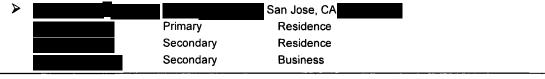
PE07-007 HOGAN&HARTSON FOR DAIMLERCHRYSLER 4/19/2007 ATTACHMENT 1 PART 7 OF 8,

Last Update: 07/27/2000 Priors: No **Open Date:** 07/21/2000 Status: CLS **CA Ref ID:** 130265 Mr. Title: Phone: Residence CA 95148-282 Corres ID: City: San Jose Market: 1 **Phone:** 6243 Orig By: P Orig CD: H0 Region: 6 **Agent:** Carol Tobias Service Retailer:05619 SMYTHE EUROPEAN, INC SAN JOSE CA Assign Agent: SOM - 21 **Orig Retailer:** Sell Retailer: 05619 SMYTHE EUROPEAN, INC SAN JOSE CA Corr Fwd: N Mailgram Sent: N Disp Amt: Grp Fail Major Minor Rsı 2000 **DBAG VIN:** 1631541A162551 Model: ML320 29 73 2 3 13 World VIN: 4JGAB54E7YA 29 73 2 3 13 Mileage: 6800 Engine Number: 11294230544070 **Prod Date: 12/11/1999** Warranty Start Date: 12/27/1999 Field Closing Date: 07/27/2000 Close Agent: Close With: O Close By: D Close How: V Owner Satisfied: Y Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 07/21/2000 14:01:27 Agent: Carol Ramirez Phone 6243 Note Type: PC Client claims that he purchased a lemon. Client claims that the vehicle has been in the retailer for a total of over 30 days due to the ESP and alleged braking on its own. Client feels that this vehicle is a lemon and wants MBUSA to review his files to see what can be done.

Open Date: 07/27/2000 21:18:31 **Agent:** Steve Kremer

SPOM reveiwed vehicle service file on 07-24-00. Review dsiclosed that

Phone 7615

Note Type: RC

ESP light activation was addressed twice previously with the replacement of yaw sensors. On another visit, retailer addressed intermittent alarm activation with re-routing of wiring harness, and replacement of hoodlatch switch, and addressing of a rattle noise from twisted seatbelt striking interior of vehicle cabin. Total days including present vehicle to address ESP light coupled with stalling condition equals 15 days down to date.

SPOM spoke with client previous to vehicle repairs, and then again on 07-27-00 following the date vehicle was picked up by him. Client advised the vehicle seemed to be operating well. SPOM agreed to provide goodwill compensation in the amount pof \$800 to address his inconvenience in needed repairs.

CA Ref ID: 130753

Priors: No

Open Date: 08/01/2000

Status: CLS

Last Update: 08/07/2000

Mr.

Address:

Title:

Phone:

City: Oakland

CA

Corres ID:

Agent: Peter Mortimer

Phone: 6273

Orig By: E

Orig CD: H0 Region: 6

Market: 2

Service Retailer:05626

MERCEDES-BENZ OF OAK

OAKLAND

CA Assign Agent: SOM - 34

Orig Retailer:

Sell Retailer: 05626

MERCEDES-BENZ OF OAK

OAKLAND

CA

Disp Amt:

Corr Fwd: Y

Mailgram Sent: N

Fail Grp

Major Minor Rsi

DBAG VIN: 1631541A151538

Model: ML320

2000

53 54 04

World VIN: 4JGAB54E4YA

Mileage:

17233

Engine Number: 11294230558671

Prod Date: 10/22/1999

Warranty Start Date: 11/17/1999

Close Agent:

Field Closing Date: 08/07/2000

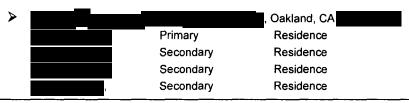
Close With: O

Close By: M

Close How: P

Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Phone 6273 Open Date: 08/01/2000 08:23:28 Agent: Peter Mortimer Note Type: PC Writer opens case on client e-mail (below). Client alleges multiple sensor problems and client no longer has confidence in vehicle. Client would like MB USA to review. Date: Thu. 20 Jul 2000 02:21:41 -0400 Comment: Unauthenticated sender X-Mailer: JNet Qsmtp Subject: Technical Literature (CTLT) From: To: mailmaster@mbusa.com *** Client Assistance *** The following person has filled out the Client Assistance Form on www.MBUSA.com. Contact Information: Title: MR First Last Name: Address 2: City: Oakland State: CA Zip: E-mail: Comments: Dear sir/madam: I am your customer. In November of 1999 in Mercedes-Benz of Oakland, CA bought a ML320. In this 8 months, I have been into the service department 8 times already. Three times was to change sensors, two times were becuase of the rear window shield wiper's nozzle that spits out windsheild fluid was leaking. Also, the wind shield wiper liquid's tanker till is still leaking. As to the sensor's problem, two times was becuase the "Oil Hi" message came up during freeway, we had to call the roadside assistance for a nearby dealer. The first time it replaced the sensor and after driving not so long, the message came again, so we had to change another sensor, yesterday. The other sensor is the ESP and the ETS comes on many times and it was replaced. Other problems were the handle bar on the left passenger seat's pin came out and the sun visor light didn't come on in the passenger seat in front. At first, I bought a Mercedes-Benz because I had confidence in you. Now, my NEW car has so many problems that I have wasted many energy and time because everytime I had a problem I was threatened and nervous. I am not sure what problems my car would have in the future, but it already moved my confidence in you. I am worrying about the days after the warranty is over. I hope I receive some support from you. Thank you. 00 000 Survey Information: Day Phone Number: - ext: Evening Phone Number: Preferred number: Home Preferred time to call: Morning VIN Number: 4JGAB54E4YA1

Vehicle Year: 2000 Model You Own: ML320

Open Date: 08/07/2000 16:45:28 Age

Agent: Dave Woolsey

Phone

Note Type: RC

Writer spoke to clients son, as client didn not speak American.

Reveiwed issues with client, client requested a replacement vehicle due to problems, which after review of file, writer denied. Client then requested a 100,000 mile warrranty. Advised client MB would not consider this either.

Client wanted to speak to supervisor, advised writer was empowered to speak on MB behalf.

Client advised they will persue via Germany...

Last Update: 08/30/2000 **CA Ref ID: 131330** Priors: No Open Date: 08/10/2000 Status: CLS Mr. Title: Address: Phone: Residence CO City: Aspen Corres ID: Agent: Cynthia Feuss Phone: 6289 Orig By: P Orig CD: H0 Region: 6 Market: 7 Service Retailer:08512 MURRAY MOTOR IMPORTS **DENVER** CO Assign Agent: SOM - 28 Orig Retailer: Sell Retailer: 08512 MURRAY MOTOR IMPORTS DENVER CO Disp Amt: Corr Fwd: N Mailgram Sent: N Fail Grp Major Minor Rsı **DBAG VIN: 1631541A160429** Model: ML320 2000 54 53 13 World VIN: 4JGAB54E0YA Mileage: 3000 Engine Number: 11294230589759 **Prod Date:** 12/03/1999 Warranty Start Date: 05/15/2000 **Close Agent:** Field Closing Date: 08/30/2000 Close With: O Close By: D Close How: V Owner Satisfied: Y Involved Information Aspen, CO Primary Residence Residence Secondary Customer Assistance Referral -- Full Notes Open Date: 08/10/2000 10:04:30 Agent: Cynthia Feuss **Phone** 6289 Note Type: PC lates that his 2000 ML320, 3k, has been in & out of Murray Motors for the past month. Client is very calm, polite, compliments Murray Motors, but states that he feels MB should replace the car. Client alleges ABS/ESP lite on, that car has "shut down", that Murray has replaced steering wheel, a computer, etc. Client states he is "not comfortable having a brand new vehicle that has had to have so many repairs this soon." Vehicle is currently at Murray. Client asks that SPOM call him asap at Open Date: 08/15/2000 11:44:11 Phone 6200 Agent: Charles Harper Note Type: RC Retailer is trading client out of ML. I talked to Mrs Mink to day to confirm this and leave my voice mail number if they have any questions. Open Date: 08/30/2000 12:59:06 Agent: Charles Harper Phone 6200 Note Type: RC Client has been traded out of ML

Last Update: 09/21/2000 CA Ref ID: 131384 **Priors: No Open Date:** 08/10/2000 Status: CLS Mrs. Title: Address: Phone: Residence City: Naperville Corres ID: IL Agent: Peter Mortimer Phone: 6273 Orig By: P Orig CD: H0 Region: 4 Market: 2 Service Retailer:22105 MERCEDES-BENZ OF NAP **NAPERVILLE** IL Assign Agent: SOM - 22 Orig Retailer: Sell Retailer: 22105 MERCEDES-BENZ OF NAP **NAPERVILLE** ILDisp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi DBAG VIN: 1631541A193928 Model: ML320 2000 52 15 3 08 World VIN: 4JGAB54E7YA Mileage: 2400 Engine Number: 00000000000000 **Prod Date: 04/27/2000** Warranty Start Date: 05/03/2000 **Close Agent:** Field Closing Date: 09/21/2000 Close With: O Close By: M Close How: V Owner Satisfied: Y Involved Information

>			Naperville, IL	
	1	Primary	Residence	
	,	Secondary	Residence	

Customer Assistance Referral -- Full Notes

Open Date: 09/12/2000 14:01:38 **Agent:** Thomas Trivento **Phone Note Type:** PC CLIENT CALLED ASKING FOR REP CONTACT. VOICEMAIL LEFT WITH MIKE ASKING FOR CONTACT ASAP IF POSSIBLE.

Open Date: 09/14/2000 13:44:49 Agent: Thomas Trivento Phone Note Type: PC CLIENT CALLED CAC AGAIN ASKING FOR REP CONTACT. VOICEMAIL LEFT WITH MIKE MARANDO ASKING FOR CONTACT AAP IF POSSIBLE.

Open Date: 09	/18/2000 17:13	7:20 Agent:	Honora Duffy	Phone 630	7 Note Type: PC
		this time was very o pass messages		e alleged that Mike Mar	ando left a message for her - it
l assured her the sudden, Mr. SPOM.					to accept this. Then, all of a nding to know who was above
l explained that As I was looking			dress their issues - f fe "she's full of shit".		egion's address/fax/phone#.
I told Mr. cooperation. Mr. gave him.				/pe of abusive remark a tory remark & asked fo	and that I seek their r my name as well, wihch I

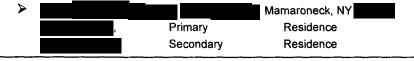
I also gave him regional VP's name - address, whatever they wanted, then he thanked me & hung up on me.

I have urgent call into Mike Marando.

Open Date: 09/21/2000 19:00:11 Agent: Mike Marando Phone Note Type: RC I talked with the client I had the client bring her vehicle into the retailer for our special tech. to inspect the clients truck. The brake switch was replaced the problem has gone away.

CA Ref ID: 131604 Priors: No Status: CLS Last Update: 08/21/2000 **Open Date:** 08/15/2000 Ms Title: Address: Residence Phone: NY Corres ID: City: Mamaroneck Phone: 6289 Orig By: P Orig CD: H0 Region: 5 Agent: Cynthia Feuss Market: 4 Service Retailer:09103 MERCEDES-BENZ OF GRE GREENWICH CT Assign Agent: SOM - 27 **Orig Retailer:** Sell Retailer: 55163 MERCEDES-BENZ OF NAN NANUET NY Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı DBAG VIN: 1631541A170697 Model: ML320 2000 10 10 04 World VIN: 4JGAB54E9YA Mileage: 4000 Engine Number: 11294230630455 Prod Date: 01/25/2000 Warranty Start Date: 02/10/2000 **Close Agent:** Field Closing Date: 08/21/2000 Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 08/15/2000 16:47:33

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

alleges her 2000 ML320 was taken to Greenwish yesterday for the following repairs:

- * BAS/ESP lite
- * door locks made a hissing noise.
- * seat upholstery came apart at the bottom of the seat

Client alleges she was told yesterday they had to order a part. Client alleges they told her today the part came in, but they have not installed it. Client states that she feels this is "unacceptable, I had an appt. for yesterday, they should have had the proper parts, and my car should have been a priority to complete repairs when the part came in today."

Client wishes to speak directly with SPOM. Please call owner at

Open Date: 08/16/2000 13:44:04 Agent: Linda Tognetti Phone 6268 Note Type: PC called CAC alleging she just picked up vehicle this morning. One part is still on order. Additionally, a pair of sunglasses is missing from the vehicle.

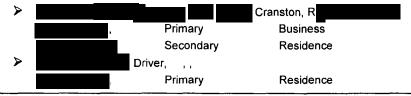
Client DEMANDING to speak with MBUSA regional manager.

Open Date: 08/16/2000 13:57:09 Agent: Linda Tognetti Phone 6268 Note Type: PC called to apologize. She found the sunglasses wedged under the seat. Client also called and apologized to retailer.

Open Date: 08/21/2000 10:46:39 Agent: Ed Mc Rae Phone Note Type: RC Retailer parts manager - Pat Devlin advises that back ordered r/r door lock has arrived. Client will be contacted for installation. Service manager - Joe Murphy advises that client's primary issue was with the missing sunglasses.

Last Update: 09/03/2000 **CA Ref ID:** 132483 Priors: Both **Open Date:** 08/31/2000 Status: CLS Mr. Title: Address: Phone: Business RΙ City: Cranston Corres ID: Agent: Peter Strong Phone: 6366 Orig By: M Orig CD: H0 Region: 1 Market: 8 Service Retailer:71109 **INSKIP AUTOCENTER** WARWICK RΙ Assign Agent: SOM - 30 Orig Retailer: Sell Retailer: 71109 **INSKIP AUTOCENTER** WARWICK RΙ Disp Amt: Corr Fwd: Y Mailgram Sent: Y Grp Fail Major Minor Rsı DBAG VIN: 1631541A174646 Model: ML320 2000 40 20 2 13 World VIN: 4JGAB54E1YA Mileage: 36123 Engine Number: 11294230629789 Prod Date: 02/09/2000 Warranty Start Date: 05/10/2000 **Close Agent:** Field Closing Date: 09/03/2000 Close With: O Close By: M Close How: V Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 08/31/2000 12:11:34 Agent: Peter Strong Phone 6366 Note Type: PC Opened CASE on client's letter to CAC, dated 8/25/00, despite prior CASE # 131334, which was closed 8/18/00.

Because client's concerns are virtually identical to those in the client's earlier letter, i.e., she is alleging that these concerns are unresolved, writer has reproduced his earlier initial CASE notes, below:

Opened CASE on client's letter to CAC, alleging car not clean when delivered, had grease on seats and a small tear on the back seat. After grease and tear repaired, client noticed there were allegedly "numerous scratches on the door and other places on the car."

Client alleges 8 wks later car was pulling to right and vibrating at 65-70mph and she was allegedly told the locks were "defective" and car needed alignment and rotation/balancing.

Client alleges she picked car up next day and it was "pulling to the right much worse than before," still vibrating and "the door would not shut right for me, it kept hitting metal and would lift up a little and not shut right." Client also alleges a new scratch down to metal on the inside of the door, and "numerous more scratches on the driver's rocker panel and a rear section on the P/S."

Client feels the ret. is "ruining" her car.

Client alleges she later got car back and was upset to find mere touch up paint on car, "of a different color," and new grease on floor mats, rugs and seats, and a partially detachted door sill skin, etc.... Client also upset that ret. allegedly put 142 miles on car, although ret. allegedly denies this.

Client alleges Firestone dlr. told her car is unsafe the way it is, and that SM auth'd Firestone to fix it, and that ret. would reimburse client for same.

Client has lost confid. in ret. and is asking for help in getting car fixed.

In addition to the above, client is now alleging that on 8/17/00 SPOM Steve Sauer met w/ her, and "confirmed the vibrating and pulling to the right and all the other little issues w/ the scratches." Client alleges Steve committed to replacing all the tires, fixing the scratches, cleaning the greasy carpets, fixing the molding, BAS/ESP lights and cleaning the car "inside and out".

Client alleges upon picking up the car she noticed the metal strip on door sill still not fixed, the scratches around door handle not fixed, and car still vibrating and pulling to right.

Client has included signed stmts. from the Goodyear person (Jennings Car Care) that car is vibrating and has a "slight drift to right," and a signed stmt. from a Firestone person also confirming these two concerns.

Client maintains "[t]his problem substantially impairs the use, value, and safety of the veh. Therefore, I expect you to refund me for the veh., pursuant to the Lemon Law."

Open Date: 09/03/2000	22:35:58	Agent:	Steve Sauer		Phone	Note	Type: RC
SPOM met with Mr. and			d tested with N			drift to right and	
authorized 4 replacemer	nt tires. Return	ed to reta	iler8/23, road t	ested vehicle	prior to return	to client, verified	no drift/pull, no
vibration. Client filed len	non law prior to	this repa	ir action. SPO	M met again	with clients 8/3	1, road tested w	ith Mr.
and retailer GI	M	i, verifie	ed no pull, no v	ibration. Clie	ent intends to pr	roceed with lemo	n law, will
advise client this week th	nat we intend to	defend a	against this acti	ion.			

Open Date: 10/02/2000 CA Ref ID: 134221 Priors: No Status: CLS Last Update: 10/24/2000

Mrs.

Address

Title:

Phone:

Business

CA City: San Diego Corres ID:

Agent: Maryellen Parente Phone: 4609 Orig By: E Orig CD: HO Region: 3 Market: 1 Service Retailer:05718 MERCEDES-BENZ OF SAN SAN DIEGO CA Assign Agent: SOM - 22

Orig Retailer:

Sell Retailer: 78602 KEN GARFF IMPORTS SALT LAKE CI

UT

Disp Amt: Corr Fwd: N Mailgram Sent: N

Model: ML430 2000

Fail Major | Minor Grp Rsı 42 73 5 08

World VIN: 4JGAB72EXYA

DBAG VIN: 1631721A151199

Mileage: 6581 Engine Number: 11394230119951

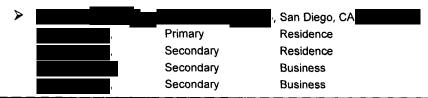
Warranty Start Date: 11/17/1999

Prod Date: 10/20/1999

Close Agent: Field Closing Date: 10/24/2000

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

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 10/02/2000 18:50:15 Agent: Maryellen Parente **Phone 4609** Note Type: PC Client contacts via internet email. Client states that the BAS/ESP is not working. Terri Porter contacts us via internet email with the same numbers of the above client.

Can you help? I have had the vehicle in to two different dealers to fix the problem with the BAS/ESP system. The control module has been replaced twice part 163-545-68-32 and more recently the stop lamp switch part 001-545-31-09. I'm aware that there has been some problems with the control module. Any advise on how to fix the problem.

Phone 7322 Open Date: 10/24/2000 16:46:12 Agent: Geoff Lewis Note Type: RC

Retailer replaced yaw sensor, vehicle is repaired.

Last Update: 10/20/2000 CA Ref ID: 134632 Priors: No Open Date: 10/10/2000 Status: CLS Mr. Title: Address: Phone: Residence OH City: Westerville Corres ID: Market: 5 Phone: 6249 Agent: Joseph Burka Orig By: P Orig CD: H0 Region: 4 Service Retailer:62402 ED POTTER, INC. COLUMBUS OH Assign Agent: SOM - 25 Orig Retailer: Sell Retailer: 62402 **COLUMBUS** OH ED POTTER, INC. Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı **DBAG VIN: 1631541A157593** Model: ML320 2000 10 10 08 World VIN: 4JGAB54E9YA Engine Number: 11294230577494 Mileage: 11804 **Prod Date:** 11/19/1999 Warranty Start Date: 02/16/2000 **Close Agent:** Field Closing Date: 10/20/2000 Close With: O Close By: M Close How: P Owner Satisfied: Y **Involved Information** Westerville, OF Primary Residence Residence Secondary Secondary **Business Customer Assistance Referral -- Full Notes** Open Date: 10/10/2000 11:58:56 Agent: Joseph Burka **Phone 6249** Note Type: PC

Client alleges vehicle has been problematic since his purchase. Client claims he has had problems with windsheild (cracked), rearview mirror, MCS, power steering pump, recurring ck enigne It, yaw sensor (ESP/BAS It) and now a paint blemish both he and retailer believe to be a paint defect. Client is terribly upset with vehicle and seeks to involve MBUSA.

Client contact # (day) (home)

Client called CAC per request of SA "Mike" at retailer.

Open Date: 10/20/2000 07:17:30 Agent: Scott Hickam Phone Note Type: RC

Spom has made contact with client and retailer. Vehicle has had over 8 repairs for non-conformities within 1 year or 18k miles. Vehicle qualifies for Ohio lemon law (verified by the legal department). Spom has advised retailer to trade client from current vehicle into a replacement vehicle. Client is advised that due to service history MBUSA will assist 100% into trading him into a replacement vehicle. Client is satisfied.

CA Ref ID: 135545

Priors: No

Open Date: 10/26/2000

Status: CLS

Last Update: 12/01/2000

Dr

Address:

Title:

Phone:

Residence

City: Cincinnati

OH _____

Corres ID: 176089

Agent: Thomas Trivento

Phone:

Orig By: M

Orig CD: H0 Region: 4

Market: 6

Service Retailer:62410

MERCEDES-BENZ OF CIN

CINCINNATI

OH Ass

Grp

15

Orig Retailer:

Sell Retailer: 62410

MERCEDES-BENZ OF CIN

CINCINNATI

Assign Agent: SOM - 26

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

OH

DBAG VIN: 1631541A178083

Corr Fwd:

Model: ML320

2000

 Fail
 Major
 Minor
 Rsi

 52
 3
 3
 08

World VIN: 4JGAB54E3YA

Mileage:

7191

Engine Number: 11294230655479

Prod Date: 02/23/2000

Warranty Start Date: 03/21/2000

Close Agent:

Field Closing Date: 12/01/2000

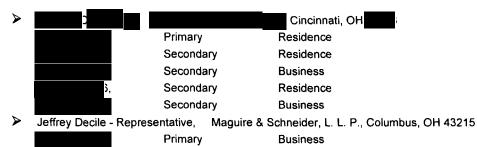
Close With: O

Close By: M

Close How: P

Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 10/26/2000 14:03:55 **Agent:** Thomas Trivento **Phone Note Type:** PC LETTER FROM ATTORNEY TO CAC REQUESTING REFUND OF VEHICLE PURCHASE DUE TO BAS/ESP LIGHT ON , INTO RETAILER 4 TIMES, STILL NOT FIXED.

Open Date: 11/13/2000 23:23:53

Agent: Steve Neukam

Phone 7226

Note Type: RC

SPOM called client several times and left voice messages. Last time at 8:50 am on 11/13/00. No response from client

today.

Open Date: 12/01/2000 22:34:07

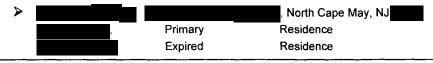
Agent: Steve Neukam

Phone 7226

Note Type: RC

SPOM spoke with client 11/15/00. SPOM ask client if the problem was still happening. Client stated no, and that the car was functioning fine now. SPOM explained that he felt that the car did not qualify for lemon law. Client insisted that it was and he only wanted to get out of the vehicle. No other option that SPOM discussed was acceptable to client. SPOM requested MBUSA legal dept. to send client letter stating the above. Case closed.

Last Update: 11/20/2000 CA Ref ID: 135993 Priors: No Open Date: 11/04/2000 Status: CLS Mrs. Title: Address: Phone: Residence NJ City: North Cape May Corres ID: Market: 2 Phone: 6350 Orig CD: H0 Agent: Gregg Mault Orig By: P Region: 1 Service Retailer:51220 PRECISION CARS OF AT WEST ATLANTI NJ Assign Agent: SOM - 23 Orig Retailer: Sell Retailer: 51220 PRECISION CARS OF AT **WEST ATLANTI** NJ Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi **DBAG VIN: 1631541A159166** Model: ML320 2000 10 10 08 World VIN: 4JGAB54E0YA Engine Number: 11294230570112 Mileage: 13530 **Prod Date:** 11/25/1999 Warranty Start Date: 12/28/1999 Close Agent: Field Closing Date: 11/20/2000 Close With: O Close By: M Close How: P Owner Satisfied: Y Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 11/04/2000 13:53:24 Agent: Gregg Mault Phone 6350 Note Type: PC client called stating she has had numerous problems with vehicle i.e. oil indicator, gas gauge, and the BAS/ESP light is on . Client states retailer has been very helpful but the problems still exist, client can be reached a

Open Date: 11/20/2000 07:51:36 Agent: Vinnie Abucewicz **Phone** Note Type: RC

Client stated she wanted to alert MB of the problems she had with vehicle. At this time client is satisfied.

