service Retailer: 05102

KEYES EUROPEAN, LLC

VAN NUYS

CA

Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 05102

KEYES EUROPEAN, LLC

VAN NUYS

CA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
10	10	1	3	03

DBAG VIN: 1631541A



Model: ML320

2000

World VIN: 4JGAB54E4YA



Mileage:

4749

Engine Number: 11294230534197

Prod Date: 11/23/1999

Warranty Start Date: 01/03/2000

Close Agent:

Field Closing Date: 07/31/2000

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information

>



Owner,

Tarzana, CA

Primary Residence
 Secondary Residence
 Secondary Residence
 Secondary Residence
 Secondary Residence
 Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/05/2000 20:06:46

Agent: Michael Reger

Phone 6383

Note Type: PC

the client called the CAC demanding to speak to a supervisor. The writer asked the client why is he asking for a supervisor, and the client responded that he wants something done.

The client alleged that he brought the vehicle in to retailer 05102 and nothing was done to repair it.

The client alleged that a red is on the dash (the client doesn't know which), the passenger seat has one leather panel that is much more rough than the other's, the windows don't roll up without assistance, and when closing the driver's door, it sounds like it is going to fall apart.

The client did mention that he will be away from July 8th - 28

Open Date: 07/12/2000 13:59:42

Agent: Ed Conner

Phone

Note Type: RC

SM reports that Client brought car to Retailer on 26 June w/complaint of BAS & ESP lamp "on, " and Windows "noisy." Repairs completed and Client picked up on 28 June.

After Case opened, SM spoke to Client on 7 July, and invited him to return to Retailer for inspection at Client's convenience. Client stated that he would bring car in on 10 July, but has not yet done so. SM to advise.

Open Date: 07/31/2000 14:14:30

Agent: Ed Conner

Phone

Note Type: RC

SM reports that Client has returned from vacation, and that he and SM have left VM messages for each other in an attempt to schedule appt. Inspection and/or repair to be performed at that time.

4/19/2007

Customer Assistance Referral

CA Ref ID: 129868 Priors: Both Open Date: 07/13/2000 Status: CLS Last Update: 07/19/2000

Address:



Title:

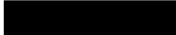
Phone:



Residence

City: Glendale

CA



Corres ID:

Agent: Joyce Dever

Phone: 6205

Orig By: P

Orig CD: H0

Region: 3

Market: 3

Service Retailer: 05758

CALSTAR MOTORS, INC.

GLENDALE

CA

Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 05734

HOUSE OF IMPORTS, IN

BUENA PARK

CA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 1631541A



Model: ML320

2000

World VIN: 4JGAB54E2YA



Mileage: 20000

Engine Number: 11294230538452

Prod Date: 09/24/1999

Warranty Start Date: 10/27/1999

Grp	Fail	Major	Minor	Rsr
82	05	2	3	14

Close Agent:

Field Closing Date: 07/19/2000

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information



- Owner, [Redacted], Glendale, CA [Redacted]

Primary

Residence

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/13/2000 15:30:35

Agent: Joyce Dever

Phone 6205

Note Type: PC

FORMER CASE 118651

Client called for technical assistance and asked to review possibility of returning this vehicle (it is a lease).

Client claims he brought it to retailer for complaint of ABS/BAS/ESP light on. Client claims after he few days he went to pick it up and didn't even get it off retailer lot when all indicator lights went on and alarm went off. Client states it's now been there for two days for this complaint and retailer does not have a diagnosis - client says he was told someone is being brought into look at vehicle.

Client claims also, as per case 118651, odometer has not functioned properly. He alleges it is accruing more mileage than he is driving.

Client would like to speak with SPOM directly about replacing/returning vehicle - he stated he is happy with the M-Class - just has concerns with this one.

Open Date: 07/14/2000 12:31:54

Agent: Ed Conner

Phone

Note Type: RC

SM confirms that ML is currently @ Retailer for repair for "check engine light on."

SPOM reviewed ML's service history w/SM @ Retailer and found no basis for MBUSA refund/replacement. SM to advise as to status of repair ASAP.

Open Date: 07/14/2000 13:12:22 **Agent:** Ed Conner **Phone** **Note Type:** RC
Shop Foreman reports that above complaint caused by loose ground wire, which was apparently disconnected when Client had aftermarket fog lamp system installed by independent vendor. Ground wire has been reconnected, and condition remedied. ML is operating normally, and SF, as per SPOM instructions, will road test ML to verify normal operation and advise.

Open Date: 07/14/2000 15:19:32 **Agent:** Patrick Hunter **Phone** **Note Type:** PC
Client called in and was not sure if he should pick up the car and wanted to see what MBUSA would do. Writer advised SPOM contacted retailer who found a loose ground wire. Advised client to pick up the car if S/M said it is done.

Open Date: 07/19/2000 14:01:51 **Agent:** Ed Conner **Phone** **Note Type:** RC
SM reports that repairs completed, MI is operating normally, and was picked up by (satisfied) Client on 17 July.