CA Ref ID: 136649 Priors: Cus Status: CLS Last Update: 12/09/2000 **Open Date:** 11/20/2000

Title: Address:

Phone: Residence

City: Sherman IL Corres ID:

Agent: Gregg Mault Orig By: P Orig CD: H0 Region: 4 Phone: 6350 Market: 9 **SPRINGFIELD** IL

ISRINGHAUSEN IMPORTS Service Retailer:22470

Assign Agent: SOM - 29

Major Minor

Rsı

08

Grp

54

Fail

52

Orig Retailer:

Sell Retailer: 22470 ISRINGHAUSEN IMPORTS **SPRINGFIELD** IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A170808 Model: ML320 2000

World VIN: 4JGAB54E3YA

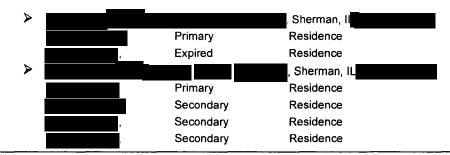
Mileage: 10555 Engine Number: 11294230631729

Prod Date: 01/26/2000 Warranty Start Date: 02/10/2000

Close Agent: Field Closing Date: 12/09/2000

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

Involved Information



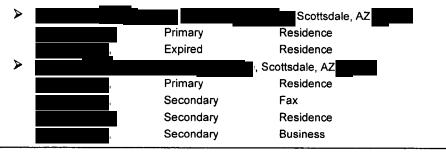
Customer Assistance Referral -- Full Notes

Open Date: 11/20/2000 09:21:44 Agent: Gregg Mault **Phone 6350** Note Type: PC CLIENT CALLED STAING HE IS HAVING A PROBLEM WITH THE OIL SENSOR AN ABS/ESP LIGHTS COMING ON AGAIN. CLIENT STATES RETAILER TRIED TO FIX BUT LIGHTS ARE STIL ON. CLIENT CAN BE REACHED AT 217-899 4809.

Open Date: 12/09/2000 19:16:42 **Phone 7409** Note Type: RC Agent: Michael Doherty MARKET MANAGER HAS BEEN IN CONTACT WITH THE CLIENT AND ALSO INSPECTED THE SERVICE FILE. DUE TO CONTINUED PROBLEMS WITH THE CURRENT VEHICLE SPOM AGREED TO GOODWILL ASSIST THE RETAILER AND CLIENT WITH \$2400.00 TO APPLY TOWARDS ANOTHER VEHICLE. THE CLIENT HAS TRADED THE VEHICLE FOR AN E320. THE CLIENT IS VERY HAPPY WITH THE ARRANGEMENTS MADE.

CA Ref ID: 136704 Priors: No **Open Date:** 11/20/2000 Status: CLS Last Update: 12/20/2000 Ms. Title: Address: Suite A Phone: Residence ΑZ City: Scottsdale Corres ID: Agent: Bernadette Cavanaugh **Phone:** 6378 Orig By: P Orig CD: H0 Region: 6 Market: 3 Service Retailer:03710 SCHUMACHER EUROPEAN, **PHOENIX** ΑZ Assign Agent: SOM - 24 Orig Retailer: 03710 SCHUMACHER EUROPEAN, PHOENIX AZSell Retailer: 05626 MERCEDES-BENZ OF OAK OAKLAND CA Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı DBAG VIN: 1631721A182017 Model: ML430 2000 42 73 08 3 3 World VIN: 4JGAB72E1YA 20 53 2 3 13 Mileage: 9646 Engine Number: 11394230170104 Prod Date: 03/10/2000 Warranty Start Date: 03/31/2000 **Close Agent:** Field Closing Date: 12/20/2000 Close With: O Close By: M Close How: V Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 11/20/2000 18:21:45 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC called in stating that they have been having ongoing problems with the BAS/ESP light coming on and and the brake light coming on. Client states he has had to bring back several times for the same problem and states if MBUSA cannot correct the problem, he is going to file under the AZ Lemon Law.

Open Date: 11/27/2000 14:18:10 Agent: Honora Duffy Phone 6307 Note Type: PC called "some big wig from Mb was supposed to call me today, but I have not heard from him"

I told client I would contact Mike Shepard & have SPOM call him; I called Mike & gave him message.

Open Date: 11/28/2000 12:28:45 Agent: Mike Shepard Phone Note Type: RC SPOM left voice mail message for client on 11/27 at 2:30 pm with my voice mail number and another message on 11/28 at 10:30 am.

Open Date: 12/04/2000 14:01:15 Agent: Mike Shepard Phone Note Type: RC

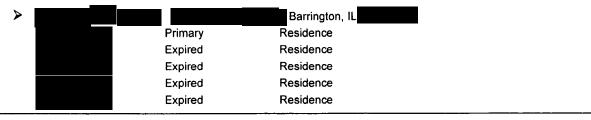
SPOM reviewed client's file. Client is demanding mb buy back his vehicle. SPOM declined client's request, advised client mb would provide technical assistance to assure his vehicle is operating to factory specifications. Client not satisfied with response. Client requested a letter stating mb would not buy the car back at this time. SPOM faxed letter to client this time and date.

Open Date: 12/20/2000 17:24:25 **Agent:** Mike Shepard **Phone Note Type:** RC Special Technician inspected vehicle and confirmed vehicle was operating to factory specifications. Owner alleges car is overheating and is still demanding MB to buy vehicle back or put him in another vehicle. SPOM again denied client

request.

Last Update: 12/20/2000 Status: CLS CA Ref ID: 136803 Priors: No **Open Date:** 11/22/2000 Mr. Title: Address: Residence Phone: Corres ID: City: Barrington Orig By: P Orig CD: H0 Region: 4 Agent: Thomas Trivento Phone: Market: 1 Service Retailer:22427 MOTOR WERKS OF BARRI BARRINGTON IL Assign Agent: SOM - 21 Orig Retailer: BARRINGTON IL Sell Retailer: 22427 MOTOR WERKS OF BARRI Corr Fwd: N Disp Amt: Mailgram Sent: N Grp Major | Minor | Rsi Fail 2000 DBAG VIN: 1631541A179652 Model: ML320 10 10 3 14 World VIN: 4JGAB54EXYA Mileage: Engine Number: 11294230661721 4652 Prod Date: 02/29/2000 Warranty Start Date: 05/27/2000 **Close Agent:** Field Closing Date: 12/20/2000 Close With: O Close By: M Close How: P Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 11/22/2000 14:28:33 Agent: Thomas Trivento Phone Note Type: PC CLIENT VERY, VERY ABUSIVE AND BELLIGERENT UPON CALLING CAC, ALLEGING VEHICLE REPEATEDLY INTO CENTER FOR REPAIRS SINCE OWNERSHIP. CURRENTLY, VEHICLE IN NEED OF REPAIRS TO BAS/ESP LIGHT AND CLIENT SEEKS INTERVENTION BY MB REP, EITHER TO OBTAIN SOME QUALITY ASSURANCES WITH VEHICLE, OR TO BE TRADED OUT AND INTO ANOTHER MB.

Note Type: RC

Open Date: 12/20/2000 15:09:20 Agent: Mike Marando Phone

I talked with this client, and had a very nice review of the service on his ML, The bottom line is the client is now satisfied with our product.

Last Update: 12/11/2000 **CA Ref ID:** 136877 Priors: Both **Open Date:** 11/27/2000 Status: CLS

Title: Address:

> Phone: **Business**

> > Major Minor Rsi

13

53

City: Bellmore NY Corres ID:

Phone: 6366 Orig CD: H0 Region: 5 Agent: Peter Strong Orig By: P Market: 1

Service Retailer:55124 LAKEVIEW AUTO SALES **ROCKVILLE CE** NY Assign Agent: SOM - 22

Orig Retailer:

Sell Retailer: 55124 LAKEVIEW AUTO SALES ROCKVILLE CE NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp Fail **DBAG VIN:** 1631541A165815 Model: ML320 2000 42

World VIN: 4JGAB54E8YA

Mileage: 10000 **Engine Number:** 11294230607109

Prod Date: 12/23/1999 Warranty Start Date: 03/07/2000

Close Agent: Field Closing Date: 12/11/2000

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

Involved Information

\triangleright		t, Bellmore, NY		
	,	Primary	Residence	
	,	Secondary	Business	
	,	Secondary	Residence	
	,	Secondary	Residence	
	,	Secondary	Mobile	

Customer Assistance Referral -- Full Notes

Open Date: 11/27/2000 11:36:15 **Agent:** Peter Strong **Phone** 6366 **Note Type:** PC Client called CAC, and was "rude, arguementative," etc..., as noted by SPOM Paul Gagliardi in Sum Note # 386387, on 11/8/00. See companion REF, in which SPOM agrees to provide brake pads as goodwill.

Writer apologizes in advance for lack of clarity in the following, but this client was seemingly unable to allow writer to ask any clarifying questions. Client virtually refused to stop talking at any time, so that her confused descriptions of her perception of the events are all writer had to go on.

Client is apparently alleging the BAS/ESP lights came on previously, culminating in the goodwilling of brake pads mentioned above. Now client is apparently alleging the "exclamation point" light came on on 11/20/00 on the Hutchingson River Parkway, toward Whitestone Bridge (Hawthorne, NY?) b/w 5:30 - 6:00pm. At this time, allegedly, there was a multicar accident "either in front of me or beside me," and three other cars were involved. A car "fishtailed in front of me and the police officer told me it wasn't my fault, as someone stopped short." There is a police report. Client was not injured, she stated, although she added "I have a bad backache today, but it could be old age." Client is 67 yr. old.

Client is alleging she feels she should have been able to stop, but that there pedal went to the floor. Client also said it pulsed, then became unclear on this point. The police officer told her to drive home, after the police "pulled the bumper off."

Client got gas, and the "exclamation point light" went off upon the restart. Car is currently at Lakeview and is driving a loaner."

Client stated "unless this problem is resolved, I don't want the car." Client stated she has not yet "told her insurance company the details of the accident." (?)

Writer promised reg. contact w/in One Bus. Week.

Open Date: 12/04/2000 12:54:30 **Agent:** Paul Gagliardi **Phone Note Type:** PC Writer and technical specialist were at retailer today and offered to road test vehicle - vehicle is in body/paint repair and will be unavailable until the end of the week for a road test.

Open Date: 12/11/2000 17:34:20 **Agent:** Todd Grieco **Phone** 7522 **Note Type:** RC TS road tested and inspected vehicle and found everything to be in normal working order. Retailer will contact client and inform of findings.

CA Ref ID: 136924 Priors: No **Open Date:** 11/27/2000 Dr.

Status: CLS

Last Update: 12/02/2000

Address:

Title:

Phone:

Residence

City: Billings

MT

Corres ID: 177450

Agent: Kathleen Durning

Orig By: E Orig CD: H0 Region: 6

Market: 6

Service Retailer:47607

Phone: 4633 **DEMAROIS OLDS - GMC**

MISSOULA

MT

Assign Agent: SOM - 27

Orig Retailer:

Sell Retailer: 47607

DEMAROIS OLDS - GMC

MISSOULA

MT

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp Fail Major Minor Rsı

DBAG VIN: 1631721A163780

World VIN: 4JGAB72E7YA

Model: ML430

2000

42 36 3 13

Mileage:

8367

Engine Number: 11394230135928

Prod Date: 12/16/1999

Warranty Start Date: 12/28/1999

Close Agent:

Field Closing Date: 12/02/2000

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 11/27/2000 22:46:08

Agent: Kathleen Durning

Phone 4633

Note Type: PC

opening a client referral after receipt of client e-mail (corresp # 177450)

Client stated that he is not happy with retailer but that they have been unable to repair his vehicle. Client stated that the brakes are squeaking so loud that he is embarrassed to drive the car. CLient also included info regarding repairs done over the summer on the Bose system, and navi unit and stated that the free ""warranty" service cost them \$342 and that the retailer charged the client to send someone out to pick up and drive the car in for repairs- this was never told to them prior to the charge.

Client can be contacted a

Open Date: 11/28/2000 17:16:25 Agent: Ron Reynolds Note Type: PC 11/28/00 3:00PM,SPOM L/M FOR RETAIL CENTER EXEC MGR IN EFFORT TO DISCUSS CLIENT CONCERNS.(RR) Open Date: 12/02/2000 01:04:23 Agent: Ron Reynolds Phone Note Type: RC 11/29/00 3:00PM,SPOM DISCUSSED CONCERNS WITH PRIMARY DRIVER MRS WHO INQUIRED IF BRAKE SQUEEKS ARE COMMON WITH M CLASS MODELS.SPOM ADVISED THAT SQUEEKS DURING BRAKING IS UNUSUAL AND SHOULD BE INVESTIGATED BY NEAREST RETAIL CENTER.CLIENT STATED CLOSEST RETAIL CENTER IS APPROX 400 MILES AWAY AND THAT RETAIL CENTER DID INVESTIGATE CONCERN AND VEHICLE BRAKE SYSTEM WAS OPERATING NORMAL.SPOM SUGGESTED THAT CLIENT COULD BE BRAKING WITH LIGHT PEDAL PRESSURE CAUSING SQUEEKING CONDITION,THERFORE CLIENT COULD LOCATE A SAFE PLACE TO BRAKE WITH MODERATE TO HEAVY PEDAL PRESSURE IN EFFORT TO ALLEVIATE CONDITION.CLIENT SAID SHE WOULD DO SO AND CALL SPOM FOR FURTHER RECOMMENDATION IF REQUIRED. CLIENT HAS SPOM CELL TEL#.CASE CLOSED.(RR)

CA Ref ID: 137385 Priors: Both Open Date: 12/08/2000 Status: CLS Last Update: 01/05/2001

Mr.

Address: Title:

Phone: Residence

City: South Hadley MA Corres ID:

Agent: Ronald Smith Phone: 6315 Orig By: P Orig CD: H0 Region: 1 Market: 6

Service Retailer:36128 LEWBAR IMPORTS, INC. WEST SPRINGF MA Assign Agent: SOM - 28

Orig Retailer:

Sell Retailer: 71108 VITI, INC. TIVERTON RI

Disp Amt: Corr Fwd: N Mailgram Sent: N

World VIN: 4JGAB54E7YA

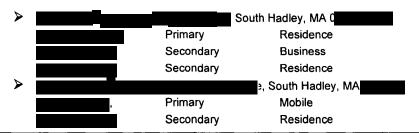
Mileage: 30000 Engine Number: 11294230537250

Prod Date: 09/21/1999 **Warranty Start Date:** 11/12/1999

Close Agent: Field Closing Date: 01/05/2001

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

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 12/08/2000 14:13:58 Agent: Ronald Smith Phone 6315 Note Type: PC Vehicle is every month for repairs since delivery as per caller. Mrs. Chan called because the keys on the vehicle keep decoding. Two sets of keys have been re programmed but they keep dropping the codes. A/c emitting a strong smell and ESP light keep coming on even thought the retailer can find nothing wrong.



Open Date: 12/12/2000 12:23:00 Agent: Kevin Canty Phone Note Type: RC

12/11 Faxed case to Serv Mgr Tom Stefanik for review and contact.

Open Date: 01/05/2001 10:58:33 Agent: Bernadette Cavanaugh Phone 6378 Note Type: RC

Per Kevin Canty:

Client in 12/21 to replace batteries in remote as per advise of T.S. Retailer followed up again on 12/29 --- condition corrected.

CA Ref ID: 137623

Priors: Both

Open Date: 12/15/2000

Status: CLS

Last Update: 01/12/2001

Mrs.

Address:

Title:

Phone:

Residence

City: LOS ANGELES

CA

Corres ID:

Agent: Joyce Dever

Phone: 6205

Orig By: P

Orig CD: H0

Region: 3 Market: 4

Service Retailer:05737

DOWNTOWN L. A. MOTOR

LOS ANGELES

CA

54

10

3

13

Orig Retailer:

Sell Retailer: 05123

Prod Date: 11/12/1999

DBAG VIN: 1631541A155839

MERCEDES-BENZ OF CAL

CALABASAS

Assign Agent: SOM - 25

Disp Amt:

CA

Corr Fwd: N

Mailgram Sent: N Model: ML320

2000

Grp Fail Major Minor Rsi 98 48 2 3 05

3

World VIN: 4JGAB54E5YA

Mileage:

16000

Engine Number: 11294230571234

Warranty Start Date: 12/17/1999

Close Agent:

Field Closing Date: 01/12/2001

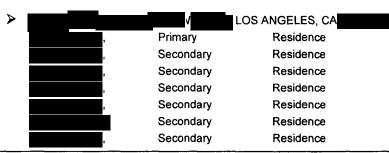
Close With: O

Close By: M

Close How: P

Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 12/15/2000 13:09:58

Agent: Joyce Dever

Phone 6205

Note Type: PC

FORMER CASE 134449

Client phoned CAC - says she just got off the phone with Bandula and she has requested a meeting with SPOM so he can inspect this vehicle while she is present. Client alleges poor paint touch up by retail center - claims touched up spots turned gray after washing. She says it appears that trim items weren't covered - were oversprayed and not cleaned off properly. Client says BAS/ESP light still unresolved and she also received notification about inspection of rear seat belt anchor.

Open Date: 01/12/2001 13:21:42

Agent: Les Korngold

Phone 7325

Note Type: RC

Spoke with retailer client relations manager at DTLA (Bandula) who stated he has been in contact with client and feels that all issues are resolved. Client is still seeking contact from MBUSA to discuss her concerns.

Open Date: 01/12/2001 13:22:34

Agent: Les Korngold

Phone 7325

Note Type: RC

SPOM left message on clients voice-mail, 01/12/01@10:22am with instructions hoe to reach me via voice-mail.

 Open Date:
 01/12/2001
 18:42:41
 Agent:
 Les Korngold
 Phone
 7325
 Note Type:
 RC

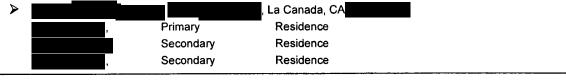
Spoke with client om 01/12/01. Client does not want to pick up vehicle from retailer stating she no longer wants the car. Client stated that she is not happy with work retailer has done to the paint finish. I explained that any difficulty with non-warranty repairs (touch-up, stain removal, etc.) to the paint would have be resolved between client and retailer. I suggested client speak with appropriate management at DTLA in an attempt to resolve the issues.

Client asked if her vehicle was a "Lemon". I explained that a brief review of her warranty history would not suggest that is a lemon. But if client is cklaiming that the vehicle is a lemon, then we would need to inspect it and review the history before rendering any decison.

I suggested that client contact the service manger or general manager in an attempt to resolve her issues with the retailer. I offered the client to call me back after discussing matters with the retailer if resolution was satisfactory.

Closing case.

Status: CLS Last Update: 01/18/2001 CA Ref ID: 137935 Open Date: 12/26/2000 Priors: Both Mrs. Title: Address: Residence Phone: CA Corres ID: City: La Canada Orig CD: H0 Region: 3 Phone: 6249 Orig By: P Market: 2 Agent: Joseph Burka Service Retailer:05703 AUTO STIEGLER, INC. **ENCINO** CA Assign Agent: SOM - 29 Orig Retailer: **ENCINO** CA Sell Retailer: 05703 AUTO STIEGLER, INC. Corr Fwd: N Mailgram Sent: N Disp Amt: Grp Fail Major | Minor Rsı Model: ML320 2000 DBAG VIN: 1631541A177811 46 52 3 08 World VIN: 4JGAB54E5YA Engine Number: 11294230659432 6200 Mileage: Warranty Start Date: 03/13/2000 Prod Date: 02/22/2000 **Close Agent:** Field Closing Date: 01/18/2001 Owner Satisfied: Y Close With: O Close By: D Close How: V **Involved Information**



Customer Assistance Referral -- Full Notes

Open Date: 12/26/2000 10:49:14

Agent: Joseph Burka

Phone 6249

Note Type: PC

Client alleges recurring BAS/ESP It. Client alleges it has been to retailer on several ocassions for this problem, and conditions not only still exist, but braking performance has declined. Client claims to have spoken w/ SM Pierre at retailer who apparently has denied MBUSA assistance in this matter. Client claims vehicle is going back to center today for insoection, but client has lack of faith in retailer to correct problems.

Client seeks MBUSA intervention for his problems.

Client contact # 818 752 2120

Open Date: 01/18/2001 19:19:49

Agent: Dan Berberian

Phone 7329

Note Type: RC

SPOM reviewed with retailer and verified that the steering colum shaft and steering angle sensor and BAS control units were diagnosed as the fault and replaced. In addition O2 sensors were replaced to remedy other failure. No further action is necessary.

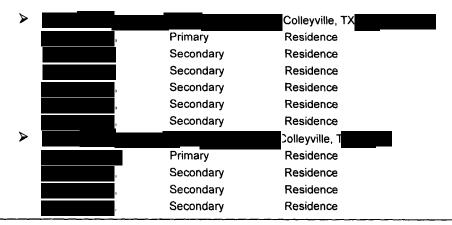
Last Update: 01/04/2001 CA Ref ID: 138119 Priors: Both Open Date: 01/02/2001 Status: CLS Mr. Title: Phone: Residence City: North Miami Beach FL Corres ID: Orig By: P Orig CD: H0 Region: 2 Agent: Gregg Mault Phone: 6350 Market: 6 **FORT LAUDERD** FL Service Retailer:14349 MERCEDES-BENZ OF FOR Assign Agent: SOM - 33 Orig Retailer: Sell Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL Disp Amt: Corr Fwd: N Mailgram Sent: N Fail Major Rsı Grp Minor **DBAG VIN: 1631541A149345** Model: ML320 2000 52 54 14 World VIN: 4JGAB54E5YA Mileage: Engine Number: 11294230548375 16868 Prod Date: 10/12/1999 Warranty Start Date: 10/29/1999 **Close Agent:** Field Closing Date: 01/04/2001 Close With: D Close By: M Close How: V Owner Satisfied: Y Involved Information North Miami Beach, FL Primary Residence Expired Residence **Customer Assistance Referral -- Full Notes** Open Date: 01/02/2001 11:24:08 Agent: Gregg Mault **Phone** 6350 Note Type: PC client called stating he has had a problem with the BAS/ESP light coming on along with vehicle not coming out of park. client states vehicle is back at retailer with same problem today, client would like MBUSA to inspect vehicle. Client can be reached a Open Date: 01/02/2001 13:34:34 Agent: Glenn Zitzman **Phone** Note Type: PC Writer investigating with the retail center. **Phone** Note Type: RC **Open Date:** 01/04/2001 15:08:08 Agent: Glenn Zitzman

Retail Service mgr has been in direct contact with the client . Problem identified as a defective stop lamp switch. Writer has

confirmed vehicel has been picked up by the client.

Last Update: 01/09/2001 **CA Ref ID:** 138245 Priors: Cus Open Date: 01/03/2001 Status: CLS Title: Phone: Residence City: Colleyville TX Corres ID: Orig By: P Orig CD: H0 Agent: Joseph Burka Phone: 6249 Region: 6 Market: 8 Service Retailer:75104 CARDENAS AUTOPLEX, I **HARLINGEN** TX Assign Agent: SOM - 29 Orig Retailer: Sell Retailer: 75118 PARK PLACE MOTORCARS **BEDFORD** TX Disp Amt: Corr Fwd: N Mailgram Sent: N Fail Grp Major Minor Rsı DBAG VIN: 1631541A230512 Model: ML320 2001 53 54 3 3 13 World VIN: 4JGAB54E11A Mileage: Engine Number: 11294230846829 Prod Date: 10/17/2000 Warranty Start Date: 11/30/2000 **Close Agent:** Field Closing Date: 01/09/2001 Close By: D Close With: O Close How: V Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 01/03/2001 17:45:22 Agent: Joseph Burka Phone 6249 Note Type: PC Client called CAC alleging vehicle at center for ABS/BAS/ESP It problems accompanied with a "beeping" noise. Client cause of condition has not been determined, and seeks MBUSA assistance in this matter.

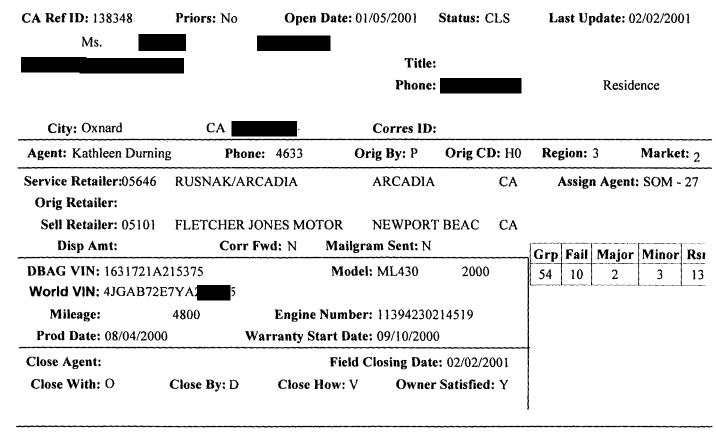
Additionally, client is on vacation, and alt trans has not been provide, according to client.

Writer will v-mail SPOM Martinez for immediate involvement.

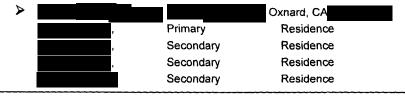
Client contact:

Open Date: 01/09/2001 17:58:33 Agent: Tony Martinez Phone 7613 Note Type: RC

Diagnosis revealed that ESP control unit requires replacement. Control unit replaced and vehicle perfoms normally. Vehicle delivered to client on 1-4-2000. Retail center service manager advised that arrangements have been made with the selling retailer in Bedford to process trip interruption claim.



Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 01/05/2001 22:13:27 Agent: Kathleen Durning **Phone 4633** Note Type: PC Ms. Sudijono called stating that her vehicle was towed to the retailer since the steering wheel would not turn for the second

time. !st time a contact ring was replaced and roadside tech informed her that the ring has burnt out and they were close to having the airbags deploy due to this problem. CLient feels this is a major safety issue and no longer wants this vehicle. CLient claims they have experienced the vehicle not shifting properly and the BAS/ESP lights have come on requiring a "switch lamp" for brakes to be replaced

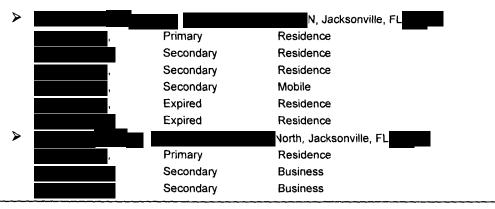
Client can be reached a

Open Date: 01/12/2001 17:52:41 Agent: Jim Hormann Phone Note Type: RC records demonstrate this is second time for the vehcile to be in for this repair, one additional car was made when car was reparied onone of the ocasions above as a a roadside call and had to be taken to the retailer to reset the light ca is at retialer now, the second time and the issue seems to be the sub wiring harness. Client customer request to repalce the vehicle will be denied.b

Open Date: 02/02/2001 18:00:38 **Phone** Agent: Jim Hormann Note Type: RC SPOM Hormann spoke to client, after futher review, through retailer we made arrangements to exchange vehicle, vehicle will go to mbusa auction.

CA Ref ID: 138515 Priors: No Last Update: 02/05/2001 **Open Date:** 01/10/2001 Status: CLS Mrs. Title: Address: Residence Phone: FL City: Jacksonville Corres ID: Agent: Joseph Burka Phone: 6249 Orig By: P Orig CD: H0 Region: 2 Market: 7 Service Retailer:15321 KRAFT MOTORCAR CO., **GAINESVILLE** FL Assign Agent: SOM - 29 Orig Retailer: 15321 KRAFT MOTORCAR CO., **GAINESVILLE** FLSell Retailer: 15321 KRAFT MOTORCAR CO., **GAINESVILLE** FL Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı DBAG VIN: 1631541A172088 Model: ML320 2000 52 2 54 3 13 World VIN: 4JGAB54E5YA Mileage: Engine Number: 11294230627697 10213 Prod Date: 01/31/2000 Warranty Start Date: 05/13/2000 **Close Agent:** Field Closing Date: 02/05/2001 Close With: O Close By: M Close How: V Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 01/10/2001 12:40:54 Agent: Joseph Burka

Phone 6249

Note Type: PC

Client alleging recurring ABS/BAS It problems. Client claims vehicle has been to centers (both Gainesville, and Jacksonville) on 4 prior ocassion for repair of It. Client claims conditions still exist, and seeks MBUSA assistance in this matter.

Client mentions that brakes feel sensitive or lacking sensitivity when he applies brakes with these lights on.



Open Date: 02/05/2001 17:45:38 Agent: Dave Reber Phone 7229 Note Type: RC H. SCHACHER, TS AND I MET WITH CLIENT, BAS AND ESP LIGHTS WERE ON. WE WERE ABLE TO PULL CODES AND FOUND THE STOP LIGHT SWITCH TO BE DEFECTIVE. THE SWITCH WAS REPLACED and we drove vehicle on three separate occasion and code did not reappear. vehicle repaired.

CA Ref ID: 140105 Priors: Both Open Date: 02/21/2001 Status: CLS Last Update: 03/08/2001 Ms. Address: Title: Phone: Residence NY City: Mamaroneck Corres ID: Agent: Bernadette Cavanaugh **Phone:** 6378 Orig By: P Orig CD: H0 Region: 5 Market: 4 Service Retailer:09103 MERCEDES-BENZ OF GRE **GREENWICH** CT Assign Agent: SOM - 27 **ENGLEWOOD** Orig Retailer: 51142 **BENZEL - BUSCH MOTOR** NJ Sell Retailer: 51142 **BENZEL - BUSCH MOTOR ENGLEWOOD** NJ Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı DBAG VIN: 1631721A162592 Model: ML430 2000 10 10 14 World VIN: 4JGAB72E1YA1 Mileage: 13243 Engine Number: 11394230137811 Prod Date: 12/11/1999 Warranty Start Date: 01/14/2000 **Close Agent:** Field Closing Date: 03/08/2001 Close With: O Close By: D Close How: V Owner Satisfied: Y Involved Information Mamaroneck, NY Residence Primary Secondary **Business** Customer Assistance Referral -- Full Notes

Open Date: 02/21/2001 14:29:30 Phone 6378 Agent: Bernadette Cavanaugh Note Type: PC was contacted by Follow-Up regarding her SES survey and was transferred to me. She stated that she has been having an intermittent problem with the vehicle just losing power during acceleration that dealer has not been able to find nor duplicate. Client seeking assistance from MBUSA to help resolve. Stated she has 2 small children and is getting afraid to drive the vehicle. Client wants MB rep. to contact her to let her know when to bring her vehicle back for diagnosis.

Open Date: 02/22/2001 08:55:00 Agent: Russell Chave Note Type: RC SPOM will review with dealer this week. Dealer to contact customer to arrange for inspection.

Open Date: 02/23/2001 13:06:50 Agent: Russell Chave Phone Note Type: RC SPOM followed up with dealer this morning. Client has been contacted and appointment set for Friday March 1st for dealer to test drive with client in effort to confirm or duplicate condition. Client will be advised on operation of ESP system and shown how vehicle reacts to wheel slippage with demonstration on ice or sand covered roadway.

Open Date: 03/01/2001 10:44:23 **Phone** Agent: Russell Chave Note Type: RC Client arrived for appointment this morning. Client was in a hurry and chose not to test drive vehicle with service personnel. Vehicle will be evaluated and checked for codes by MBUSA Tech. Spec.

Open Date: 03/01/2001 15:18:25 **Agent:** Pat Wiseman **Phone** 6191 **Note Type:** RC Inspection Revealed No Codes in engine management, Unable to duplicate or confirm complaint. Foreman Montagnese will overnight road test to insure complaint is not affected by cold running. Service Advisor to insure customer is using Premium Gas

Open Date: 03/08/2001 14:53:29 **Agent:** Russell Chave **Phone Note Type:** RC Vehicle returned to customer. Extended overnight test drive was unable to duplicate or confirm complaint. Dealer Service Director Joe Murphy will follow up with customer in next week or two.

CA Ref ID: 140387

Priors: No

Open Date: 02/27/2001

Status: CLS

Last Update: 03/05/2001

Address:

Title:

Orig By: P

Phone:

Business

City: Miami

FL

Corres ID:

Service Retailer:14302

BILL USSERY MOTORS I

CORAL GABLES FL Region: 2 Market: 6

Orig Retailer: 14302

BILL USSERY MOTORS I

Phone:

FL **CORAL GABLES**

Assign Agent: SOM - 28

Sell Retailer: 14302

Agent: Thomas Trivento

BILL USSERY MOTORS I

CORAL GABLES FL

Disp Amt:

Mailgram Sent: N

Grp

15

Corr Fwd: N

Model: ML320

2000

Orig CD: H0

Fail Major Minor Rsı 73 3 80

World VIN: 4JGAB54E0YA

Mileage:

DBAG VIN: 1631541A168577

Engine Number: 11294230626676

Prod Date: 01/15/2000

Warranty Start Date: 02/09/2000

Close Agent:

Field Closing Date: 03/05/2001

Close With: O

Close By: D

8233

Close How: V

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 02/27/2001 13:59:11 Agent: Thomas Trivento Phone **Note Type: PC** CLIENT ALLEGES VEHICLE INTO DEALER 3 TIMES TO ADDRESS ABS LIGHT ON, STILL NOT FIXED. CLIENT STATES VEHICLE JUST PICKED UP AGAIN FROM CENTER ON 2/26/01 AND NOW ABS LIGHT ON AGAIN. CUSTOMER SEEKS INTERVENTION BY MB TECH REP IN THE MATTER.

Open Date: 02/27/2001 16:19:06

Agent: Wayne Shewchuk

Phone

Note Type: PC

Writer investigating.

Open Date: 03/05/2001 16:24:56

Agent: Wayne Shewchuk

Phone

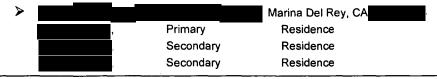
Note Type: RC

Dealer contacted client and client brought vehicle in for repairs. Dealer replaced ESP control module to resolve clients

issue. Vehicle repairs complete and vehicle returned to client.

CA Ref ID: 140828 Priors: Both **Open Date:** 03/13/2001 Status: CLS Last Update: 04/03/2001 Mr. Title: Address Phone: Residence CA City: NIPOMO Corres ID: Phone: 6289 Orig By: P Orig CD: H0 Region: 3 Agent: Cynthia Feuss Market: 5 Service Retailer:05725 KIMBALL MOTOR COMPAN CA SAN LUIS OBI Assign Agent: SOM - 28 CA Orig Retailer: 05725 KIMBALL MOTOR COMPAN SAN LUIS OBI CA Sell Retailer: 05725 KIMBALL MOTOR COMPAN SAN LUIS OBI Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major | Minor Rst **DBAG VIN: 1631541A173985** Model: ML320 2000 52 54 16 World VIN: 4JGAB54E7YA Mileage: 12000 Engine Number: 11294230629779 Prod Date: 02/07/2000 Warranty Start Date: 05/10/2000 Close Agent: Field Closing Date: 04/03/2001 Close With: O Close By: D Close How: V Owner Satisfied: Y Involved Information NIPOMO, CA Primary Residence Customer Assistance Referral -- Full Notes Open Date: 03/13/2001 11:49:40 **Phone** 6289 Agent: Cynthia Feuss Note Type: PC Owner of 2000 ML320, 12k, alleges ongoing concerns with BAS/ESP lite. Client alleges 2 repair attempts by 05725, and asks "why can't they fix this? Quite frankly! have lost confidence in the car and think the dealer needs some help getting to the bottom of this problem. My wife is afraid to drive the car." Client is very polite, but states he is very frustrated. Client asks to speak with "factory rep". Client can be Open Date: 03/15/2001 13:48:39 Agent: Carl Partyka Phone Note Type: PC C Partyka placed a call to client@ 9:00am,3-15-01,a detailed voice mail message was left,I also spoke to the S/M from dealer, he will attempt to contact Mr Billinger to set an appt to inspect his vehicle. Open Date: 03/16/2001 10:51:57 Agent: Carl Partyka Phone Note Type: PC C Partyka spoke to Mr ᢧ 3:10pm,3-15-01,we reviewed his concerns,he stated that the S/M from SLO had called him earlier in the day and they set an apptr for Monday of next week to look at the vehicle he was pleased with my follow up,I explained I would speak to the S/M next week and provide any needed technical back up they needed to resolve his problems. Open Date: 04/03/2001 11:25:28 Agent: Carl Partyka Phone Note Type: RC C Partyka followed up with S/M,(3-27-01) Mr. ight issues were resolved.

Status: CLS Last Update: 04/09/2001 CA Ref ID: 141351 Priors: No **Open Date:** 03/28/2001 Mr. Title: Address Residence Phone: City: Marina Del Rey CA Corres ID: Agent: Joyce Dever Phone: 6205 Orig By: P Orig CD: H0 Region: 3 Market: 4 Service Retailer:05721 W. I. SIMONSON, INC. SANTA MONICA CA Assign Agent: SOM - 24 Orig Retailer: 05705 MERCEDES-BENZ OF SOU **TORRANCE** CA CA Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı DBAG VIN: 1631741A236341 Model: ML55 2001 46 52 2 3 13 World VIN: 4JGAB74E31A Mileage: 3000 Engine Number: 11398160019613 Prod Date: 11/09/2000 Warranty Start Date: 12/30/2000 **Close Agent:** Field Closing Date: 04/09/2001 Close With: O Close By: D Owner Satisfied: Y Close How: V Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 03/28/2001 16:05:37 Agent: Joyce Dever Phone 6205 Note Type: PC

Customer phoned CAC extremely upset with dealer experience. Customer told me this past Sunday vehicle allegedly had power steering and brake failure and he smelled smoke. Customer says he contacted RAP on Monday morning and had it flatbedded to dealer. Customer says Tuesday night he called at 6 for status - got no callback. He called again at 6:30 and spoke with Jose who told him they hadn't looked at the vehicle yet. He alleges Jose told him he's not a priority and "we'll get to it when we get to it." Customer related he started using profanities - believes LA Cellular cut him off or the call dropped - says when he called back everyone must have been gone - he left messages, and has had no callback to date. Customer told me he was so angry that he would have "killed the guy if I was there." He then went on to describe himself as a 6' tall martial arts expert, who has a high net worth. Says he was treated poorly by Beverly Hills dealer on first service experience a few months ago. Say he bought his and an ML430 in Dec. from South Bay. Customer now regrets purchase as he doesn't have time to be "treated like crap." Customer told me he currently has a lemon law case going with Range Rover - he also told me that if we don't take his vehicles back it will be worth it to him to sell them himself...

Open Date: 03/30/2001 18:29:11 Agent: Joe Becht Phone 7324 Note Type: PC 3-30-01 The Assisant service manager has been in contact with the customer. He has advised the customer an ESP control unit has been ordered. He has also been advised the part may not resolve the problem completely. MBUSA is aware of the problem. The condition can be corrected simply by recycling the key. I have left a message for the customer and provide my voice mail number for contact.

Open Date: 04/02/2001 19:58:47 Agent: Linda Tognetti Phone 6268 Note Type: PC

E-mail from customer, dated 3/27/01 and received by this writer 4/2/01.

"Date: Tue, 27 Mar 2001 23:50:07 -0500 Comment: Unauthenticated sender

X-Mailer: JNet Qsmtp

Subject: Other Comments & Questions (OCAQ)

From:

To: mailmaster@mbusa.com

*** Other Requests & Comments ***

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

Contact Information

Title:

First Name:

Initial: A.

Last Name:

Suffix:

Street:

Address 2:

City: Marina del Rey

State: CA Zip:

Comments

I may be the most disappointed MB customer in the world at this point in time. This website navigation is so poor that, quite frankly, I am more disappointed now that I was before I decided to write. I purchased two ML's (430 and 55) on Dec. 30, 2000. My experience servicing the ML55 now ranks up with some of the worst service experiences I have ever experienced in my life. I will explain. The ML 55 had some rattles that got progressively worse during the first month or so of use. They became so bad that I equated the persistent sounds to those I experienced when I owned my CJ-7 Jeep in 1980. After taking this vehicle to Beverly Hills Mercedes Benz for repair, I was furnished with a bill for the warranty work. I was told that Mercedes Benz does not compensate Beverly Hills Mercedes at the rate they charge their customers and that I would be responsible for the difference. After I removed my jaw from the floor I began a negotiation process that lasted 5 minutes. I made it clear that I would be contacting Mercedes Benz about the Beverly Hills policy, which, to my knowledge is illegal, and probably in violation of their contract with Mercedes Benz. I was cavalierly informed that their regular customers don't have a problem paying this fee. I made it clear that they had one minute to eliminate the charges or I would contact my attorney. The fee was eliminated after the cashier had a discussion with someone behind a closed door. She would not tell me with whom she spoke, only that the charge had been removed. As I was leaving the young lady suggested that I have a nice day and that she would see me again soon. I commented that I doubted it. BTW, the car still rattles but not nearly as bad as previously. They did manage to damage the GPS unit during the repair and that has not worked since. This past weekend was the beginning of my second experience with a MB Service Department in Los Angeles, this time with Simonson in Santa Monica. After a power steering and brake failure I had my vehicle towed to Simonson first thing Monday morning. I spoke to Jose, a service advisor and discussed all of the problems I was having with the vehicle. I called him Monday afternoon and was told that the car had not been seen yet but that they would get to it. I called again on Tuesday evening and received a most disconcerting reply. I was made aware that my vehicle was "not a priority" and that I would have to wait until they could get to it. It was made clear that Simonson was "too busy to work on my vehicle at this time". At this point in the conversation I was disconnected by LA Cellular. When I was again able to make a mobile connection I was forced to leave a voice mail and have not yet received a reply. Now I don't know who will read this email, however, a copy of this will be sent to the President of your organization. Since Mercedes is too busy to work on my vehicles and a least one of the dealers had the audacity to violate the laws of the State of California and most likely their contract with Mercedes Benz, I think I better find another car company. Do me the favor of buying back my two vehicles and we can part ways with little aggravation. I would be very happy to return to Porsche and Audi. I have to admit that I am exceedingly disappointed that I left Porsche and Audi and their Beverly Hills dealer. I have enjoyed 13 years of ownership of Porsches and Audis, 3 Porsches and 3 Audis during that time. I was treated so well by these companies that I am almost embarrassed to have left. Quite frankly, I have been treated so poorly by Mercedes Benz that I can't imagine how anyone would consider owning one. You don't know who I am other than my name, but suffice to say that I run a division for one of the largest financial institions in the world and earn an income in excess of seven digits. Quite frankly, I am the client that every car company desires. As a customer, I have never been treated with so much disrespect in my entire life. Be rest assured that my experience with your organization will be a corporate example at my division of "how NOT to treat a customer" at future customer service meetings. Gentlemen, I am not kidding. After todays comments I want nothing to do with your organization ever again so long as I live. Be rest assured that I will go out of my way to make my family, my friends and my clients very aware of what MB customer service stands for. I want a return reply, via email or letter indicating when and how MB intends to repurchase my vehicles before the end of this week. I will not tolerate be treated like human garbage by any organization. Respectfully, Survey Information

ivib venicie you are most interesteu in.

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

I would like a test drive: No

I would like to be contacted by a salesperson: Yes

Day Phone Number:

Evening Phone Number: Preferred number: Work Preferred time to call: Morning Mercedes-Benz Ownership

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

Vehicle Year: 2001

Model last leased or owned: M-Class

Do you currently own a Mercedes-Benz? Yes

Vehicle Year: 2001 Model You Own: M-Class

Open Date: 04/06/2001 19:03:35 Agent: Joe Becht **Phone 7324** Note Type: PC

4-6-01 I have left another message for the customer. I have requested a return call and provided my voice mail number for

contact.

Phone 7324 Open Date: 04/09/2001 19:42:46 Agent: Joe Becht Note Type: RC 4-9-01 I have reviewed the matter with the customer. He advises every thing is fixed. He advises the steering did not feel

right from the start, but does now. I have asked he contact me directly should there be a problem.

Customer satisfied, Contact closed.

Last Update: 04/26/2001 CA Ref ID: 141870 Priors: No Open Date: 04/17/2001 Status: CLS Dr. Title: Address: Phone: Residence Corres 1D: ΜI City: Allen Park Agent: Joseph Burka Phone: 6249 Orig By: P Orig CD: H0 Region: 4 Market: 4 Service Retailer:39433 AUTO - STRASSE LTD. ANN ARBOR MI Assign Agent: SOM - 24 Orig Retailer: 39433 **AUTO - STRASSE LTD.** ANN ARBOR MI MI Sell Retailer: 39433 **AUTO - STRASSE LTD.** ANN ARBOR Corr Fwd: N Disp Amt: Mailgram Sent: N Grp Fail Major Minor Rsi 2000 **DBAG VIN:** 1631541A154841 Model: ML320 18 52 3 3 13 World VIN: 4JGAB54E9YA 12549 Engine Number: 11294230566982 Mileage: Prod Date: 11/05/1999 Warranty Start Date: 11/22/1999 **Close Agent:** Field Closing Date: 04/26/2001 Close With: O Close By: M Close How: P Owner Satisfied: Y Involved Information dlen Park, Mi Primary Residence Secondary **Business** Secondary **Business**

Customer Assistance Referral -- Full Notes

preferred con (until 4/20) (after 4/23)

approx mileage per cust: 12,000

Customer seeks MBUSA technical assistance/goodwill consideration as a result of experience thus far. Customer claims vehicle has been to dealer 7 times since purchase in 11/99. Customer claims she has visited dealer 4 times fo ABS/ESP Lt, and has been to dealer twice for oil level It. Customer claims oil level It has resurfaced. Customer is very disappointed in experience thus far and with quality of workmanship in repairing conditions. Customer would prefer not to make trip to center, and would like dealer to coordinate a trip "as troublefree as possible".

Open Date: 04/26/2001 16:01:13 **Agent:** Wade Messing **Phone** 7425 **Note Type:** RC SPOM CONTACTED CLIENT AND REVIEWED SERVICE HISTORY OF VEHICLE. SPOM EXPLAINED THAT PROBLEM WAS NOT IN ENGINE ITSELF BUT RATHER THE OIL LEVEL SENSOR. SPOM ARRAINGED FOR VEHICLE TO BE BROUGHT IN FOR REPAIRS AND LOANER CAR PROVIDED TO CLIENT. CLIENT SATISFIED.

Address:

Customer Assistance Referral

Title:

Status: CLS Last Update: 05/15/2001 CA Ref ID: 142098 Priors: Both **Open Date:** 04/25/2001

Mr.

Business Phone:

CA City: La Canada Corres ID:

Agent: Joseph Burka	Phone: 6249	Orig By: P	Orig CD: H0	Region: 3	Market: 2
Service Retailer:05703	AUTO STIEGLER, INC.	ENCINO	CA	Assign Ag	ent: SOM - 29

Orig Retailer: 05703 AUTO STIEGLER, INC. **ENCINO** CA Sell Retailer: 05703 CA AUTO STIEGLER, INC. **ENCINO**

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp Fail Major Minor Rsı **DBAG VIN: 1631541A177811** Model: ML320 2000 73 42 08

World VIN: 4JGAB54E5YA

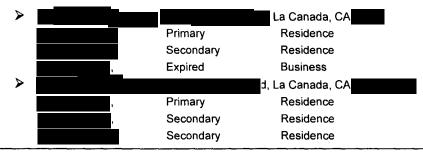
Mileage: 10337 Engine Number: 11294230659432

Prod Date: 02/22/2000 Warranty Start Date: 03/13/2000

Close Agent: Field Closing Date: 05/15/2001

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

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 04/25/2001 10:27:58 **Phone** 6249 Note Type: PC Agent: Joseph Burka

preferred con

approx mileage 10,000

called CAC seeking contact from MBUSA Region Representative requesting buyback of 2000 ML320. Customer stated vehicle has recurring BAS/ESP It problems, and is at dealer again for repairs. Customer is adamant that dealer "has torn vehicle apart" and lacks confidence in safety of vehicle.

Phone 7329 Open Date: 04/27/2001 19:56:49 Agent: Dan Berberian Note Type: PC

SPOM reviewed history with dealership and has left a voice mail message for the client. Follow up.

Open Date: 05/11/2001 14:41:18 Agent: Joseph Burka Phone 6249 Note Type: PC Customer (September 2014) sent letter to P. Halata regarding above. Customer states in letter she has yet to speak w/ SPOM regarding venicle.

Writer will copy SPOM Berberian.

Open Date: 05/15/2001 12:28:50 Agent: Dan Berberian Phone 7329 Note Type: RC

SPOM had left messages with client fiance. SPOM made contact 5/14/01 and reviewed history with client including verifying that the vehicle has had no further faults. SPOM explained the logic behind the diagnostic action taken by the dealer and confirmed that the recent repair of replacing the stop lamp switch will resolve and has resolved the ESP/BAS problem. As a gesture of goodwill the client was given \$800 finance payment to restore their confidence in the product. SPOM offered technical inspection of the vehicle should any future problems occur. No further action was required at this

Last Update: 05/16/2001 CA Ref ID: 142471 Priors: No Open Date: 05/08/2001 Status: CLS MR Title: Address: Phone: City: Jupiter FL Corres ID: Agent: Tiffany Jones Phone: 9988 Orig By: S Orig CD: H0 Region: 2 Market: 6 Service Retailer:14323 MERCEDES-BENZ OF PAL **WEST PALM BE** FL Assign Agent: SOM - 33 Orig Retailer: 14323 MERCEDES-BENZ OF PAL WEST PALM BE FL Sell Retailer: 14323 MERCEDES-BENZ OF PAL **WEST PALM BE** FL Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi DBAG VIN: 1631741A213037 Model: ML55 2000 52 54 08 World VIN: 4JGAB74E3YA Mileage: 4863 Engine Number: 11398160016495 Prod Date: 07/28/2000 Warranty Start Date: 08/19/2000 **Close Agent:** Field Closing Date: 05/16/2001 Close With: D Close By: M Close How: P Owner Satisfied: N Involved Information Jupiter, FL 3 **Primary** Residence Customer Assistance Referral -- Full Notes

Customer seeks MBUSA involvement to properly diagnose his vehicle.

Customer contacted the CAC via SES. Customer is unhappy with his vehicle and claims that it has reaccuring issues that the dealer can not seem to diagnose/fix.

Phone 9988

Note Type: PC

Agent: Tiffany Jones

Customer claims that his car spent 30 days in the service dept. in the first 4,600 miles. Customer claims that the car is a lemon and he is going to file a lemon law suit with the Attorney General of Florida and hiring a lemon law attorney.

Writer opened case and will write or call customer on 5/9/01

Open Date: 05/08/2001 16:49:23

Preferred nu

Open Date: 05/16/2001 11:40:22 Agent: Glenn Zitzman Phone Note Type: RC

Dealer SM and GM have had direct contact with the client. Customer wants out of the vehicle. Dealer has attempted to facilitate trade out. However client is dissatisfied with the loss of value. Current concerns are :

1- Vibration in tires when first driven (tempory flat spotting) which has been confirmed as normal operation of high performance tires. 2-ESP light on.

Dealer has offered to have TS inspect the vehicle. Customer declines assistance and is seeking legal consol.

CA Ref ID: 142817

Priors: No

Open Date: 05/19/2001

Status: CLS

Last Update: 05/23/2001

Mr.

Address:

Title:

Phone:

Residence

City: Norfolk **Agent: Ronald Smith** VA

Corres ID:

Orig By: P

Market: 4

Service Retailer:80218

PHILLIPS AUTOMOTIVE

VIRGINIA BEA

Region: 1

Orig Retailer: 55201

MERCEDES-BENZ OF BUF

Phone: 6315

WILLIAMSVILL

Assign Agent: SOM - 26

Sell Retailer: 55201

MERCEDES-BENZ OF BUF

WILLIAMSVILL

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

2000

Fail Major | Minor | Rsi Grp

DBAG VIN: 1631721A174613 World VIN: 4JGAB72EXYA

Model: ML430

Orig CD: H0

VA

NY

NY

07 73 2 13

Mileage:

14421

Engine Number: 11394230155396

Prod Date: 02/09/2000

Warranty Start Date: 02/29/2000

Close Agent:

Field Closing Date: 05/23/2001

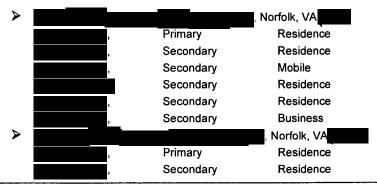
Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

14,421 miles new car warranty sum note 415654

called to report that her vehicle was discovered to be leaking fuel while sitting in their garage and the fire department was called and traced the fuel leak to their M-Class. Mrs. advised me that even though the vehicle was leaking fuel, the fireman told her he thought is was safe to drive. The vehicle is currently at the above dir and the owner has been advised that it needs another fuel pump. This will be the 4th fuel pump that has been installed since the vehicle was delivered and the 3rd since April. One was installed at dlr #08270 on 4/10 and another at #34203 on 4/16 and now it needs another fuel pump. The owner states when it failed the first time it was in highway traffic and she was nearly killed trying to get the vehicle under control when the engine died. Owner is requesting that MBUSA reimburse her for the insurance cost she applied to her loaner car because she was afraid to drive and requested the maximum insurance coverage (she estimate it at approximately \$335.00 but had a hard time reading the invoice to me). When the owner picked up the vehicle following the first repair, the fuel pump failed 4 hours later. The vehicle was taken to the above dir on Thursday night (dlr was closed) and left for service on Friday....owner will call and speak to the service manager. Owner is requesting that MBUSA go over the vehicle with a "fine tooth comb" to insure that it is safe to drive. She feels that given what she and her husband have gone through, the reimbursement and vehicle inspection is the least MB can do. Owner is requesting direct contact as well and left me another message stating that the SPOM can speak with her husband on Monday 5/ 20 All the above information shared with SPOM prior to the referral being opened.

Open Date: 05/21/2001 10:42:10 Agent: John Freund Phone 6200 Note Type: PC

Left message for customer to call me.

Open Date: 05/21/2001 12:43:53 Agent: John Freund Phone 6200 Note Type: PC Since message left for Mr at # provided in referral Mrs has called the CAC and provided another # for me to contact her, this # 757 622 0585 was provided by Ron Smith. Writer just phoned Mrs Cooper and no one was there to answer the phone.

Writer called at 9:00Am on this date and was advised the customer is unavailable until Wed. 5-23-01.

Open Date: 05/23/2001 10:55:19 Agent: Ronald Smith Phone 6315 Note Type: PC see corresp no 186103.....Mrs sent the invoices for the loaner car insurance reimbursement but they are not legible. I called the owner today (to acknowledge the letter) at the office and their offices are closed until Thursday (seem to be relocating). I then called the owner at the secondary number provided and there was an answering machine on so I left my name and 800 number.

Open Date: 05/23/2001 14:36:01 Agent: John Freund Phone 6200 Note Type: RC Writer spoke with the customer. The dealership has all the needed documents to reimburse the customer and will do so. Writer and the customer spoke at great length about the issues with all the fuel pump replacements. Customer seems very pleased with the outcome.

CA Ref ID: 143188

Priors: No

Open Date: 06/04/2001

Status: CLS

Last Update: 06/05/2001

Mr

Address:

Title:

Phone:

Residence

City: Newport News Agent: Maryellen Parente VA

Corres ID:

Orig By: E

Market: 4

Service Retailer:80210

Phone: 4609 TYSINGER MOTOR CO.,

HAMPTON

Assign Agent: SOM - 26

Orig Retailer: 80210

TYSINGER MOTOR CO.,

HAMPTON

Sell Retailer: 80210

TYSINGER MOTOR CO.,

HAMPTON

VA

Region: 1

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Orig CD: HO

VA

٧A

Grp Fail Major Minor Rsı

DBAG VIN: 1631541A270593

World VIN: 4JGAB54E71A

Model: ML320

2001

42 73 3 2 14

Mileage:

412

Engine Number: 11294230990085

Prod Date: 04/11/2001

Warranty Start Date: 04/24/2001

Close Agent:

Field Closing Date: 06/05/2001

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Involved Information



Newport News, VA

Residence **Business**

Customer Assistance Referral -- Full Notes

Open Date: 06/04/2001 15:30:05

primary phone number

mileage - 412 might not be current

Starmark- no

prior CA Referrals no

Sum note, 422786

Customer internet emails MBUSA:

I PURCHASED A NEW ML320 2001 ON APRIL 23 OF THIS YEAR. THIS CAR HAS BEEN GONE TO THE DEALER 6 TIMES IN THE LAST MONTH FOR REPAIRS ON THE BAS/ESP LIGHT. I AM VERY DISAPPOINTED IN THE ELECTRICAL SYSTEM REPAIRS AND HAVE ASKED THE DEALER FOR A NEW CAR REPLACEMENT SINCE THIS CAR HAS SPENT ALMOST AS MUCH TIME IN THE DEALER REPAIR SHOW AS IN MY HOME. I HAVE 512 MILES ON THE VECHICLE AN MOST OF THOSE MILES HAVE BEEN TO AND FROM THE DEALER. THEY HAVE DONE ALMOST EVERYTHING POSSIBLE TO REPAIR THE PROBLEM BUT IT KEEP OCCURING. I AM VERY DISAPPOINTED THE MERCEDES BENZ HAS NOT ASK THE DEAL TYSINGER MOTERS OF HAMPTON VA TO REPLACE THE CAR. I PAID \$43,000.00 IN CASH FOR A NEW AUTOMOBILE AND EXPECTED A QUALITY SUV. I HAVE FRIENDS AND FAMILY THAT HAVE MERCEDES BENZ BUT HAVE NOT EXPERIENCE THESE KIND OF PROBLEMS. I FEELING IS THAT THE DEALER AND MERCEDES BENZ DON'T CARE ABOUT CUSTOMER SATISFACTION.

Agent: Maryellen Parente

Phone 4609

Note Type: PC

Open Date: 06/05/2001 12:06:10 Agent: John Freund Phone 6200 Note Type: RC Writer spoke with the dealer in regard to this issue. The dealer felt the vehicle was repaired on the last visit. Dealership called the client who confirmed on this date that so far the vehicle has remained repaired.

CA Ref ID: 143879 Priors: Cus Open Date: 07/02/2001 Status: CLS Last Update: 07/09/2001 Mr. Title: Address: Phone: Residence **Corres ID:** City: Schererville **Phone:** 6279 Orig By: P Orig CD: H0 Region: 4 Agent: Joanne Gilmore Market: 2 Service Retailer:25435 TERRY SHAVER IMPORTS HIGHLAND IN Assign Agent: SOM - 22 TERRY SHAVER IMPORTS **HIGHLAND** IN Orig Retailer: 25435 Sell Retailer: 25435 TERRY SHAVER IMPORTS **HIGHLAND** IN Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major | Minor Rsı **DBAG VIN: 1631541A172873** Model: ML320 2000 42 06 3 08 World VIN: 4JGAB54E2YA Engine Number: 11294230625657 Mileage: 25000

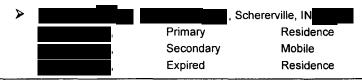
Involved Information

Field Closing Date: 07/09/2001

Owner Satisfied: Y

Warranty Start Date: 05/01/2000

Close How: P



Customer Assistance Referral -- Full Notes

Close By: M

Phone 6279 Open Date: 07/02/2001 14:24:18 Agent: Joanne Gilmore Note Type: PC

Primary Ph

Current Mileage: 25000 Warranty Start Date: 05/01/2000

Prod Date: 02/03/2000

Close Agent:

Close With: O

Starmark Warranty: N

Previous Summary Notes: 155134, 433255

This customer called and requested Technical Assistance with alleged ongoing warning light malfunctions for the ABS, ESP and ETS lights. The customer claims that the vehicle has been in for repairs 3 times. (Warranty history only indicates a 6/6/01 repair date). The customer stated that he is unhappy about the inconvenience and time on his part to have the vehicle serviced. He dealt with the Service Manager, Brian Tollinar. The customer requests Technical Assistance to repair the alleged warning light malfunctions and a Review of the Repair History for this vehicle.

Open Date: 07/05/2001 07:30:22 Agent: Dave Smith Phone Note Type: PC

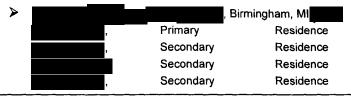
SPOM reviewing

Note Type: RC Open Date: 07/09/2001 14:04:34 Agent: Dave Smith Phone

SPOM spoke with customer, customer is unhappy that he has needed several repairs and finds that the product quality is unacceptable. I offered technical assistance for the repair. Customer will bring in car for repair however he expects this repair to be completed properly or else he would be in contact with us again.

Last Update: 08/30/2001 **CA Ref ID: 144476** Priors: No Open Date: 07/23/2001 Status: CLS Mr Title: Address: Phone: Residence ΜĬ City: Birmingham Corres ID: Phone: 6254 Agent: Denise Nowicky Orig By: P Orig CD: H0 Region: 4 Market: 4 Service Retailer:39417 MERCEDES-BENZ OF BLO **BLOOMFIELD H** MI Assign Agent: SOM - 24 Orig Retailer: 39417 MERCEDES-BENZ OF BLO **BLOOMFIELD H** MI Sell Retailer: 39417 MERCEDES-BENZ OF BLO **BLOOMFIELD H** MI Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi **DBAG VIN: 1631541A162798** Model: ML320 2000 40 08 09 World VIN: 4JGAB54E8YA Engine Number: 11294230610101 Mileage: 23000 **Prod Date:** 12/22/1999 Warranty Start Date: 03/30/2000 Field Closing Date: 08/30/2001 Close Agent: Close With: O Close By: D Owner Satisfied: Y Close How: V

Involved Information



Customer Assistance Referral -- Full Notes

Agent: Denise Nowicky **Open Date:** 07/23/2001 14:08:34 **Phone 6254** Note Type: PC

Primary Phone: Current Mileage: 23000

Warranty Start Date: 03/30/2000

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes: 437408

Seeking Technical Assistance

called CAC initially to express disappointment with the tires on his vehicle (see sumnote), writer explained that normal tire wear is not warrantable and normal maintenance of same is owners responsibility (sited warranty boklet).

After this conversation, however, owner relayed that he has had an ongoing BAS/ESP issue that has allegedly bee addressed three times, but not resolved. Customer questions whether this condition could have contributed to tire wear.

Given vehicle was currently at dealer, writer contacted service manager and relayed above customer concern with ESP. He confirmed that this issues has been addressed before. Although it was not on current RO, this was checked by service advisor, and confirmed that ESP/BAS light was indicating now.

Open Date: 08/30/2001 13:28:33 Agent: Wade Messing **Phone 7425** Note Type: RC MBUSA, DEALER AND CUSTOMER AGREED TO A 3-WAY SPLIT TO REPLACE TWO TIRES, CUSTOMER SATSIFED.

Title:

CA Ref ID: 144527 Priors: No Open Date: 07/24/2001 Status: CLS Last Update: 08/09/2001

Mr. Address:

Phone: Residence

Grp

32

Fail

53

Major

Minor

Rsi

13

City: Sterling Hts MI Corres ID: 189159

Agent: Ed DuffyPhone: 6296Orig By: MOrig CD: HORegion: 4Market: 4Service Retailer:39417MERCEDES-BENZ OF BLOBLOOMFIELD HMIAssign Agent: SOM - 24

Orig Retailer: 39417 MERCEDES-BENZ OF BLO BLOOMFIELD H MI
Sell Retailer: 39417 MERCEDES-BENZ OF BLO BLOOMFIELD H MI

Disp Amt: Corr Fwd: N Mailgram Sent: Y

DBAG VIN: 1631721A172830 **Model:** ML430 2000

World VIN: 4JGAB72E8YA

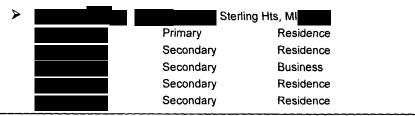
Mileage: 20270 Engine Number: 11394230159441

Prod Date: 02/03/2000 **Warranty Start Date:** 02/23/2000

Close Agent: Field Closing Date: 08/09/2001

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

Involved Information



Customer Assistance Referral -- Full Notes

Primary Pt Current Mileage: 20270

Warranty Start Date: 02/23/2000

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes:

Owner wrote to the CAC stating he was filling Lemon Law in Michigan on this 2000 ML 430 based on the repair history. Copy of the letter being sent to SPOM. Owner states in his letter he is allowing 1 final repair attempt be made within 7 business days of his letter received at the CAC on 7/20/01.

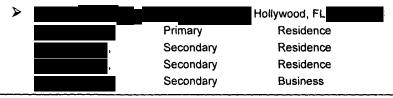
Ongoing concerns listed in the letter are; 5 repairs to the brake system 4 repair attempts for pulling to the right BAS / ESP / ETS lights coming on Door sticks and will not close

Squeaking noise since new with no resolution

Open Date: 08/09/2001 15:33:34 Agent: Wade Messing Phone 7425 Note Type: RC SPOM SPOKE TO CLIENT ON 8-2-01 @ 10:15AM TO REVIEW SITUATION. CURRENT COMPLAINT IS THAT VEHICLE STILL PULLS RIGHT AND THAT AT TIMES PASSANGER DOOR WILL NOT UNLOCK. ALL OTHER COMPLAINTS HAVE BEEN ADDRESSED. TO RESTORE CONFIDENCE IN VEHICLE SPOM ARRAINGED TO HAVE TS INSPECT VEHICLE WITH CLIENT AND AFTER REPAIRS COMPLETED CLIENT WILL AGAIN TEST DRIVE WITH TS TO ENSURE SATISFACTION WITH REPAIRS. CLIENT SATISFIED.

Last Update: 08/21/2001 **CA Ref ID:** 145000 Priors: No Open Date: 08/08/2001 Status: CLS Mr. Title: Address: Phone: Residence City: Hollywood FL Corres ID: Market: 5 **Agent:** Carol Tobias Phone: 6243 Orig By: P Orig CD: H0 Region: 2 Service Retailer:14340 MERCEDES-BENZ OF NAP **NAPLES** FL Assign Agent: SOM - 34 Orig Retailer: 14340 MERCEDES-BENZ OF NAP **NAPLES** FL Sell Retailer: 14340 MERCEDES-BENZ OF NAP **NAPLES** FL Corr Fwd: N Disp Amt: Mailgram Sent: N Grp Fail Major Minor Rsı DBAG VIN: 1631541A266959 Model: ML320 2001 42 10 2 3 14 World VIN: 4JGAB54E31A Mileage: Engine Number: 11294230976821 6128 Prod Date: 03/30/2001 Warranty Start Date: 04/26/2001 **Close Agent:** Field Closing Date: 08/21/2001 Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Primary Phone:

Current Mileage: 6128

Warranty Start Date: 04/26/2001

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes:

Customer contacted CAC extremely irate, screaming that his vehicle is a lemon and he demands that MBUSA buy it back immediately. Customer claims that for the 4x the vehicle will be returning to a dealership because the vehicle will not shift out of gear. He alleges that it was in 2x at MB of Ft Lauderdale and was in two weeks ago to Regency in Naples. Customer also claims that the vehicle had been to MB of Miami for a valve leak and the ESP light coming on.

Customer claims that this morning the vehicle will not shift gears again. He will contact Regency and asks to work with them because he likes the treatment he received from this. He was yelling that his wife works for channel 10 news and informed him that his vehicle qualifies as a lemon.

Customer demands immediate contact from SPOM. I explained that I could not promise this but will leave a message for him.

Writer left a message for SPOM, Larry Stains.

Open Date: 08/08/2001 14:22:37 **Agent:** Carol Ramirez **Phone** 6243 **Note Type:** PC Customer called back demanding immediate contact. Writer spoke to A. Kambich, SPOM, who will contact the customer to discuss since SPOM, Larry Stains is not available today.

Open Date: 08/09/2001 11:44:13 Agent: Carol Ramirez Phone 6243 Note Type: PC SPOM, Larry Stains contacted writer and informed that he has left a message for customer to contact his voicemail with the best available time to be reached. SPOM on vacation but will be checking his voicemail periodically and call this customer back.

Open Date: 08/21/2001 14:49:47 Agent: Larry Stains Phone Note Type: RC WITH ASSISTANCE OF DEALER MADE ARRANGEMENTS FOR DEALER TO PROVIDE ALTRANS EVEN THOUGH CUSTOMER FROM EAST COAST. DEALER REPAIRED SHIFTER AND BRAKES. CUSTOMER PICKED VEHICLE UP AND LEFT LOANER WITH 500 PLUS MILES ON IT.

CA Ref ID: 145179 Priors: Both On

Open Date: 08/13/2001

Status: CLS

Last Update: 08/29/2001

Mr. Address:

Title:

Phone:

Residence

City: Sacramento

CA

Corres ID:

Agent: Ed Duffy

Phone: 6296

Orig By: P

Orig CD: HO Region: 6

Grp

42

CA

CA

CA

Market: 2

Service Retailer:05610

MERCEDES-BENZ OF SAC

SACRAMENTO

Assign Agent: SOM - 23

Orig Retailer: 05610 Sell Retailer: 05610 MERCEDES-BENZ OF SAC MERCEDES-BENZ OF SAC SACRAMENTO SACRAMENTO

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Model: ML430

2000

 Fail
 Major
 Minor
 Rsi

 52
 5
 3
 08

Note Type: RC

DBAG VIN: 1631721A192699 **World VIN:** 4JGAB72E4YA

Mileage:

13154

Engine Number: 11394230184127

Prod Date: 04/20/2000

Warranty Start Date: 10/06/2000

Close Agent:

Field Closing Date: 08/29/2001

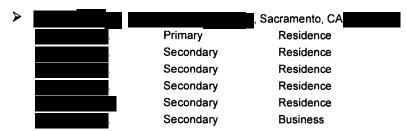
Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Primary Ph

Ph

Current Mileage: 12785 Warranty Start Date: 10/06/2000

Starmark Warranty: N

Previous CA Referrals: 136329, 142174, 142941

Previous Summary Notes:

called stating he has 2 occasions where the brakes have failed when applied most recently last week. Once he took it back to the dealer (see former case 5/01) and he was advised it was repaired and then it happened again while on a trip. Owner wishes to have this vehicle repaired and if that cant be done, replaced.

Open Date: 08/29/2001 23:49:56 Agent: Matthew Barrett Phone

8/13/01 ESP control unit replaced - vehicle repaired Dealer test drove 80 miles

CA Ref ID: 145272

Priors: No

Open Date: 08/15/2001

Status: CLS

Last Update: 08/27/2001

Mr.

Address: 5

Title:

Phone:

Residence

City: Chester

NJ

Corres ID:

Agent: Carol Tobias

Phone: 6243

Orig By: P

Orig CD: H0

Market: 3

3

05

Service Retailer:51113

MERCEDES-BENZ OF MOR

MORRISTOWN

Assign Agent: SOM - 26

Orig Retailer: 51113

MERCEDES-BENZ OF MOR

MORRISTOWN

Region: 5

36

46

Sell Retailer: 51113

MERCEDES-BENZ OF MOR

MORRISTOWN

NJ NJ

NJ

Disp Amt:

Corr Fwd: N

Mailgram Sent: N Model: ML320

2000

Fail Major Minor Grp Rsı

World VIN: 4JGAB54E9YA

Mileage:

DBAG VIN: 1631541A199486

21745

Engine Number: 11294230731372

Prod Date: 05/19/2000

Warranty Start Date: 05/31/2000

Close Agent:

Field Closing Date: 08/27/2001

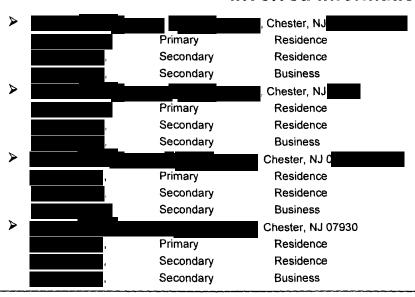
Close With: O

Close By: M

Close How: V

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 08/15/2001 16:01:31 Agent: Carol Ramirez Phone 6243 Note Type: PC

Primary Phone: Current Mileage: 21745

Warranty Start Date: 05/31/2000

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes: 432489

See sum note 432489. Customer asking for technical assistance on an ongoing issues which she claims that dealership has been unable to resolve. Customer alleges that the vehicle is there and they have told her nothing was found. Customer asks that MBUSA get involved in this issue.

please review below sum note >>>>>>>>... Added by C. Fuess, 6/27/2001

NTMT - Owner of 2000 ML320, VIN 1631541A Joanne Albano, alleges right front wheel was hit, and car was taken to 51113 for repairs. Owner alleges she has had to return to dealer 4 times since the initial post accident repairs and claims that the BAS/ESP lite is still coming on & there is a popping in the steering wheel. Owner claims that "Gavin Flattery is terrible, a abomination, I never want to talk to him or see his face again, he has no idea how to provide service. Why can they not fix my car properly...."

Owner vented for 15 minutes, states that she has spoken with 2 unnamed parties at the dealer that were nice to her and apologetic, but states that she is "fed up & totally frustrated with the whole situation." Owner asks that I share her complaint with SPOM & asks that SPOM offer any possible assist to see to final permanent resolution of her alleges tech concerns. Copy of this sum note to SPOM Willard as an FYI

>>>>>>>>. Added by C. Ramirez 7/14/2001

called claiming that her vehicle is back at MB of Morristown for the 6th time for a popping in the steering wheel. She also claims that the steering wheel is always on an angle when she is driving but she is being informed by Peter Falzo that everything is aligned.

Customer claims that she

will give them one last opportunity to repair the vehicle but will call writer should she pick it up and the same thing is happening in hopes that MBUSA can get involved in resolving the issue.

cc- SPOM, Mike Willard

Open Date: 08/20/2001 14:13:56 Agent: Michael Willard Phone Note Type: PC

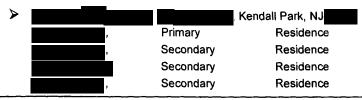
TS is scheduled for 8/27/01. Customer at this point has not driven with dealer when the vehicle is brought in. Writer told service advisor that this is important. Customer is on vacation and on 8/27 will drive with shop foreman and TS.

Open Date: 08/27/2001 11:02:05 Agent: Michael Willard Phone Note Type: RC

TS and shop foreman drove with customer. 2 concerns were noted, alignment not off but steering whell is not aligned 100% off to the right a bit. The noise is in the steering jacket which will be lubricated.

CA Ref ID: 145313 Priors: No Open Date: 08/16/2001 Status: CLS Last Update: 08/20/2001 Title: Address: Phone: Residence City: Kendall Park NJ Corres ID: Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 5 Market: 3 MERCEDES-BENZ OF PRI Service Retailer:51147 LAWRENCEVILL NJ Assign Agent: SOM - 25 Orig Retailer: 51147 LAWRENCEVILL NJ MERCEDES-BENZ OF PRI Sell Retailer: 51147 MERCEDES-BENZ OF PRI LAWRENCEVILL NJ Disp Amt: Corr Fwd: N Mailgram Sent: N Major Minor Rsi Grp Fail **DBAG VIN: 1631541A194972** Model: ML320 2000 52 42 13 World VIN: 4JGAB54E4YA Mileage: 16978 Engine Number: 11294230714862 Prod Date: 05/02/2000 Warranty Start Date: 10/02/2000 Close Agent: Field Closing Date: 08/20/2001 Close With: D Close By: M Close How: P Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Primary Phone

Current Mileage: 16978

Warranty Start Date: 10/02/2000

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes: 379554, 426536, 428615

Customer called stating he has a lemon -- states 3 fuel pumps replaced, 3 trips to the dealer because all the dash warning lights come on and stay on (DOING IT AGAIN NOW) see previous sum note from 10/00. I advised customer to ask the service mgr. to review his repair history -- he stated he has asked for that and nothing happened. Customer wishes M-B review and assistance in repairing this vehicle.

Open Date: 08/20/2001 11:25:50 Agent: Richard Frick Phone Note Type: RC

Asst. SM at 51147 advised that car is returned to the customer. The vehicle required a stop lamp switch.

Serv. Advisor confirmed repair and advised that he will follow up with the customer to ensure that repairs are to their satisfaction. Code C1200 required switch replacement and relay for ESP supression as precautionary measure.

Current mileage is approx 22k.

Rich

Last Update: 09/02/2001 **CA Ref ID:** 145608 Priors: No Open Date: 08/24/2001 Status: CLS Mr. Title: Address: Phone: Residence **Corres ID:** City: Whitestone NY Phone: 4633 Agent: Kathleen Durning Orig By: P Orig CD: H0 Region: 5 Market: 1 Assign Agent: SOM - 23 HELMS BROS., INC. NY Service Retailer:56106 **BAYSIDE** Orig Retailer: 56106 HELMS BROS., INC. **BAYSIDE** NY NY HELMS BROS., INC. BAYSIDE Sell Retailer: 56106 Corr Fwd: N Disp Amt: Mailgram Sent: N Grp Fail Major Minor Rsi 2001 DBAG VIN: 1631541A232807 Model: ML320 42 52 2 3 16 World VIN: 4JGAB54E81A 8349 Engine Number: 11294230853580 Mileage: Prod Date: 10/26/2000 Warranty Start Date: 11/20/2000 Field Closing Date: 09/02/2001 Close Agent: Close With: D Close By: M Close How: V Owner Satisfied: N Involved Information Whitestone, NY Primary Residence Secondary Mobile Expired Residence Customer Assistance Referral -- Full Notes Open Date: 08/24/2001 20:53:53 Agent: Kathleen Durning Phone 4633 Note Type: PC Primary P Current Mileage: 8349 Warranty Start Date: 11/20/2000 Starmark Warranty: N Previous CA Referrals: Previous Summary Notes: phoned the CAC asking for assistance from MB in getting his vehicle repaired. Customer claims that he has spoken to the SM, and the sales rep regarding his alleged electrical problems. Customer claims that the this is the 4th time his vehicle has experienced electrical problems. He stated that tonight the vehicle would not start and it appeared to not

Open Date: 08/27/2001 19:14:57 Agent: Patrick Hunter Phone Note Type: PC Customer called in again and wanted hi car bought back and wanted to know the status of his request. Writer advised his concerns have already been forwarded to the SPOM and that he should speak to the S/M of the dealer for updates.

recognize the key. He will arrange to have the vehicle towed into Helms Bros. in the morning.

Open Date: 08/27/2001 19:39:56 Agent: Steve Dennis Phone Note Type: PC

SPOM forwarded customer's comments to the Service Manager of Helms Bros.

Open Date: 08/29/2001 19:47:31 Agent: Linda Tognetti Phone 6268 Note Type: PC called CAC alleging he has not heard from anyone. Writer advised that concerns had been forwarded to

our regional manager. He should be hearing from someone shortly.

Voice message to SPOM, S. Dennis.

Open Date: 08/29/2001 20:45:56 Agent: Steve Dennis Phone Note Type: PC

SPOM will be at dealer tomorrow to review file with the Service Manager.

Open Date: 08/30/2001 12:09:01 Agent: Steve Dennis Phone Note Type: RC

SPOM reviewed owners file. In May the vehicle had a repair to the radio wire that was loose. The BAS\ESP was version coded. In July the radio was replaced and the left side speed sensor was replaced for a BAS\ESP light that was on. In August the battery was replaced. SPOM and Service Manager called owner at 12:PM to discuss the situation. The vehicle will not be bought back, owner appeared not to be satisfied with that, he will pick up his vehicle and contact his lawyer.

CA Ref ID: 145820 Priors: Both Open Date: 08/29/2001 Status: CLS Last Update: 09/10/2001

Title: Address:

> Phone: Residence

> > Fail

73

Major

5

4

Grp

72

Minor

3

3

Rsi

80

05

NY City: Brooklyn Corres ID:

Phone: 6268 Orig By: P Orig CD: H0 Region: 5 Market: 2 Agent: Linda Tognetti Service Retailer:55164 SOVEREIGN MOTOR CARS **BROOKLYN** NY Assign Agent: SOM - 21

Orig Retailer: 51140 CONTEMPORARY MOTOR C LITTLE SILVE NJ NJ Sell Retailer: 51140 CONTEMPORARY MOTOR C LITTLE SILVE

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A254982 Model: ML320 2001 54 73 World VIN: 4JGAB54E41A

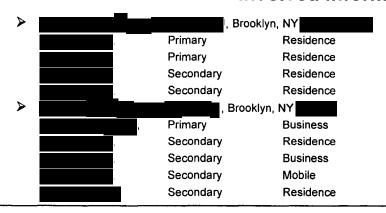
Mileage: 2066 Engine Number: 11294230922065

Prod Date: 03/23/2001 Warranty Start Date: 05/14/2001

Close Agent: Field Closing Date: 09/10/2001

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

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 08/29/2001 19:12:00 Agent: Linda Tognetti **Phone 6268** Note Type: PC

Primary Phone:

Current Mileage: 2066

Warranty Start Date: 05/14/2001

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes:

called CAC asking to be put into another vehicle. Customer alleging that in the two months of ownership, vehicle has been brought back 5 times for service. Alleged problems include brakes, windows, navigation. He feels vehicle is a lemon and would like to be placed in another.

Agent: Linda Tognetti Open Date: 08/31/2001 13:52:31 **Phone 6268** Note Type: PC

Internet message from customer:

"Date: Wed, 29 Aug 2001 10:18:30 -0400 Comment: Unauthenticated sender

X-Mailer: JNet Qsmtp

Subject: Other Comments & Questions (OCAQ)

From: r

To: mailmaster@mbusa.com

*** Other Requests & Comments ***

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

Contact Information

Title:

First Name:

Initial:

Last Name:

Suffix:

Street:

Address 2: City: brookyln State: NY

Zip:

E-mail:

please call me as soon as possible unhappy customer always having trouble with my 2001 ml 320 only had it for 2 months and have taken it 5 times for service rediculas

Survey Information

MB Vehicle you are most interested in:

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

I would like a test drive:

I would like to be contacted by a salesperson: Yes

Day Phone Number: - ext:

Evening Phone Number:

Preferred number: Work Preferred time to call:

Mercedes-Benz Ownership

Have you ever leased or owned a Mercedes-Benz?

Vehicle Year:

Model last leased or owned:

Do you currently own a Mercedes-Benz?

Vehicle Year: Model You Own: " **Open Date:** 08/31/2001 17:39:15 **Agent:** John F. Mayo **Phone Note Type:** RC Writer and Informed me that on 6/19 customer came in with 769 miles on vehicle with the following complaints:

He felt vehicle was about to overheat. No problem found yet in the interest of customer satisfaction a thermostat was replaced as a precautionary measure.

He felt the brakes took to long to stop. No problem found.

He complained he could not see directional indicators in instrument cluster. No problem found.

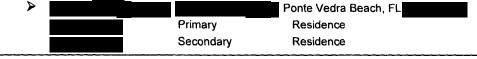
On 8/19/01 he brought vehicle in with 2066 miles on it with complaint brakes feel soft. Tests were done and brakes were bled. Although no problem was evident, they replaced ESP control unit as a precautionary measure.

On 8/22 He brought vehicle in with 2102 miles due to left front window inop. The window switch was replaced while he waited.

Jim called the customer late yesterday to ask him if there were any current problems. He stated "No and that he just wanted another vehicle. Jim advised him he would have to take that up with his selling dealer.

I attempted to call customer at the number listed above at 5:30 PM yet a message stated the business was closed.

Open Date: 09/06/2001 CA Ref ID: 145995 Priors: No Status: CLS Last Update: 10/08/2001 Mrs. Address: Title: Phone: Residence FL City: Ponte Vedra Beach Corres ID: 191486 Agent: Cynthia Feuss Phone: 6289 Orig By: M Orig CD: H0 Region: 2 Market: 7 Service Retailer:15320 BRUMOS MOTOR CARS, I FL **JACKSONVILLE** Assign Agent: SOM - 29 Orig Retailer: 15320 BRUMOS MOTOR CARS, I FL **JACKSONVILLE** Sell Retailer: 15320 BRUMOS MOTOR CARS, I **JACKSONVILLE** FL Disp Amt: Corr Fwd: Y Mailgram Sent: Y Grp Fail Major Minor Rsı **DBAG VIN: 1631541A193840** Model: ML320 2000 10 10 13 World VIN: 4JGAB54E4YA Mileage: 16160 Engine Number: 11294230711017 Prod Date: 04/26/2000 Warranty Start Date: 08/15/2000 **Close Agent:** Field Closing Date: 09/12/2001 Close With: O Close By: M Close How: P Owner Satisfied: N **Involved Information**



Customer Assistance Referral -- Full Notes

Open Date: 09/06/2001 11:26:21 Agent: Cynthia Feuss Phone 6289 Note Type: PC

Primary Phone:

Current Mileage: 16160

Warranty Start Date: 08/15/2000

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes: 444870

CORRES # 191496:

Florida Motor Vehicle Defect Notification, sent via Certified Mail, Postmarked August 27 re: 2000 ML320

Description of continuing condition: owner writes "BAS/ESP signal has malfunctioned 3x; 25 days out of service for various mechanical problems, i.e., side airbags, windshield wipers, tire problems."

Owner attaches a letter in which he alleges "...We have had multiple problems with our new vehicle...are extremely dissatisfied with its performance....my wife and I feel we are in harm's way every time we drive this car as it continues to malfunction & the safety features which lead us to purchase this car are unreliable."

Complete correspondence faxed to SPOM Reber this time/date

Open Date: 09/10/2001 14:46:43 Agent: Paul Renick Phone Note Type: RC

Cynthia:

I spoke with this customer today in Dave's absence to schedule a final repair attempt with a technical specialist for her complaints. The customer, however, stated that there are currently no problems with the vehicle.

Would you please send a mailgram to her confirming my contact and her acknowledgement that there are currently no problems with the vehicle so no final repair attempt will be scheduled?

The customer also stated that she intends to continue with the lemon law process regardless because of the problems in the past with both the vehicle and the dealership. The customer does not want another MB product nor another product from this dealership, she simply wants out of this vehicle and lease.

According to the customer she has 28 days out of service at this point. The total days out of service will be confirmed by the dealership.

The customer is expecting a call later in the week for our final position.

Regards, Paul

Cynthia:

I'll try to call you this afternoon, but if I miss you please hold off on the letter. We decided to do an inspection after all.

Thanks, Paul

see above

Open Date: 09/13/2001 10:17:30

repair. Writer advised SPOM is reviewing his concerns.

Customer Assistance Referral

Status: CLS Last Update: 09/25/2001 CA Ref 1D: 146084 Priors: No **Open Date:** 09/10/2001 Ms Title: Address: Phone: Residence City: Boca Raton FLCorres ID: Orig By: P Orig CD: HO Market: 6 Agent: Ed Duffy Phone: 6296 Region: 2 Service Retailer:15317 MERCEDES-BENZ OF POM POMPANO BEAC FL Assign Agent: SOM - 28 Orig Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI FL FL. Sell Retailer: 14310 MERCEDES-BENZ OF MIA MIAMI Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı **DBAG VIN: 1631541A181073** 2000 Model: ML320 73 15 08 World VIN: 4JGAB54E4YA Mileage: 11477 Engine Number: 11294230668327 **Prod Date:** 03/06/2000 Warranty Start Date: 08/18/2000 Close Agent: Field Closing Date: 09/25/2001 Close With: O Close By: M Close How: P Owner Satisfied: Y Involved Information Boca Raton, FL Primary Residence Expired Residence **Customer Assistance Referral -- Full Notes Phone 6296** Open Date: 09/10/2001 09:40:57 Agent: Ed Duffy Note Type: PC Primary P Current Mileage: 10913 Warranty Start Date: 08/18/2000 Starmark Warranty: N Previous CA Referrals: Previous Summary Notes: 442893 Mr. called stating he has had many problems with this vehicle, ie; replaced fuel pump and filter 2x's, 02 sensor, wire harness, and accelerator cable. He now states the vehicle stalls while driving. Owner has an appointment to bring the vehicle to Autohaus, Pompano on 9/11/01. Owner is requesting M-B take him out of this vehicle, he feels with the problems already experienced he can not trust the vehicle. Open Date: 09/10/2001 13:31:47 Agent: Wayne Shewchuk Phone Note Type: PC Writer investigating.

Agent: Patrick Hunter

Customer called in and claims that his vehicle is at the dealer and that the dealer is allegedly having difficulty with the

Phone

Note Type: PC

Open Date: 09/17/2001 14:20:12 **Agent:** Patrick Hunter **Phone Note Type:** PC Customer called in again and claims that his low oil light is on as well as the BAS/ESP light then the vehicle allegedly stalled. Writer advised customer to call S/M of the dealer and that SPOM is reviewing.

Open Date: 09/18/2001 13:46:58 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC Owner called in today to state the vehicle still has the problem and he is strongly considering Lemon Law. He was in last Friday to the dealer and again Monday and the problem is still not resolved owners frustration level is rising.

Open Date: 09/18/2001 14:20:38 Agent: Ed Duffy Phone 6296 Note Type: PC
After receiving the call noted above from Mr. Called on a conference call with his father stating he and his wife own both an E-Class and a C-Class also, They are getting very frustrated and feel they are not getting assistance from the dealer and are very anxious to speak with the SPOM. I called the SPOM's voice mail and the message stated he will be traveling and attending technical meetings this week. I left him the message to contact the owner or his son.

son, can be reached at;
| Business
| Cell

Open Date: 09/25/2001 13:18:39 Agent: Wayne Shewchuk Phone Note Type: RC Dealer replaced control unit to resolve clients issue with vehicle. Writer contacted client as a follow up to insure satisfaction. Client states that vehicle is presently operating as designed and no longer stalling. Client did state that the door locks "clicked" one time but they seem to be okay at this time. Writer advised client that MBUSA would be happy to provide technical assistance to dealer if necessary in the future.

Close Agent:

Close With: O

Customer Assistance Referral

CA Ref ID: 146106 Priors: Both Open Date: 09/10/2001 Status: CLS Last Update: 09/12/2001 Address: Title: Phone: Residence City: San Angelo TX Corres ID: **Agent:** Denise Nowicky Phone: 6254 Orig By: P Orig CD: H0 Region: 6 Market: 6 Service Retailer:75532 BRITT IMPORTS, INC. **MIDLAND** TX Assign Agent: SOM - 29 Orig Retailer: 75565 MERCEDES-BENZ OF SAN SAN ANTONIO TX Sell Retailer: 75565 MERCEDES-BENZ OF SAN SAN ANTONIO TX Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi DBAG VIN: 1631741A210763 2000 Model: ML55 10 10 3 3 13 World VIN: 4JGAB74E6YA Engine Number: 11398160014423 Mileage: 17000 Prod Date: 07/17/2000 Warranty Start Date: 08/03/2000

Involved Information

Close How: P

Field Closing Date: 09/12/2001

Owner Satisfied: Y



Close By: D





Customer Assistance Referral -- Full Notes

Open Date: 09/10/2001 14:21:33

Agent: Denise Nowicky

Phone 6254

Note Type: PC

Primary Phone: (Current Mileage: 17000)
Warranty Start Date: 08/03/2000

Starmark Warranty: Y Previous CA Referrals:

Previous Summary Notes:

Mr. called CAc seeking technical assistance.

Mr. Claims ESP light has continued to indicate despite several attempts by El Paso, and San Antonio dealers to address (no record in warranty history). Customer couldn't remember exact dates.

Now, he claims, at 65mph- 75 mph, vehicle slows down, allegedly on its own accord, "as if someone is applying the brakes".

Customer feels this is a "very dangerous situation, and refuses to drive vehicle". He would like call from dealer to arrange tow.

Open Date: 09/10/2001 14:30:53

Agent: Denise Nowicky

Phone 6254

Note Type: PC

As tow is long way to nearest dealer, Midland, (which customer prefers), and SPOm Tony M Martinez is unavailable today (off site meeting), writer spoke to Laurie Britt at dealership and explained situation. She stated she would call SPOM before sending tow, however, would call customer today and apprise him that they would be evaluating vehicle.

Open Date: 09/12/2001 15:58:33

Agent: Tony Martinez

Phone 7613

Note Type: RC

Reviewed case with the service director at the Midland dealership.

I authorized customer's vehicle to be towed to Midland dealership for inspection/repair.

Service director advised that he has spoken to the customer and customer has agreed to have vehicle picked up early part of next week. (9/17/01).

Advised dealer that we will provide technical assistance as needed.

Last Update: 11/02/2001 Priors: No Open Date: 09/11/2001 Status: CLS **CA Ref ID: 146140** Dr. Title: Address: **Business** Phone: Corres ID: GA City: Savannah Orig CD: H0 Region: 2 Market: 7 Orig By: P **Agent:** Thomas Trivento Phone: MODERN CLASSIC MOTOR HILTON HEAD SC Assign Agent: SOM - 29 Service Retailer:72319 SC MODERN CLASSIC MOTOR **HILTON HEAD** Orig Retailer: 72319 SC Sell Retailer: 72319 MODERN CLASSIC MOTOR HILTON HEAD Mailgram Sent: N Disp Amt: Corr Fwd: N Grp Fail Major Minor Rsi **DBAG VIN: 1631541A152287** Model: ML320 2000 54 52 05 World VIN: 4JGAB54EXYA 38000 Engine Number: 11294230537053 Mileage: **Prod Date:** 10/28/1999 Warranty Start Date: 11/05/1999 **Close Agent:** Field Closing Date: 10/09/2001 Close With: O Close By: D Close How: V Owner Satisfied: N Involved Information Savannah, G **Customer Assistance Referral -- Full Notes** Agent: Thomas Trivento **Phone** Note Type: PC Open Date: 09/11/2001 09:06:19 **Primary Phone:** Current Mileage: 38000 Warranty Start Date: 11/05/1999 Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes:

Customer, Dr, phoned CAC requesting intervention by MB Tech Rep to assist dealer with ongoing problem of vehicle "downshifting into 1st gear & braking on its own ", dealer unable to correct. Owner states vehicle has been into dealer at least (6) times to address this situation, still not fixed. Customer working through Mark Crosley at dealer regarding repairs.

Owner called again stating this is a safety issue and he feels he is being ignored. Owner was upset and stated he will take this to litigation, he feels he has the documentation to do so. Further the Dr. stated the SPOM can either speak to him by phone or in court it is the SPOM's decision.

Owner also wanted the supervisor for the SPOM, I advised the SPOM is the only person that can address the situation and is fully empowered by executive management to respond on behalf of Mercedes-Benz.

I called the SPOM - voice mail said he was on vacation see your service manager for assistance but the SPOM would be checking voice mail so I left a detailed message. I then tried to call the Dr. but his residence # is actually his answering service, I was unable to leave a detailed message.

Open Date: 09/14/2001 07:57:10 **Agent:** Thomas Trivento **Phone Note Type:** PC T. Trivento attempted to contact Dr. Warneck, but was unsuccessful, Voicemail left with SPOM regarding customer situation.

Open Date: 09/14/2001 10:13:15 Agent: Cynthia Feuss Phone 6289 Note Type: PC
Owner calls again, asks for Mr. Halata's name & address, alleges SPOM is ignoring him. Owner alleges we (CAC) are liars because he claims that no one has tried to call him per notes above. Owner alleges he left message for Ellen Bie at 7pm last evening but she has not called him back. I point out to owner that was 10pm out time and that I am sure that Ms. Bie is reviewing her messages this a.m. Owner asks me to have Ellen call him back at 912-352-9666. Copy of these case notes printed out & given to Ellen.

Open Date: 09/14/2001 10:22:21 Agent: Thomas Trivento Phone Note Type: PC
Tom Trivento called customer on behalf of Ed Duffy & Ellen Bie. T. Trivento advised SPOM Reber back in his regional area on 9/17/01 and we would try to have him intervene asap through SM Marty at dealer to repair vehicle. Customer thanked CAC for contact and understands situation.

Open Date: 09/14/2001 18:38:41 Agent: Dave Reber Phone 7229 Note Type: PC I SPOKE WITH CUSTOMER TODAY. HE ADVISED THAT, TRANSMISSION DOWN SHIFTS BY ITS SELF AND BRAKES COME ON THROWING HIM AGAINST SEAT BELT. HE STATES ESP AND BAS LIGHT COMES ON, HOWEVER WHEN CAR IS RESTARTED LIGHTS ARE OFF. I ADVISED OWNER THAT WE NEED TO GET VEHICLE IN SHOP ASAP, DEALER WILL PROVIDE LOANER AND I WOULD ASK FOR A TS TO ASSIST IN REPAIRS, HE AGREED. I THEN CONTACTED M. HAY, SM. SM SAID, HE HAD CONTACTED OWNER EAR LIAR, HOWEVER OWNER WOULD NOT BRING IN CAR UNTIL HE SPOKE WITH SPOM. SM WILL MAKE ARRANGEMENT TO GET CAR IN. I ALSO, REQUESTED A TS TO ASSIST DEALER.

NOTE: I AM IN CALIF. DUE TO ILLNESS IN FAMILY AND IT HAS BEEN DIFFICULT GETTING A FLIGHT HOME DUE TO THE SITUATION CAUSED BY TERRORIST ACTS IN NY AND WASH. DC.

Open Date: 09/15/2001 17:40:00 Agent: Maryellen Parente Phone 4609 Note Type: PC Customer, Dr. Warneck calls. Customer states that he drove vehicle today and the condition happened three times. Customer states that he fishtailed and almost hit a little girl in the road. Customer will not continue to drive the vehicle, because customer states that vehicle is dangerous.

Customer will take the plates off of the vehicle so that he will not be responsible for the vehicle. Customer states that the brakes locked up by themselves. Advised customer that we would have to tow the vehicle to the dlr. Customer advises that he held on the roadside que for a couple of minutes and then got hung up on. Advised customer that writer would get message to roadside to call him at the above number to make arrangements. Advised customer that writer would contact SPOM to advise.

Open Date: 09/15/2001 17:42:46 Agent: Maryellen Parente Phone 4609 Note Type: PC

Voicemailed SPOM Dave Reber advising the above.

Open Date: 09/22/2001 16:35:12 Agent: Dave Reber Phone 7229 Note Type: PC M. HAY ADVISED VEHICLE HAS BEEN PICKED UP AND LOANER PROVIDED TO OWNER. A TS WILL BE AT DEALER TUESDAY, 9/25/01 TO DIAGNOSE.

Open Date: 10/09/2001 17:33:34 Agent: Dave Reber Phone 7229 Note Type: RC THE MAIN CABLE HARNESS WAS REPLACED TO REPAIR AS PER BOB GERLOCK, TS. CUSTOMER HAS NOT PICKED UP CAR AND STATES HE NO LONGER WANTS AN ML, HOWEVER WOULD LIKE A C OR E CLASS. SALES MANAGER AND G. LONG, MM ARE REVIEWING FOR POSSIBLE TRADE.

CA Ref ID: 146390

Priors: No

Open Date: 09/20/2001

Status: CLS

Last Update: 09/26/2001

Address:

Title:

Phone:

Residence

City: Key Biscayne

FL

Corres ID:

Region: 2 Market: 6

Agent: Tiffany Jones Service Retailer:14302

BILL USSERY MOTORS I

CORAL GABLES

POMPANO BEAC

Orig Retailer: 15317

Disp Amt:

Phone: 9988

FL

Assign Agent: SOM - 28

MERCEDES-BENZ OF POM

FL **POMPANO BEAC**

Sell Retailer: 15317

MERCEDES-BENZ OF POM Corr Fwd: N

Mailgram Sent: N

Orig By: P

FL

54

Orig CD: H0

Grp Fail Major Minor Rsi

DBAG VIN: 1631541A272094

Model: ML320

2001

52 2 3 13

World VIN: 4JGAB54EX1A

Mileage: Prod Date: 04/18/2001 Engine Number: 11294230994416

2086

Warranty Start Date: 08/02/2001

Close Agent:

Field Closing Date: 09/26/2001

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

Involved Information



Primary

d, Key Biscayne, FL Residence

Secondary

Residence

Secondary

Residence

Customer Assistance Referral -- Full Notes

Primary Phone: 2086 Current Mileage: 2086

Warranty Start Date: 08/02/2001

Starmark Warranty: N Previous CA Referrals:

Previous Summary Notes:

PARTS ISSUE

Customer contacted the customer assistance center seeking mbusa involvement.

Customer claims that he purchased his vehicle a month ago and it has been in the shop 3x since he picked it up. Customer stated that "this is ridiculous, I paid too much money for this vehicle for it to give me such problems."

Customer claims that his on board computer was the cause of all his problems and resulted in his car stahling, or various other electrical malfunctions.

Customer is not upset because he claims the dealer told him the on board system is on back order and they don't know when it will be available.

Customer claims that in the meantime he has to rent a car and that is costly on top of making payments on his ML.

Writer will cc: Tom Trivento to find out status of part.

Open Date: 09/24/2001 09:52:17 Agent: Wayne Shewchuk Phone Note Type: TN
Dealer 15317 service manager spoke to client. See transfer notes below: WAYNE PLEASE TRANSFER CASE # 146390
PEDRO GARA TO CORAL GABLES 14302. I SPOKE TO THE CUSTOMER HE STATES THE TRUCK IS THERE AND
THEY HEVE BEEN WORKING ON IT. SEE THE VMI. NOTE THE CUSTOMER CAN BE REACHED ON HIS CELL
PHONE AT

THANKS CHUCK

Open Date: 09/26/2001 13:27:53 Agent: Wayne Shewchuk Phone Note Type: RC Writer had direct contact with Mr as a a follow up to repairs performed on 9/24/01. Vehicle is now operating as designed after replacement of ESP control unit.

CA Ref ID: 146511 Priors: Cus Open Date: 09/26/2001 Status: CLS Last Update: 09/28/2001 Title: Address: Phone: Residence City: Alexandria ٧A Corres ID: Agent: Thomas Trivento Phone: Orig By: P Orig CD: H0 Region: 1 Market: 1 Service Retailer:80201 AMERICAN SERVICE CEN ARLINGTON VA Assign Agent: SOM - 22 VA Orig Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON Sell Retailer: 80201 AMERICAN SERVICE CEN ARLINGTON ٧A Disp Amt: Corr Fwd: N Mailgram Sent: N Major Grp Fail Minor Rsı DBAG VIN: 1631541A190606 Model: ML320 2000 10 10 3 05 World VIN: 4JGAB54E3YA Mileage: 11986 Engine Number: 11294230697804 Prod Date: 04/12/2000 Warranty Start Date: 08/10/2000 Close Agent: Field Closing Date: 09/28/2001 Close With: O Close By: D Close How: V Owner Satisfied: Y **Involved Information** Alexandria, VA Primary Residence Secondary **Business** Customer Assistance Referral -- Full Notes Open Date: 09/26/2001 09:50:37 Agent: Thomas Trivento **Phone** Note Type: PC Primary Phone: Current Mileage: 11986 Warranty Start Date: 08/10/2000 Starmark Warranty: N Previous CA Referrals: 129384 **Previous Summary Notes:** phoned CAC requesting review of repair history on vehicle by MB Rep for possible assistance in Customer, working with dealer to trade out of vehicle and into another MB. Among repairs mentioned by customer were: dash rattles, coolant light, fuel pump, etc. Customer states recently received vehicle back from dealer last week and now ABS/ESP

Open Date: 09/28/2001 10:46:25 Agent: Marc Chapman Phone Note Type: PC

lights on dash. Additionally, customer states dealer has damaged (2) bumpers on vehicle while in for repairs. Customer alleges has discused possibility of trading out of vehicle with dealer and claims dealer advising contact MBUSA for

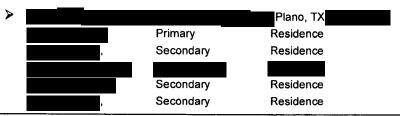
left message on customers work voice mail.

assistance.

Open Date: 09/28/2001 14:32:19 Agent: Marc Chapman Phone Note Type: RC writer spoke to dealer and customer, customer has had two issues, fuel pump replacement due to not starting, and tightening coolant hose due to loose hose clamp, aside from this customer has had numerous complaints of rattles, writer advised due to his service history, which is not much, i would not replace the vehicle, customer was not very happy but stated he understood.

CA Ref ID: 146760 Priors: No Open Date: 10/04/2001 Status: CLS Last Update: 11/08/2001 Mr Address: Title: Phone: Mobile City: Plano TX Corres ID: Agent: Cleveland Best Phone: 6344 Orig By: P Orig CD: Region: 6 Market: 8 Service Retailer:75534 **EWING AUTOHAUS PLANO** TX Assign Agent: SOM - 32 Orig Retailer: 75534 TX**EWING AUTOHAUS PLANO** Sell Retailer: 75534 **EWING AUTOHAUS PLANO** TXDisp Amt: Corr Fwd: N Mailgram Sent: N Fail Grp Major Minor Rsi DBAG VIN: 1631541A250698 Model: ML320 2001 42 53 05 World VIN: 4JGAB54E91A Mileage: 21000 Engine Number: 11294230910450 Prod Date: 01/23/2001 Warranty Start Date: 02/08/2001 **Close Agent:** Field Closing Date: 11/08/2001 Close With: O Close By: D Close How: V Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 10/04/2001 10:18:33 Agent: Cleveland Best Phone 6344 Note Type: PC

Primary Ph

Current Mileage: 18495 Warranty Start Date: 02/08/2001

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 428873

called CAC. Customer seeking technical assistance. Customer claiming vehicle has been into dlr 3 times for BAS/ESP light problem and claims dlr unable to resolve. Customer stated Steve Rand (Service Advisor) at Ewing told him to call MBUSA and seek assistance. Customer claims was advise to ask what MBUSA will do for him for his down time.

Open Date: 10/04/2001 10:20:08 **Agent:** Cleveland Best **Phone** 6344 **Note Type:** PC Customer also claiming dlr can not fix bumper. Customer claims dlr reattached but can not get it to align correctly on vehicle.

Open Date: 10/19/2001 18:12:15 Agent: Craig Dearing Phone 7693 Note Type: PC
Client had vehicle to on a prior repair and it was determined that the center position of the steering was not set after the alignment. The alignment had previously been completed at Ewing also. The ESP issue related to codes for the steering angle sensor. Prior to a new sensor being installed the dealer found the sensor out of adjustment and reset the steering column and sensor to the center position.

The car was test driven several times by this retailer and the code and issue did not manifest again. The client picked up the car and then had a re-occurance of this issue. The car is presently back at the dealership.

Open Date: 11/08/2001 13:33:51 **Agent:** Craig Dearing

Phone 7693

Note Type: RC

The vehicle in the final analysis was mechanically off one spline and center was not set properly with vehicle. The dealer as a precaution installed a steering angle sensor and indicated that the vehicle now fell in all tolerances for steering angle geometry. The car was returned to the client and reportedly the condition has been resolved.

CA Ref ID: 146839

Priors: No

Open Date: 10/08/2001

Status: CLS

Last Update: 10/23/2001

Mr

Address: 780 Pilot House Dr. Ste 200A

Title:

Phone:

Orig CD: H0

Residence

City: Newport News

VA 23606-4412

Phone: 6289

Corres ID:

Market: 4

Agent: Cynthia Feuss Service Retailer:80210

TYSINGER MOTOR CO.,

HAMPTON

Orig By: M

Region: 1

Disp Amt:

Assign Agent: SOM - 26

Orig Retailer: 80206

DAVID R. MC GEORGE C

RICHMOND **RICHMOND**

VA VA

VA

Sell Retailer: 80206

DAVID R. MC GEORGE C

Mailgram Sent: Y

DBAG VIN: 1631541A164907

Corr Fwd: Y

Model: ML320

2000

Grp Fail Major Minor Rsi 72 10 16

World VIN: 4JGAB54E8YA

Mileage: 46000

Engine Number: 11294230619116

Prod Date: 12/21/1999

Warranty Start Date: 01/27/2000

Close Agent:

Field Closing Date: 10/23/2001

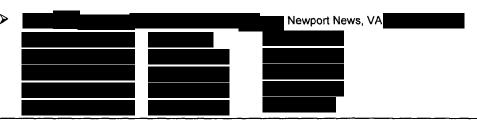
Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Phone 6289 Open Date: 10/08/2001 11:33:32 Agent: Cynthia Feuss Note Type: PC

Primary Phone: Current Mileage: 46000

Warranty Start Date: 01/27/2000

Starmark Warranty: N/A Previous CA Referrals: **Previous Summary Notes:**

CORRES 193141: Owner and attorney, sends letter dated Sept. 19 to Baltimore PDC; CAC received this letter today, October 8, as well as a follow up letter from owner dated Oct. 4 in which he states he realizes he sent Sept. 19 letter to wrong address.

Owner alleges his vehicle qualifies under Lemon Law would like the vehicle replaced, and would like to speak "directly with your factory rep."

Owner alleges locks continue to malfunction despite 4 repair attempts. Owner alleges for 2 years the locks locked automatically once you started driving. Owner also alleges all locks opened when you opened the drivers door (now all locks remained locked, owner considers this a safety hazard). Owner alleges neither of these functions are working now and he "resents the dealer telling me that the locks don't do these things."

Owner alleges vehicle was at 80201 for one month and claims a day later the check engine light came on. Owner alleges when vehicle was returned second time, the horn & door locks did not work. Owner alleges previous concerns include fuel supply module and ignition switch.

I called owner this time/date, he is very upset and states he wants to discuss with factory rep. Owner states he has lost confidence in his ML and keeps asking "you tell me Cynthia, you guarantee me that my airbags, ESP and other systems will work when needed...."

Open Date: 10/10/2001 14:25:17 Agent: Brian Maloney **Phone** Note Type: PC

Writer will contact client. Will inform client that market spom on vacation and will follow up upon return.

Open Date: 10/16/2001 11:20:20 Agent: John Freund **Phone** 6200 Note Type: PC

IEFT A MESSAGE FOR THE CUSTOMER TO CALL ME.

Open Date: 10/16/2001 16:27:22 Agent: John Freund **Phone 6200** Note Type: PC

Cutomers secretary called me to advise this customer will be unavailable until Thurs. 10-18-01 in the AM only. Writer will

phone then.

Open Date: 10/18/2001 09:38:29 Agent: John Freund Phone 6200 Note Type: PC

Writer spoke with customer. The onlt issue with the vehicle presently is his door locks. The dealership will pick up the

vehicle and repair the locks.

Open Date: 10/23/2001 15:08:55 Phone 6200 Agent: John Freund Note Type: RC

Reprogram lock system to open all doors when drivers door handle is pulled from inside of vehicle. The vehicle had no

failure only a programing change.

CA Ref ID: 147101 Priors: No **Open Date:** 10/16/2001 Status: CLS Last Update: 10/31/2001 Mrs Address: Title: Phone: Residence City: Charlotte NC Corres ID: **Agent:** Denise Nowicky Phone: 6254 Orig By: P Orig CD: H0 Region: 2 Market: 1 Service Retailer:59210 **BECK IMPORTS OF THE CHARLOTTE** NC Assign Agent: SOM - 24 Orig Retailer: 59210 BECK IMPORTS OF THE CHARLOTTE NC BECK IMPORTS OF THE Sell Retailer: 59210 CHARLOTTE NC Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi **DBAG VIN: 1631541A191037** Model: ML320 2000 10 10 2 80 World VIN: 4JGAB54E6YA Mileage: 17591 **Engine Number:** 11294230675190 Warranty Start Date: 09/11/2000 Prod Date: 04/13/2000 **Close Agent:** Field Closing Date: 10/31/2001 Close With: O Close By: M Close How: P Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Phone 6254 Note Type: PC Open Date: 10/16/2001 07:47:14 Agent: Denise Nowicky

Primary Phone: Current Mileage: 17591

Warranty Start Date: 09/11/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 455638

Customer contacted technical coordinator Neil Shore, claiming that has the following alleged conditions with the ML 320 are still outstanding despite dealer's attempts at repair.

Alleges:

- ... The stereo has not functioned since the car was delivered
- ... 3 fuel pumps have been installed
- ... keys do not function
- interior lamps stay on when switched off.

Customer stated that she wants to be called directly by a manager.

Phone 6344 **Open Date:** 10/19/2001 10:59:22 Agent: Cleveland Best **Note Type: PC**

called CAC. Customer wanted to add the following alleged complaints:

1. BAS/ESP lights keep coming on

2. Front window switches malfunctions

Customer would like to address this concern with rep that will call her back.

Open Date: 10/24/2001 06:51:49 Agent: Barry Downing Phone Note Type: PC office on Friday - were told Ms. no longer works there. Husband does and SM & writer placed call to Ms. message was forwarded to him indicating we were trying to reach her and asked for return call

Open Date: 10/25/2001 11:41:21 Agent: Barry Downing Phone Note Type: PC Wednesday and set up appointment for 10/30 at Beck to inspect vehicle and assist with repairs.

Open Date: 10/31/2001 09:13:47 Agent: Barry Downing Phone Note Type: RC 1. She is frustrated with the high number of repairs - notably 3 fuel pump failures with the Review issues w/Ms. vehicle. Vehicle is at shop and will be repaired as appropriate. Some of her issues - dash illumination - working correctly, others - BAS/ESP light, door lock issue, radio are not presently malfunctioning. Will evaluate the intermittent issues with

shop foreman

Spoke w/

CA Ref ID: 147310 Priors: No **Open Date:** 10/23/2001 Status: CLS Last Update: 10/28/2001 Ms Address: Title: Phone: Residence City: Santa Fe NM Corres ID: **Phone:** 6344 Agent: Cleveland Best Orig By: P Orig CD: Region: 3 Market: 6 Service Retailer:54101 MERCEDES-BENZ OF ALB **ALBUQUERQUE** NM Assign Agent: SOM - 30 Orig Retailer: 54101 MERCEDES-BENZ OF ALB ALBUQUERQUE NM Sell Retailer: 54101 MERCEDES-BENZ OF ALB **ALBUQUERQUE** NM Corr Fwd: N Disp Amt: Mailgram Sent: N Grp Fail Major Minor Rsi DBAG VIN: 1631541A184552 Model: ML320 2000 73 5 42 08 World VIN: 4JGAB54E9YA Mileage: 20000 Engine Number: 11294230680878 Prod Date: 03/20/2000 Warranty Start Date: 04/19/2000 Close Agent: Field Closing Date: 10/28/2001 Close With: D Close By: M Close How: V Owner Satisfied: Y Involved Information ck Rd, Santa Fe, NM Customer Assistance Referral -- Full Notes

Open Date: 10/23/2001 14:28:15 Agent: Cleveland Best Phone 6344 Note Type: PC

Primary Phone: 5

Current Mileage: 19520
Warranty Start Date: 04/19/2

Warranty Start Date: 04/19/2000 Starmark Warranty: N/A

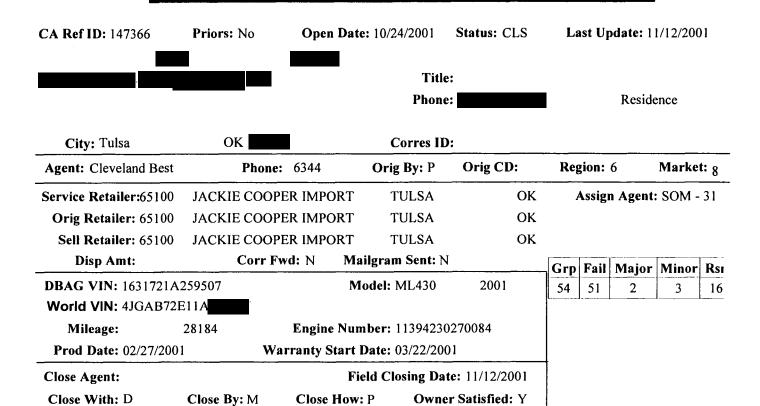
Previous CA Referrals:

Previous Summary Notes:

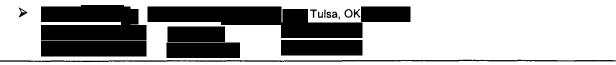
called CAC. Customer stated was advise to call by Sales Manager (Chris McKee). Customer requesting a vehicle replacement. Customer claiming numerous service visits for alleged electrical problems. Customer claims BAS/ESP and Check Engine lights keep coming on. Customer states dlr has repaired each time, but claims no longer feels safe to drive vehicle--afraid of breaking down. Customer stated his service manager (Jay Miles) is aware of his alleged problems, and dlr advise him his first step is to contact MBUSA for assistance in getting out of vehicle.

Open Date: 10/28/2001 16:19:19 **Agent:** Andy Homer **Phone** 7330 **Note Type:** RC SPOM reviewed case and vehicle file with service manager and sales manager. Dealer will call SPOM and review clients concerns infuture and not advise owner to call the CAC.

After review of case Dealer and SPOM agree that the vehicle has been repaired and no further action is necessary at this time. Dealer will follow up with owner at a later date.



Involved Information



Customer Assistance Referral -- Full Notes

Phone 6344 Note Type: PC Open Date: 10/24/2001 15:20:35 Agent: Cleveland Best

Primary F Current Mileage: 25612 Warranty Start Date: 03/22/2001

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

called CAC. Customer seeking technical assistance. Customer claims dlr unable to resolved a "crunching noise" she hears while driving vehicle after 3-4 service visits. Customer claims each time she hears the noise the ESP light comes on. Customer states she had dir drive vehicle, unable to duplicate but claims however the ESP light came on and claims was told no way to resolve light coming on by itself. Customer states not accepting dlr answer and would like condtion diagnosed and corrected.

Open Date: 10/26/2001 10:29:33

Agent: Mike Wylie

Phone

Note Type: PC

CASE NOTES HAVE BEEN SENT TO BOTH MR. M. BYRD - TS AND

- SERVICE MANAGER FOR REVIEW, 10/26/01.

MIKE WYLIE - SPOM.

Open Date: 11/01/2001 10:14:18 Agent: Mike Wylie Phone Note Type: PC

ML is in for inspection 10/31/01, per Mr. Davie. Below are is notes from his review with owner.

Mike.

I have ridden with the customer and the noise she hears is the traction control pump. Her ESP light came on while she was driving in a very heavy rainstorm and she complained that the vehicle slowed. I explained to her that the vehicle sensed the loss of traction and she told me that was unsafe and we needed to fix it. She is very convinced that there is something wrong with the vehicle. I explained that the noise the traction pump made was normal. She then told me the noise happens when turning on dry pavement but we have never been able to duplicate this and she is never able to duplicate this condition when I am in the car with her. She is very aggressive and I have to remove her to my office when she comes in because of her language. I have told her I would love to make any repairs that her car needs but I cannot just guess and throw parts at it, I have to be able to duplicate the condition. This is not good enough. Let me know if you need any more information.

Rob

---- Original Message -----

From: "Mike Wylie" <wyliem@mbusa.com> Date: Friday, October 26, 2001 9:25 am

Subject: 2001 ML430 Tulsa

> Mark/Rob,

> This case opened yesterday in Tulsa.

> 2001 ML 430 1A259507 28,184 miles.

> Please review the test below generated by the CAC.

> Primary P

Current Mileage: 25612Warranty Start Date: 03/22/2001

> Starmark Warranty: Previous CA Referrals:

> Previous Summary Notes:

> Ms. called CAC. Customer seeking technical assistance.

> Customerclaims dlr unable to resolved a "crunching noise" she

> hears while driving

> vehicle after 3-4 service visits. Customer claims each time she

> hears the

> noise the ESP light comes on. Customer states she had dlr drive

> vehicle, unable to duplicate but claims however the ESP light came

> on and claims was

> told no way to resolve light coming on by itself. Customer states not

> accepting dlr answer and would like condtion diagnosed and corrected.

> Any Ideas????

> Thanks,

> Mike Wylie

Phone 6344

Note Type: PC

Ms. Called CAC. Customer wants the following added to her complaint: claims back brake pads replaced 9/2/01. Customer claims in less than six weeks dlr now informing her front brake pads and rotors need to be replaced (customer claims was hearing a squealing noise). Customer very angry: questioning why front pads were not inspected when rear brakes were worked on. Writer advise she must contact service manager regarding this. Writer advise will note her concern

Writer e-mail these notes to SPOM (M. Wylie)

Open Date: 11/12/2001 13:59:25 **Agent:** Mike Wylie **Phone**

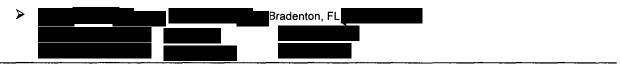
Note Type: RC

WHILE AT TULSA 11/6/01, MR. DAVIE FOUND YAW RATE SENSOR CODE WHICH WAS NOT PRESENT DURRING PREVIOUS TEST. PART REPLACED AND CONDITION CORRECTED. FRONT ROTORS ARE BELOW SPEC. OWNER WAS THEN ADVISED. REPAIRS COMPLETED AND ML DELIVERED BACK TO OWNER PER MR. DAVIE.

CASE WILL BE CLOSED AS OF 11/12/01. MIKE WYLIE - SPOM.

CA Ref ID: 147614 Priors: No Open Date: 11/02/2001 Status: CLS Last Update: 11/19/2001 Mr Address: Title: Phone: Residence City: Bradenton FL Corres ID: **Agent:** Thomas Trivento Phone: Orig By: P Orig CD: H0 Region: 2 Market: 5 Service Retailer:15309 GLAUSER, INC. **SARASOTA** FL Assign Agent: SOM - 34 Orig Retailer: 15309 GLAUSER, INC. **SARASOTA** FL Sell Retailer: 15309 FL GLAUSER, INC. **SARASOTA** Corr Fwd: N Disp Amt: Mailgram Sent: N Fail Major Minor Grp Rsı DBAG VIN: 1631541A279764 Model: ML320 2001 32 51 2 3 08 World VIN: 4JGAB54E91A Mileage: 3499 Engine Number: 11294231019245 Prod Date: 05/18/2001 Warranty Start Date: 07/27/2001 **Close Agent:** Field Closing Date: 11/19/2001 Close With: O Close By: M Close How: P Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 11/02/2001 13:39:58 Agent: Thomas Trivento Phone Note Type: PC

Primary F

Current Mileage: 3499

Warranty Start Date: 07/27/2001 Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

, phoned CAC requesting intervention by MB Tech Rep to assist dealer with ongoing alleged rear suspension noise in vehicle, dealer has been unable to correct, despite several attempts. Vehicle is curently at dealer.

Customer also stated vehicle has been into dealer repeatedly in (3) month ownership for repairs, and will seek Florida Lemon Law on vehicle if quality assurances can not be given with vehicle. Among previous repairs mentioned were: alarm, d/s window, vanity mirrors, alignment, sunroof, rear hatch, etc.

Open Date: 11/19/2001 12:29:22 Agent: Larry Stains Phone Note Type: RC OWNER SPOKE WITH DEALER ADVISING SHE NO LONGER WANTS VEHICLE AND STATED SHE DID NOT WANT ANOTHER MERCEDES-BENZ. SPOM INSPECTED VEHICLE FOUND ESP LIGHT ON , DEALER SET STEERING ANGLE SENSOR TO SPEC AND CORRECTED CONDITION. SPOM SPOKE WITH OWNER TO CONFIRM DEALER ATTEMPTED TO TRADE OWNER, SHE STATES THEY DID BUT SHE NO LONGER WANTS VEHICLE NOT TO OWN AN MB. WANTS "ALL" HER MONEY BACK AS SET FOURTH "BY THE LEMON LAW". SPOM DECLINED ADVISING WE WILL REPAIR THE VEHICLE UNDER THE TERMS OF THE NEW VEHICLE LIMITED WARRANTY. OWNER DISSATISFIED.,

CA Ref ID: 147646

Priors: No

Open Date: 11/05/2001

Status: CLS

Last Update: 11/21/2001

Dr.

Address:

Title:

Phone:

City: Pittsfield

MA

Corres ID:

Agent: Lois Grillo Service Retailer:55132

KEELER MOTOR CAR COM

Phone: 4627

Orig By: P

Region: 1 Market: 7

Orig Retailer: 55132

LATHAM LATHAM Assign Agent: SOM - 29

KEELER MOTOR CAR COM KEELER MOTOR CAR COM

LATHAM

Sell Retailer: 55132

DBAG VIN: 1631541A201038

Mailgram Sent: N

Disp Amt:

Corr Fwd: N

Model: ML320

2000

Orig CD: HO

NY

NY

NY

Major Minor Rsi Grp Fail 46 52 3 05

World VIN: 4JGAB54E5YA2

Engine Number: 11294230738017

Mileage: Prod Date: 05/25/2000

Warranty Start Date: 08/31/2000

Close Agent:

Field Closing Date: 11/21/2001

Close With: O

Close By: D

15300

Close How: P

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Primary Phone: 4 Current Mileage: 12296 Warranty Start Date: 08/31/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

customer, phoned the 800 # to request MBUSA involvement in repairs to his vehicle. Customer alleges that last night the auxiliary fan did not turn off after the vehicle was parked in his garage (he smelled a burning rubber smell). Customer states that he called Roadside Assistance and the technician from Keeler refused to come out. He was instructed on how to disconnect the battery. Customer states that he reconnected the battery this morning and drove it to his office. Customer also stated Keeler would be bringing him a loaner and picking up his vehicle.

Customer alleges that he was told to speak to SPOM by dealer and requests that SPOM call him.

Customer alleges that he has been without use of his vehicle for about one month total due to repairs. Customer alleges that his vehicle has been serviced for high oil light, transmission stuck in limp mode and check engine light.

Customer alleges that the vehicle is unreliable. Customer claims that he would like to get out of this vehicle.

Writer indicated that customers comments would be noted and reviewed.

Customer also stated that the BAS/ESP light stays on for about 5 minutes before going out.

Open Date: 11/13/2001 17:25:57 Agent: Ernie Palmer Phone Note Type: RC

Vehicle has been repaired dealer called 11/9 and 13, left message owner has not called back.

Open Date: 11/21/2001 13:39:39 Agent: Ernie Palmer Phone Note Type: RC

Contacted owner today regarding his recent problem with the ML. Steering jacket tube was replaced. Owner said all is

okay and he is very happy.

CA Ref ID: 147702

Priors: No

Open Date: 11/05/2001

Status: CLS

Last Update: 11/29/2001

Mr

Address:

Title:

Phone:

Residence

City: Cerritos

CA

Corres ID:

Orig By: P

Agent: Kathleen Durning Service Retailer:05127

PENSKE MOTORCARS

Phone: 4633

WEST COVINA

Region: 3

Market: 2

Orig Retailer: 05747

MERCEDES-BENZ OF LAG

LAGUNA NIGUE

Assign Agent: SOM - 29

Sell Retailer: 05747

MERCEDES-BENZ OF LAG

CA CA LAGUNA NIGUE

Disp Amt:

Corr Fwd: N

Mailgram Sent: N Model: ML320

2000

Orig CD: H0

CA

Grp Fail Major Minor Rsi 32 53 16

DBAG VIN: 1631541A163870

World VIN: 4JGAB54E6YA

20886

Engine Number: 11294230615582

Prod Date: 12/16/1999

Warranty Start Date: 10/23/2000

Close Agent:

Field Closing Date: 11/29/2001

Close With: O

Mileage:

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 11/05/2001 20:13:50

Agent: Kathleen Durning

Phone 4633

Note Type: PC

Primary Ph

Current Mileage: 20886

Warranty Start Date: 10/23/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

phoned the CAC asking for assistance in the repair of the ESP system and the Audio system on his vehicle. Customer claims that the vehicle has been in the dealer for 1 week now and they have been unable to resolve these issues. Customer claims that the audio unit has been replaced 3 times but it still comes up reading ERROR and the ESP light continues to come up even after attempted repairs.

Open Date: 11/29/2001 14:34:17

Agent: Dan Berberian

Phone 7329

Note Type: RC

SPOM confirmed that dealer was able to diagnose and repair vehicle. No further assistance was required.

Priors: Both Last Update: 12/17/2001 **CA Ref ID:** 147854 Open Date: 11/09/2001 Status: CLS Mr. Title: Address: Phone: Residence City: Oakland **Corres ID: 194422** Market: 2 Agent: Kathleen Durning Phone: 4633 Orig By: M Orig CD: H0 Region: 6 Service Retailer:05626 MERCEDES-BENZ OF OAK **OAKLAND** CA Assign Agent: SOM - 34 Orig Retailer: 05626 **OAKLAND** CA MERCEDES-BENZ OF OAK **OAKLAND** CA Sell Retailer: 05626 MERCEDES-BENZ OF OAK Disp Amt: Corr Fwd: Y Mailgram Sent: Y Grp Fail Major Minor Rsi **DBAG VIN: 1631541A289233** Model: ML320 2001 10 10 14 World VIN: 4JGAB54E61A Engine Number: 11294231046527 Mileage: 6000 **Prod Date:** 06/28/2001 Warranty Start Date: 07/19/2001 Close Agent: Field Closing Date: 12/17/2001 Close With: O Close By: M Close How: V Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 11/09/2001 22:43:34 Agent: Kathleen Durning Phone 4633 Note Type: PC

Primary Pharmary Current Mileage: 6000

Warranty Start Date: 07/19/2001

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 447516, 456972

Received letter dated 11/5/01 rcvd in CAC 11/9/01, addressed to Paul Juron. Customer is requesting that MB provide some safety and performance modifications regarding the vehicles alleges excessive oversteer or repurchase the vehicle due to it being unsafe.

Customer has been informed by technical reps. that this is a normal driving characteristic of the M-CLass and that it is not possible to make any safety modifications on the vehicle.

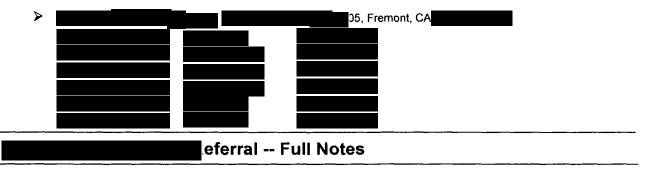
Customer states that our creating the ESP system is our effort to correct this problem of which we are aware. Customer is seeking immediate assistance with this matter.

Open Date: 12/17/2001 10:40:03 Agent: Dave Woolsey Phone Note Type: RC

Vehicle road tested and found to be with in manufacturers specs.

Priors: Veh Status: CLS Last Update: 03/15/2002 CA Ref ID: 150228 **Open Date:** 02/11/2002 Mr Title: Address: Phone: Residence City: Fremont CA Corres ID: Phone: 4633 Market: 2 Orig CD: H0 Region: 6 Agent: Kathleen Durning Orig By: M Service Retailer:05636 CLARIDGE S LTD. CA **FREMONT** Assign Agent: SOM - 23 Orig Retailer: 52101 MILLENNIUM AUTOMOTIV **BRIDGEWATER** NJ Sell Retailer: 52101 MILLENNIUM AUTOMOTIV **BRIDGEWATER** NJ Disp Amt: Corr Fwd: Y Mailgram Sent: Y Grp Fail Major Minor Rsi DBAG VIN: 1631541A227346 Model: ML320 2001 10 10 5 13 World VIN: 4JGAB54E61A Mileage: 11500 Engine Number: 11294230828941 **Prod Date: 10/04/2000** Warranty Start Date: 12/08/2000 Close Agent: Field Closing Date: 03/15/2002 Close With: O Owner Satisfied: Y Close By: M Close How: V

Involved Information



Open Date: 02/11/2002 21:50:52 Agent: Kathleen Durning Phone 4633 Note Type: PC

Primary Phone: Current Mileage: 10304

Warranty Start Date: 12/08/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

Customer letter dated 2/4/02 recvd. 2/11/02, claims vehicle is requiring service for the BAS/ESP lights for the 4th time and also claims the vehicle experienced issues with the SRS system ..." the brakes had a pin fall out when driving" Customer states "I feel like a fool having purchased it and a bit unasfe driving it."

Customer claims to have requested the MB regional rep review his vehicles history and discuss it with him- the dealership informed him they would pass the info. along but that was in October and Mr. Rajagopalan has never heard from anyone. Customer wants to get out of this vehicle and is seeking assistance from MB to get into a sedan instead.

Open Date: 03/04/2002 20:02:55 Agent: Joyce Dever Phone 6205 Note Type: PC Customer phoned CAC stating vehicle is back at dealer today for BAS/ESP light on again. Customer states he wants MBUSA to talk to him as he doesn't want the vehicle back - feels it's not roadworthy and unsafe for his family. Customer complains SPOM left a message for him 2 weeks ago. Customer asks for callback on Tuesday, at 510-648-3431 (new number) as he will be traveling on Wed.

Open Date: 03/04/2002 20:04:49 Agent: Kathleen Durning Phone 4633 Note Type: PC Customer phoned and spoke to Promotions - customer was inquiring about the status of his letter. Customer was informed that our regional rep. was provided with the information to review with the SM at the dealer and he should be contacted shortly.

Open Date: 03/15/2002 11:11:30 Agent: Matthew Barrett Phone Note Type: RC

3/4/02 TS47 found shorted wire at overhead control unit causing fuse to blow. Vehicle repaired.

3/14/02 SPOM met with customer. SPOM provided customer goodwill 4/50 ELW. At customer inquiry SPOM explained in detail difference between ELW coverage and 4/50 warranty coverage.

Service Retailer:05758

Customer Assistance Referral

CA Ref ID: 150231 Priors: No Open Date: 02/11/2002 Status: CLS Last Update: 02/27/2002

Ms

Address: Title:

Phone: Residence

City: Glendale CA Corres ID: 198220

CALSTAR MOTORS, INC.

Agent: Kathleen Durning Phone: 4633 Orig By: M Orig CD: H0 Region: 3 Market: 5

GLENDALE

CA

Assign Agent: SOM - 28

2

2

2

Fail

80

10

53

Grp

22

67

27

Major Minor Rsi

3

3

13

13

13

Orig Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA

Sell Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A163568 **Model:** ML320 2000

World VIN: 4JGAB54E7YA **Mileage:** 23121 **Engine Number:** 11294230597929

Prod Date: 12/15/1999 **Warranty Start Date:** 01/23/2000

Close Agent: Field Closing Date: 02/27/2002

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

Involved Information



Customer Assistance Referral -- Full Notes

Primary Phone: 6 23121

Worsenty Start Date: 01/23/200

Warranty Start Date: 01/23/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

Rcvd Corresp # 198220 letter dated 2/7/02, rcvd. 2/11/02 from Ms. stating that she is "very unhappy, very dissatisfied with her car". Customer requests that MB assist in resolving the issues with her vehicle or she will persue legal action.

Note Type: PC

Customer cliams that the vehicle experiences:

- window switch issues which have required 5 visits to the dealership
- door locks fail programming
- Clunking sound when shifting from park to drive or vice versa which dealer has been unable to diagnose.

Other issues have been resolved with repairs but the customer believes she has received a "defective" vehicle and wants MB to correct this with her.

Open Date: 02/12/2002 18:38:39 **Agent:** Kathleen Durning **Phone** 4633 **Note Type:** PC Customer provided invoices from Rusnak/Pasadena- changed dealership assignment and retransmitted.

Open Date: 02/16/2002 10:37:43 Agent: Jim Hormann Phone Note Type: RC SPOM Hormann and dealer reviewed file, only time into Pasadena was when a body shop brought the vehicle in for the owner, Dealer Service Manager called customer to arrange an appointment for inspection and MBUSA involvement if necessary. Owner stated she appreciated the call, but her dealer is Calstar in Glendale and wants to go there, she also expressed disappointment she had not be contacted yet,? Case was opened on 2/11/02 dealer and SPOM communicated on case on 2/12/02 and dealer pulled file and reviewed with SPOM and called customer afternoon of 2/14/02. SPOM Hormann failed to transfer on 2/15/02, transferring now, SPOM Hormann will e-mail SPOM Partyka notice of case.

Open Date: 02/19/2002 18:05:23 Agent: Carl Partyka Phone Note Type: PC

S/M spoke to Mrs. 2/19/02,appt set for 2/22/02

Open Date: 02/25/2002 14:15:05 Agent: Carl Partyka Phone Note Type: PC vehicle is in Calstar currently,repairs are proceeding(2/25/02) (1) engine mounts are being replaced to resolve vibration issue. (2) transmission V/B is being replaced to correct harsh shift (3) door glass shutter is being resolved by replacement of motor and updated window switch.

Open Date: 02/27/2002 17:03:32 Agent: Carl Partyka Phone Note Type: RC

above noted repairs were completed 2/27/02, vehicle was returned to Ms

Last Update: 04/19/2002 CA Ref ID: 150361 **Priors:** Cus Open Date: 02/18/2002 Status: CLS Jr Mr Title: Address: Phone: Residence Corres ID: City: Hilliard OH Market: 6 Phone: Orig By: P Orig CD: H0 Region: 4 Agent: Thomas Trivento **CROWN EUROCARS DUBLIN** OH Assign Agent: SOM - 26 Service Retailer:62423 Orig Retailer: 62423 **CROWN EUROCARS DUBLIN** OH Sell Retailer: 62423 **CROWN EUROCARS DUBLIN** OH Corr Fwd: N Mailgram Sent: N Disp Amt: Grp Fail Major Minor Rsı Model: ML55 2001 **DBAG VIN: 1631741A224089** 54 52 3 80 World VIN: 4JGAB74E31A Mileage: 2400 Engine Number: 11398160018787 Prod Date: 10/14/2000 Warranty Start Date: 12/19/2001 Field Closing Date: 04/19/2002 Close Agent: Close With: O Close By: M Close How: V Owner Satisfied: Y **Involved Information** OH 430268683

Primary Residence 937-324-0378. Residence 614-777-4032, Secondary 4734 Brittonhurst Dr, Hilliard, OH 430268683 Anita Collins - Driver, 614-777-4032, Residence **Primary** 937-324-0378. Secondary Residence

Customer Assistance Referral -- Full Notes

Agent: Thomas Trivento **Phone** Note Type: PC Open Date: 02/18/2002 11:31:29

Primary Phone: Residence

Warranty Start Date: 12/19/2001 Starmark Warranty: N/A

Previous CA Referrals: 147827

Previous Summary Notes: 406564, 486796

phoned CAC requesting intervention by MB field service manager to assist dealer with ongoing Customer. brake squeal situation with vehicle. Additionally, customer would like review of service history on vehicle to date for possible assistance in trade-out of vehicle.

Customer states vehicle currently at dealer and he has spoken to Service Manager Scott Morrison, who allegedly advised customer to contact MBUSA regarding ownership experience to date, and possible alternatives involved not only from technical end, but trading out of vehicle and into another MB vehicle.

Open Date: 02/26/2002 19:49:36 Customer, phoned the Comany safety related issues with this very vehicle is in for repair of the ESP/BAS at this week. Customer is unhappy with the Customer alleges that this vehicle is closural function, alignment when he picked Customer claims that Sales Manager Journal Customer states that he would apprecial Writer indicated that customers comme	and the dealer told him part has been one and states he wants to be traded into use to being eligible under the Lemon Lit up, brake squeal and broken mirror. One told him that he could be traded out ate a call from SPOM Scott Neukam at	ealer for 22 days. Cust ordered and the vehicle o an E-class. aw and that vehicle ha t of the ML.	omer states that the should be ready later
Open Date: 03/01/2002 17:03:03 SPOM spoke with SM. Vehicle is repair SM to call customer next week on SPO last repair is 14 days.			
Open Date: 03/05/2002 18:16:45 Agent: Steve Neukam Phone 7226 Note Type: RC SM called SPOM and said that customer was now claiming that the engine had stalled over the week end and that the brakes were squeaking. Dealership personnel had driven the car about 150 miles prior to returning the car without any problems. SM requested customer to bring in car to verify the complaints. Customer claims to have called MBUSA and someone there allegedly is helping customer. SPOM found no reference in the system.			
Open Date: 03/06/2002 16:47:15 Mr called CAC. Customer state Team Leader) asked for someone call is not heard from anyone yet.	Agent: Cleveland Best es he called on 3/3 (below is copy of 3/3 in back Monday regarding possibility of	Phone 6344 3 sum note from Gus F of getting out of vehicle	Note Type: PC ilipponeRoadside , and claims he has
Writer advised his concerns are still being researched, and he will be contacted. Customer again wanted it noted he called today. Customer provided an alternate tel# (home 6 2).			
Gus' sum note: Mr. called to voice his frustration & dissatisfaction with his ML55 overall performance. Mr. Collins alleged that he has not been contacted by SPOM, Steve Neukam as promised. Mr. expects to be in the next few days. Phone #6 I will forward this info to Bernadette Cavanaugh for processing.			
Writer e-mailed note to SPOM (S. Neuk	am).		
Open Date: 03/13/2002 13:03:17 Mrs. called and wants to have S CAC "every hour on the hour until called itinerary. Writer called SPOM and converted to the second	d" I told client I could not guarantee a ca	Phone 6320 She will expect nothinal back today as I was	Note Type: PC g less and will call the not sure of his
Open Date: 03/13/2002 13:18:18 called again threatening the involved in a lawsuit and subpoenaed if	Agent: Honora Duffy nat "our lawyer told us that everyone who is something happens to my child or me	Phone 6307 so we have spoken to a due to the brake system	Note Type: PC at your office will be m in this vehicle!"
Customer was extremely difficult to deal with - demanding someone above SPOM; I reconfirmed what Drew just told her - that Mr. Neukam is top person & executive management will uphold whatever position SPOM discusses with her.			
Mrs. became more combative as discussion continued - demanding to know if Mr. Neukam is going to call her today - I told her that Drew spoke to SPOM & Steve has message customer expects to be contacted today - she stated "I'll call every hour on the hour until I hear from him" I told her we understand her frustration, but she will be told the same thing each time she calls.			

I called Steve personally - he said car @Dublin yesterday - dealer is trying to trade customers out of vehicle and Steve will call customer after speaking with Dublin. I told Steve that customer demanded SPOM's VM # & she may be calling Louisville where he's visiting, because he left this on his itinerary.

Open Date: 04/19/2002 20:19:35 Agent: Steve Neukam Phone 7226 Note Type: RC

SPOM spoke with Mrs.C. several times during the course of the week (3/18).

Dealer was offering to trade customer into a C wagon for \$1500.- The deal fell thru on 3/22. Customer took ML and parked it in the garage and went on vacation for a week. SPOM had offered to make 2 lease payments for the customer as a gesture of goodwill. Customer would think about it and speak with SPOM after his vacation. SPOM contacted customer 4/1/02. Mrs. C stated the the ABS/ESP light was back on and that her husband was contacting his lawyer. SPOM asked to verify the compliant personally to which the customer agreed. SPOM met Mr.C. on 4/3/02 at 62402 at owners request. SPOM verified that a code had been stored. Customer stated that he had contacted the AG office and filed a complaint and requested to have the car bought back. SPOM contacted legal dept to discuss and called customer on 4/4/02 and offered to do a voluntary buy back to which the customer agreed. The AG office contacted MBUSA in writing on 4/8/02 about this case. Buy back was processed and customer signed release form on 4/13. Customer happy, case closed.

CA Ref ID: 150382

Priors: Both

Open Date: 02/19/2002

Status: CLS

Last Update: 02/21/2002

Address:

Title:

Phone:

Residence

City: Huntington Station

NY

Corres ID:

Orig By: P

Agent: Jacquelyn Galletta Service Retailer:55107

Phone: 6323 MERCEDES-BENZ OF HUN

HUNTINGTON

Orig CD: HO Region: 5 Market: 1

ROSLYN

NY NY

NY

Assign Agent: SOM - 22

Orig Retailer: 55109 Sell Retailer: 55109 RALLYE MOTORS LLC RALLYE MOTORS LLC

ROSLYN

Disp Amt:

Corr Fwd: N

Mailgram Sent: N Model: ML55

2000

Grp Fail Major Minor Rsi

World VIN: 4JGAB74E0YA

46 53 08 2 3

Mileage:

DBAG VIN: 1631741A164590

22366

Engine Number: 11398160010421

Prod Date: 01/22/2000

Warranty Start Date: 02/28/2000

Close Agent:

Field Closing Date: 02/21/2002

Close With: D

Close By: M

Close How: V

Agent: Jacquelyn Galletta

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 02/19/2002 14:49:01

Primary Ph

Current Mileage: 22366 Warranty Start Date: 02/28/2000 Starmark Warranty: N/A

Previous CA Referrals: 138241

Previous Summary Notes: 420407

Please refer to previous referral and Sum note. Customer seeking goodwill consideration for compensation of lease payment alleging that "vehicle has been down more than he has driven it."

Customer calls vehicle a "lemon" and is alleging that vehicle at dealer now for 2nd repair of transmission (shifting hard) & 4th time for steering issue (customer claims that steering locks up on him while driving).

Open Date: 02/19/2002 21:00:49

Agent: Wilhelm Jansen

Phone 7522

Phone 6323

Note Type: PC

Note Type: PC

Writer will investigate and follow-up.

Open Date: 02/21/2002 10:34:14

Agent: Wilhelm Jansen

Phone 7522

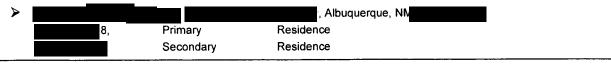
Note Type: PC

TS has consulted with dealer and Enginnering dept. and an updated ESP module will be sent to dealer to rectify this issue.

Phone 7522 Note Type: RC Open Date: 02/21/2002 15:31:08 Agent: Wilhelm Jansen Dealer has installed new ESP module from engineering and vehicle is ready to be picked up. Dealer will follow-up with customer in 2 weeks to ensure issue is resolved and will discuss offering a lease payment at that time.

Last Update: 03/18/2002 **Open Date:** 03/15/2002 Status: CLS CA Ref ID: 150889 Priors: No Mr Title: Address: Residence Phone: **Corres ID:** NM City: Albuquerque Orig CD: H0 Region: 3 Market: 6 **Phone:** 4633 Orig By: E Agent: Kathleen Durning Assign Agent: SOM - 30 MERCEDES-BENZ OF ALB **ALBUQUERQUE** NM Service Retailer:54101 NM Orig Retailer: 54101 MERCEDES-BENZ OF ALB **ALBUQUERQUE** MERCEDES-BENZ OF ALB **ALBUQUERQUE** NM Sell Retailer: 54101 Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi **DBAG VIN: 1631721A258411** Model: ML430 2001 08 42 08 World VIN: 4JGAB72E51A Engine Number: 11394230268283 11570 Mileage: Prod Date: 02/21/2001 Warranty Start Date: 03/05/2001 Field Closing Date: 03/18/2002 **Close Agent:** Owner Satisfied: N Close With: O Close By: M Close How: P

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 03/15/2002 00:33:40 Agent: Kathleen Durning Phone 4633 Note Type: PC

Primary Ph Current Mileage: 11570 Warranty Start Date: 03/05/2001

Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes:

e-mail Corresp # 199409:

Customer seeking assistance from MB, review e-mail below:

E-mail: CVILLA2211@AOL.COM

Comments

I PURCHASED A NEW ML-430 IN MARCH OF 2001...I HAD TO TURN MY (ML-430)TO THE DEALER IN NOVEMBER 2001... DUE TO 17 AUTO REPAIRS IN IN 8 MONTHS... I PAYED CASH FOR MY VEHICLE AND I RECEIVED HORRIBLE SERVICE AND MY PROBLEMS WERE NEVER TAKEN CARE OF... I WOULD LIKE THE CEO OF THE COMPANY TO CALL ME AT WORK SO I CAN TALK TO HIM ABOUT MY DISAPPOINTMENT WITH SCOTT AT PREMIER AUTO...THANKS FOR YOUR TIME...CARLOS VILLANUEVA

Open Date: 03/18/2002 18:37:38 Agent: Andy Homer Phone 7330 Note Type: RC Dealer bought car from owner on 12-05-01. Owner was not satisfied with the service history of the vehicle and has been abusive and very difficult. Dealer paid \$36,500 and SPOM reimbursed owner \$5,000 for down time and inconvenience. The owner ended up with \$41,500. SPOM spoke with Mr. on 03-18-02, who now states that he feels he should have gotten \$45,000 for his vehicle and wants MBUSA to make up the difference. SPOM advised Mr. that we are not in a position to contribute any further. Mr. Villanueva became very agitated and wanted to speak with the CEO of the company. I advised him that I was calling on his behalf. He stated that he was going to take a full page add and get a billboard to show his dissatisfaction with MB. I advised him against doing that and again apologized for his inconvenience

and terminated the call.

CA Ref ID: 150996

Priors: No

Open Date: 03/18/2002

Status: CLS

Last Update: 06/05/2002

Address:

Title:

Phone:

Mobile

City: Redmond

WΑ

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

Orig Retailer: 45101

TRI - STAR IMPORTS,

ELLISVILLE

MO

Assign Agent: SOM - 25

Sell Retailer: 45101

TRI - STAR IMPORTS,

ELLISVILLE Mailgram Sent: N

MO

54

Disp Amt:

Mileage:

Corr Fwd: N

Model: ML320

2001

Grp Fail Major Minor Rsi 73 17

DBAG VIN: 1631541A231495

World VIN: 4JGAB54EX1A2

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



eferral -- Full Notes

Open Date: 03/18/2002 18:20:44 Agent: Maryellen Parente

Primary Phone: 5 Current Mileage: 5500

Warranty Start Date: 04/14/2001

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 420599

Customer, Mr. 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, Mr. Customer, Mr. 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

Phone 4609

Note Type: PC

Note Type: PC

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

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

Agent: Don Zinda

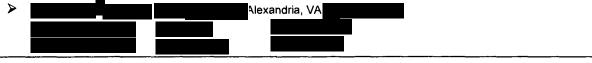
Phone

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.

Last Update: 04/03/2002 CA Ref ID: 151296 Priors: No Open Date: 03/29/2002 Status: CLS Mrs Address: Title: Phone: Residence Corres ID: City: Alexandria VA Phone: 6249 Orig By: P Orig CD: H0 Region: 1 Agent: Joseph Burka Market: 1 Service Retailer:34104 HERB GORDON AUTO GRO SILVER SPRIN MD Assign Agent: SOM - 21 MD Orig Retailer: 34205 MERCEDES-BENZ OF HAG **HAGERSTOWN** Sell Retailer: 34205 **HAGERSTOWN** MD MERCEDES-BENZ OF HAG Corr Fwd: N Mailgram Sent: N Disp Amt: Grp Fail Major Minor Rsi 2000 DBAG VIN: 1631721A168356 Model: ML430 54 52 3 16 World VIN: 4JGAB72E8YA Mileage: 25984 Engine Number: 11394230156293 **Prod Date: 01/14/2000** Warranty Start Date: 02/29/2000 Field Closing Date: 04/03/2002 Close Agent: Close With: O Close By: D Close How: V Owner Satisfied: Y **Involved Information**



Customer Assistance Referral -- Full Notes

Primary F Current Mileage: 25984 Warranty Start Date: 02/29/2000 Starmark Warranty: N/A

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 338729

Owner called CAC seeking technical assistance. Owner claims she has been to MBUSA dealers on three ocassions (80201, 34203, and most recently 34104) for ABS/ESP light since July 01. Onwher claims repair completed by 34104 yesterday, and condition has presented itself again. Owner is very concerned with this, and additionally has been advised that front brakes have substantial wear (owner replaced front pads at 22K) after just 3,000 miles. Owner seeks intervention from MBUSA rep.

Open Date: 04/03/2002 09:01:35 Agent: Gary Williams Phone Note Type: RC

replace the yaw sensor to correct

CA Ref ID: 152036 Priors: No **Open Date:** 04/29/2002 Last Update: 05/16/2002 Status: CLS Mr Title: Address: Residence Phone: City: Clarks Summit Corres ID: Phone: 4609 Orig By: P Orig CD: HO Region: 1 **Agent:** Maryellen Parente Market: 7 Service Retailer:67227 **MOTORWORLD** WILKES BARRE PA Assign Agent: SOM - 29 Orig Retailer: 67227 **MOTORWORLD** WILKES BARRE PA Sell Retailer: 67227 **MOTORWORLD WILKES BARRE** PA Disp Amt: Corr Fwd: N Mailgram Sent: N Fail Major Minor DBAG VIN: 1631721A230751 Model: ML430 2001 42 10 3 04 World VIN: 4JGAB72EX1A Engine Number: 11394230235689 Mileage: 14961 **Prod Date:** 10/18/2000 Warranty Start Date: 11/28/2000 Close Agent: Field Closing Date: 05/16/2002 Close With: O Close By: M Close How: V Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 04/29/2002 16:45:23 Agent: Maryellen Parente Phone 4609 Note Type: PC

Primary Ph

Current Mileage: 14961 Warranty Start Date: 11/28/2000 Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 510401

Customer, Mr calls. Customer request that MBUSA provide technical assistance to dlr. regarding vehicle brake lights. Customer also request that MBUSA assist with partial payment of lease as compensation for vehicle being at dlr.

Customer states that he has been very frustrated with ownership. Customer believes that vehicle has been at dlr. more than normal. Customer states that vehicle was at dlr. five (5) days last week and again, this week, his vehicle is back at dlr. Customer feels that since dlr. has had vehicle more than him, we should offer sometype of assistance towards lease payment. Reviewed with customer if he has contacted dlr. regarding his request and customer stated no.

Customer states that his vehicle is at dlr. and his vehicle has a condition with the brake light. Customer feels that this vehicle is not living up to the standards of MBUSA.

Open Date: 05/09/2002 16:52:15 Agent: Ernie Palmer Phone Note Type: PC

Writer insp. vehicle on 5/1/02 and found the left rear brake pad wear sensor wire had been stretched out and was contacting the wheel. This caused the brake pad (yellow) light and the brake (red) light to come on. This is what is system is designed to do when the brake pads are worn and need replacing.

The reason this happened is because the tech pulled this wire while replacing the fuel filter.

This was explained to customer and because of this Dealer offered to replace the rear brake pads as they were more than 50% worn as a goodwill and they were noisey. Writer performed the work, balanced all four tires and rotated wheels. This was all done as a goodwill and I road tested. All was normal.

Open Date: 05/09/2002 17:23:40 Agent: Ernie Palmer Phone Note Type: RC

Writer received another phone call from dealer stating vehicle was towed back to dealership because owner claims to have stepped on brake pedal and pedal went to the floor and owner could not stop vehicle. Vehicle has been inspected week of 5/6/02 and no brake fluid loss or leaks are present on this vehicle. If what the owner said happened because it is hydraulic, fluid would have to have leaked out of the system. Dealer has driven the vehicle approx. 60 miles with no problem on brakes. Owner is trying to build a case for Lemon Law and has lied to Ser. Advisor in past regarding scoring of survey.

Open Date: 05/16/2002 15:32:36 Agent: Ernie Palmer Phone Note Type: RC

Writer inspected vehicle again today and road tested. Vehicle braking system is working properly and pedal does not go to the floor. It must be noted owner has a double set of floor mats on the vehicle and he said he can't put his other foot under the brake pedal when it is depressed. This is normal. When I questioned Mr. regarding the issue of the brake pedal going to the floor, I asked him how he stopped the vehicle? He said the car stopped okay. I reminded him of his statement "brake pedal goes to the floor" he then said "well doesn't go all the way to the floor"... I assured him the system is correct and because he saw the ESP/BAS light on after start up as a goodwill/ test purpose I would exchange the ESP control unit. Vehicle will be delivered back to owner 5/17/02. Vehicle was ready one week ago however owner refused to pick up.

Open Date: 05/16/2002 15:37:06 **Agent:** Ernie Palmer **Phone Note Type:** RC Owner is still not happy but has agreed to take car back. He has also mentioned MBUSA BUY Back his car. I refused.

CA Ref ID: 152271 Priors: Both Open Date: 05/08/2002 Status: CLS Last Update: 05/30/2002

Address: Title:

Phone: Residence

City: Miami FL Corres ID: 202162

BILL USSERY MOTORS I

Agent: Michael Reger Phone: 6383 Orig By: M Orig CD: H0 Region: 2 Market: 6

CORAL GABLES

FL

Grp

Fail

Assign Agent: SOM - 28

Major Minor

3

Rsi

08

Orig Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL

Sell Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A270064 **Model:** ML320 2001 07 10

World VIN: 4JGAB54E21A

Service Retailer:14302

Mileage: 13646 **Engine Number:** 11294230985882

Prod Date: 04/09/2001 **Warranty Start Date:** 08/03/2001

Close Agent: Field Closing Date: 05/30/2002

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

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 05/08/2002 10:33:08 Agent: Michael Reger Phone 6383 Note Type: PC

Primary Phone: ome

Current Mileage: 13646 Warranty Start Date: 08/03/2001 Starmark Warranty: N/A Previous CA Referrals: Previous Summary Notes:

Received Motor Defect Notification (State of Florida) dated 5/3/02, received 5/8/02.

the customer alleges at idle the vehicle shakes and that dealer 14302 has had 3 or more attempts to repair.

The customer claimed in addition, the driver's window does not work, and the dashboard lights indicate BAS/ESP and ETS when the vehicle is turned off.

The customer stated in the letter "I understand that you have 10 days to advise me how you intend to resolve this very troubling situation".

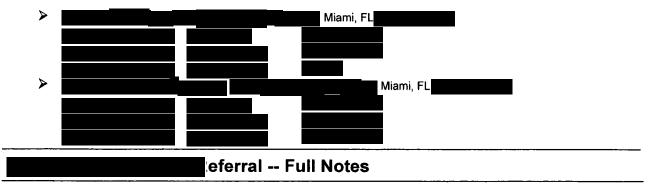
special mailgram is being sent.

Open Date: 05/17/2002 16:16:02 Agent: Andrew Kambich Phone Note Type: PC Contacted client to review. Client states that the vehicle will hesitate and stumble during warm up. Also states that pass. window is stuck down and that BAS/ESP/ABS lights are also on. Set appt. with client for final repair attempt on 05-21-02 at 14302.

Open Date: 05/30/2002 17:03:24 **Agent:** Andrew Kambich **Phone Note Type:** RC Met with client along with TS Orlanod Ramirez. Performed necessary repairs repairs to address hesitation concerns, ABS/ESP/BAS, and window conditions. Vehicle now repaired.

Last Update: 06/04/2002 Priors: No CA Ref ID: 152521 **Open Date:** 05/20/2002 Status: CLS Mr. Title: Address: Phone: Residence City: Miami **Corres ID:** FL Orig CD: HO Region: 2 Agent: Thomas Nardi Phone: 6297 Orig By: P Market: 6 Service Retailer: Orig Retailer: 14302 **BILL USSERY MOTORS I CORAL GABLES** FL Sell Retailer: 14302 **BILL USSERY MOTORS I CORAL GABLES** FL Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi **DBAG VIN: 1631541A171743** Model: ML320 2000 54 10 5 3 03 World VIN: 4JGAB54E6YA Engine Number: 11294230638470 Mileage: 22978 Prod Date: 01/28/2000 Warranty Start Date: 02/09/2000 **Close Agent:** Field Closing Date: 06/04/2002 Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information



Primary Phone:

Current Mileage: 22978

Warranty Start Date: 02/09/2000

Starmark Warranty: Y Starmark Retail Date: 03/08/2001

Starmark Warranty: 36S

Starmark Dir: 14302

Previous CA Referrals:

Previous Summary Notes:

Client called the CAC alleging that his brakes came on automatically while traveling 50mph on the freeway.

Client alleges that the brakes applied themselves and the vehicle pulled hard to the right. Client states "I did not have my foot on the brake, they just came on. It was very difficult to control the vehicle."

Client alleges that this happened to his wife a couple weeks ago while his wife was driving in a parking lot. Client states that the dealership advised him that it was probably the ABS or traction control and not to worry about it unless it happens again.

The vehicle was towed to Bill Ussery (14302). Writer informed the client that his situation would be documented and reviewed.

Writer emailed Gary Bowne and Frank Berenz.

Open Date: 05/30/2002 19:31:52 Agent: Ronald Smith Phone 6315 Note Type: PC SES survey rec'd with comments entered indicating owner would like to be contacted. HO Survey & Follow-up dept did not contact the customer given referral is open. See sum note 518925 for survey comments.

Owner calls, claims he has not been contacted about his concerns.

CASE page indicates case opened to Region 2, Market 0, SOM 0 (it appears SPOM may not even be aware of this case).

Owner also states his wife is not comfortable in the loaner rental, that she wants a SUV or commensurate and asks for an upgrade. I advised owner that he needs to review this request with dealer SM. Owner states he would "prefer that MB make the request of dealer for us."

Open Date: 05/31/2002 16:34:04 Agent: Andrew Kambich Phone Note Type: RC Spoke with client this date. Client describes issues as noted in PN above. Client wanted to know what caused issue. Advised client that yaw rate sensor was the cause, and was confirmed. Client asked if condition would return, spom advised not likely based on nature of failure. Client appreciates MB contact and review.

Last Update: 06/08/2002 **CA Ref ID:** 152554 Priors: Both Open Date: 05/21/2002 Status: CLS Mrs. Title: Address: Phone: **Business** WI City: Pewaukee Corres ID: Orig CD: H0 **Phone:** 6301 Region: 4 Agent: Ellen P. Bie Orig By: P Market: 7 Service Retailer:86435 INTERNATIONAL AUTOS, **WEST ALLIS** WI Assign Agent: SOM - 27 FL Orig Retailer: 15311 CROWN EUROCARS INC. SAINT PETERS Sell Retailer: 15311 SAINT PETERS CROWN EUROCARS INC. FLDisp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsi **DBAG VIN: 1631721A149483** Model: ML430 2000 10 10 5 3 08 World VIN: 4JGAB72E8YA Engine Number: 11394230115968 Mileage: 47806 Prod Date: 10/14/1999 Warranty Start Date: 11/20/1999 Close Agent: Field Closing Date: 06/08/2002 Close With: O Close By: M Close How: P Owner Satisfied: Y **Involved Information** Pewaukee, WI

eferral -- Full Notes

Primary Phone: Current Mileage: 47806

Warranty Start Date: 11/20/1999 Starmark Warranty: N/A

Previous CA Referrals: 142789

Previous Summary Notes: 457395, 507724

customer contacted CAC (me) this morning - alleges extensive warranty claims history ... she wrote to us recently (she says February - FASTRACC indicates March) seeking a solution

see prior SUM Note 507724 ...

customer alleges that dealer arranged for David (of their STARMARK department) to inspect vehicle (so that STARMARK warranty could be put on car)

according to customer, she was advised by dealer that ML needed "4 new tires and struts" - cost to her \$1269.60 (to prepare ML for "STARMARK WARRANTY")

customer has now been advised (by dealer) that they can't give her the STARMARK warranty... (I confirmed that ONLY on PRE-OWNED vehicles)

customer seeks resolution (I offered to have SPOM review locally) ... customer also mentioned that BAS & ESP lights are on (after last week's extensive inspection ...)

Open Date: 05/29/2002 10:22:35 **Agent:** Ellen P. Bie **Phone** 6301 **Note Type:** PC received phone message from customer that she hasn't heard from SPOM - I called Geoff - he'll contact dealer and customer today ...

Open Date: 05/29/2002 11:43:56 Agent: Patrick Hunter Phone Note Type: PC Customer called in and requested to leave a message for Ellen to call her a however customer requested a return call from Ellen.

Open Date: 05/29/2002 12:58:43 Agent: Geoff Lewis Phone Note Type: PC

I left message on customer's cell phone voice mail 5/29, 11:30 am.

Open Date: 06/08/2002 07:18:46 **Agent:** Geoff Lewis **Phone Note Type:** RC DIr was able to find an aftermarket warranty for customer, customer came down, signed the paperwork, and paid for half the warranty per our agreement. MBUSA picked up the cost of the other half as a goodwill gesture.

CA Ref ID: 153339

Priors: No

Open Date: 06/25/2002

Status: CLS

Last Update: 12/08/2002

Mr

Address:

Title:

Phone:

Residence

City: Welch

WV

Corres ID: 204266

Agent: Michael Reger

Phone: 6383

Orig By: M Orig CD: H0

Region: 2

Market: 1

08

Service Retailer:59210

BECK IMPORTS OF THE

CHARLOTTE

NC Assign Agent: SOM - 24

10

Orig Retailer: 85201

SMITH COMPANY MOTOR

CHARLESTON

WV

10

Sell Retailer: 85201

SMITH COMPANY MOTOR

CHARLESTON

WV

Disp Amt:

Mileage:

Corr Fwd: Y

Mailgram Sent: Y Model: ML320

2001

Grp Fail Major Minor Rsi

DBAG VIN: 1631541A249338

World VIN: 4JGAB54E71A

25256

Engine Number: 11294230908932

Prod Date: 01/16/2001

Warranty Start Date: 02/19/2001

Close Agent:

Field Closing Date: 12/08/2002

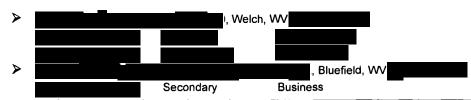
Close With: O

Close By: M

Close How: P

Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Phone 6383 Note Type: PC Open Date: 06/25/2002 22:08:49 Agent: Michael Reger

Primary Phone:

Current Mileage: 25256

Warranty Start Date: 02/19/2001

Starmark Warranty: N/A Previous CA Referrals: **Previous Summary Notes:**

The representative (attorney James Palmer) sent a letter to the CAC dated 06/18/02, received 06/25/02.

The representative stated:

"This vehicle has continually failed to satisfy the express warranties applicable to this vehicle. among it's failings have been numerous electrical system failures. They include Numerous problems regarding the oil lamp indicator, problems with the driver's side window, problems with the ESP light, problems causing the engine to die and not restart for 30 to 45 minutes, problems starting the engine, and problems with the cd player.

Additionally, the vehicle has experienced numerous mechanical problems:

inoperable glove box, driver's window rattles, missing or defective door insulation, oil leak, rear door inoperable, and excessive engine noise".

the representative deems this vehicle a lemon, and is requesting a replacement comparably equipped new ML.

Open Date: 06/26/2002 17:13:35

Agent: Wes Ault

Phone

Note Type: PC

SPOM received case.

Open Date: 07/17/2002 14:45:45

Agent: Wes Ault

Phone

Note Type: RC

SPOM in Charleston today to review service file. SM of Center has attempted to contact customer to inspect vehicle and

has not been called back by customer.

Open Date: 07/30/2002 17:37:04

Agent: Wes Ault

Phone

Note Type: RC

7/1/02 - SM of Center called for customer, she is not available until 7/18

7/22/02 - SPOM called for customer - left 800# and message.

7/28/02 - Attorney for customer left VM for SPOM.

Open Date: 09/04/2002 14:50:16

Agent: Wes Ault

Phone

Note Type: RC

SPOM left message with Palmers secretary and # for Dealer in Erie on 9/5 or SPOM's voice mail 800#.

Open Date: 09/11/2002 08:49:08

Agent: Ellen P. Bie

Phone 6301

Note Type: TN

Referral transferred to Barry Downing at request of Wes Ault

Open Date: 09/11/2002 14:39:26

Agent: Barry Downing

Phone

Note Type: PC

Monday - 09/09 - 10:30; left message w/Mr. Palmer's secretary asking him to contact me on my cell. Review case w/Mr.

Zepf - Mr. Zepf is in agreement the West Virginia statutes provide the manufacturer with a final repair attempt.

Asked Mr. Reger to send letter to Mr. Palmer asking for appointment to inspect and repair vehicle.

Wednesday: 09/11 - 2:26 - left message w/Donita, secretary, asking for a return call by Mr. Palmer on my cell.

Open Date: 09/23/2002 10:42:24

Agent: Ed Duffy

Phone 6296

Note Type: PC

SPOM sending request to write letter to attorney for additional info. SPOM was unaware M. Reger was out of the office.

Open Date: 09/26/2002 14:51:46

Agent: Barry Downing

Phone

Note Type: PC

, that while I was not an attorney, my understanding of the W.Va. yesterday. I indicated to Mr. statutes allowed the manufacturer a final repair attempt. Mr. did not know if that was correct or not.

indicated his client had had a lot of trouble with the vehicle, but was willing to settle for \$10,000. I indicated we would not, according to the terms of our new vehicle limited warranty, compensate her for loss of use, inconvenience, etc. I did indicate we would try to work with her to trade to another vehicle if that would be appropriate.

indicated he would review the statutes and get back to me.

Open Date: 10/25/2002 09:51:03

Agent: Barry Downing

Phone

Note Type: PC

Ask CAC Rep Mr. Reger to send letter to Mr.

to see if there are any unresolved issues

vehicle.

Phone **Note Type: PC** Open Date: 11/06/2002 12:11:53 Agent: Barry Downing call - left message with phone number for today - indicated I would be out of town, returning Writer returned Mr. 11/12 and left number for 11/12 Phone **Note Type: PC** Open Date: 11/13/2002 09:41:54 Agent: Barry Downing indicated his client would settle for a 3 year warranty extension and \$5000. I Writer just spoke w/Mr. indicated to Mr. we would consider a warranty extension, but could not consider a cash settlement as it would be a breach of our own warranty. I indicated there might be other options we could pursue, but we would not pay a cash indicated to Mr. settlement.

indicated he would review with his client and get back to me.

Mr.

CA Ref ID: 153405 Priors: No **Open Date:** 06/29/2002 Status: CLS Last Update: 07/16/2002 Mrs Title: Phone: Residence City: Koloa HI Corres ID: Agent: Ronald Smith Phone: 6315 Orig By: S Orig CD: H0 Region: 3 Market: 4 Service Retailer:20604 THEO DAVIES EUROMOTO HONOLULU HI Assign Agent: SOM - 25 Orig Retailer: 20604 THEO DAVIES EUROMOTO HONOLULU HI Sell Retailer: 20604 THEO DAVIES EUROMOTO HONOLULU HI Disp Amt: Corr Fwd: N Mailgram Sent: N Grp Fail Major Minor Rsı **DBAG VIN: 1631721A173331** Model: ML430 2000 52 42 14 3 World VIN: 4JGAB72E6YA Mileage: 13222 Engine Number: 11394230155371 Prod Date: 02/04/2000 Warranty Start Date: 03/31/2000 Close Agent: Field Closing Date: 07/16/2002 Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 06/29/2002 11:21:43 Agent: Ronald Smith Phone 6315 Note Type: PC

Primary Ph

Current Mileage: 13222

Warranty Start Date: 03/31/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 521509

Survey & Follow-up dept phoned owner in response to SES survey with comments entered indicating owner is requesting contact. Owner shared the following during recent telephone interview:

Owner states she has had the vehicle in for repair attempts 8 to 10 times for the BAS/ESP lights and they are on continually. Also customer claims that she slammed her breaks on and they seemed to be soft.

 Open Date:
 07/01/2002
 18:34:22
 Agent:
 Les Korngold
 Phone 7325
 Note Type:
 RC

Dealer in Honolulu advises that customer is located on island of Kauai where no authorized service exists. Honolulu dealer, to assist outer island customers, sublets to a local independent repair shop. Dealer is in contact with local repair shop and customer and will provide technical assistance through their shop foreman.

Dealer comments:

Les
Case 153405
Called and spoke to this morning.
Thankful on phone call.
She will be scheduling repair on Wednesday, July 3rd at Kauai Foreign Cars.
Gordon will be assisting repairs.
Will fly Gordon if necessary.

Will keep you informed.

Randal

Open Date: 07/16/2002 17:51:57 **Agent:** Les Korngold **Phone** 7325 **Note Type:** RC Dealer in Honolulu advises that their shop foreman, Gordon Shimata, has assisted in the repair of the vehicle and has replaced the ABS pump and relay.

Dealer advises that vehicle will be returned to customer today.

Closing case.

Priors: No **CA Ref ID: 153717 Open Date:** 07/16/2002 Status: CLS Last Update: 07/22/2002 Mr Title: Phone: Residence City: La Grange IL **Corres ID: 205051** Agent: Lois Grillo Phone: 4627 Orig By: E Orig CD: HO Region: 4 Market: 2 Service Retailer:22111 MERCEDES-BENZ OF ORL **ORLAND PARK** IL Assign Agent: SOM - 22 ILOrig Retailer: 22111 MERCEDES-BENZ OF ORL **ORLAND PARK** Sell Retailer: 22111 MERCEDES-BENZ OF ORL **ORLAND PARK** IL Disp Amt: Corr Fwd: Y Mailgram Sent: N Grp Fail Major Minor Rsi **DBAG VIN: 1631541A182455** Model: ML320 2000 54 52 13 World VIN: 4JGAB54E1YA Mileage: 28600 **Engine Number:** 11294230678515 Prod Date: 03/10/2000 Warranty Start Date: 05/13/2000 Close Agent: Field Closing Date: 07/22/2002 Close By: D Owner Satisfied: Y Close With: O Close How: V

Involved Information



Customer Assistance Referral -- Full Notes

Primary Phone:

Current Mileage: 26500

Warranty Start Date: 05/13/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

Customer, see sent an e-mail (see below) to the CAC to request MBUSA technical assistance and review of service history with alleged on-going issues with his vehicle.

Customer alleges intermittent issue with "dashboard lighting up and a buzzing sound" since last week. Customer alleges that since it first started to happen the radio is now dead and the ESP/BAS/ABS light comes on. Customer claims that the rear spare tire is not secured & dealer told him that repair is not covered under warranty.

Customer also alleges that he has had many issues that have been corrected such as the gear shift not moving, driver's seat and window malfunctions.

Customer stated to writer that he has an appointment with dealer for 7/19/02 (had to wait because he needs a loaner). Writer indicated that customer comments would be noted and reviewed.

Comments: I am the original owner of my ml320 I am constantly have minor problems with my ml 320 and keep takeing it back to the dealer for repairs most recent all warning lights came on yesterday while driving on the highway today the radio dosent work again back to the dealer what else will go wrong with my ml 320. My friends and neighbors are asking whats wrong with yor ML your constantly having problems with it. . window wont close . wont go in to drive or reverse . driver seat loose . spear tire fell of on the highway . botom of dash fell of . center consel leather came off . bad trans swich Please tell me what I should do I have been a loyal mercedes owner for last 18 years. Thank you

 Open Date:
 07/22/2002
 17:21:55
 Agent:
 Open
 Phone
 Note Type:
 RC

Spom contacted service manager to review, necessary to replace pressure sensor switch to correct BAS/ESP light and need to replace MCS unit with latest updated unit/software. MCS order and will be in Tuesday July 23. Spom contacted client on 7-22-02 and relayed the above information. Client satisfied and thanked SPOM for his followup.

CA Ref ID: 153802

Priors: No

Open Date: 07/19/2002

Status: CLS

Last Update: 08/13/2002

Mr.

Address:

Title:

Phone:

Residence

City: San Antonio

TX

Corres ID:

Agent: Michael Reger

Phone: 6383

Orig By: P

Region: 6

Market: 7

Service Retailer:75565

MERCEDES-BENZ OF SAN

SAN ANTONIO

TX

3

08

Orig Retailer: 03710

SCHUMACHER EUROPEAN,

PHOENIX

ΑZ

Orig CD: H0

Assign Agent: SOM - 33

Sell Retailer: 03710

SCHUMACHER EUROPEAN,

PHOENIX

ΑZ

54

10

Disp Amt:

Corr Fwd: N

Mailgram Sent: N Model: ML320

2000

Grp Fail Major | Minor | Rsı

5

DBAG VIN: 1631541A198384 World VIN: 4JGAB54E7YA

Mileage:

21713

Engine Number: 11294230727448

Prod Date: 05/16/2000

Warranty Start Date: 06/26/2000

Close Agent:

Field Closing Date: 08/13/2002

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 07/19/2002 10:47:28

Agent: Michael Reger

Phone 6383

Note Type: PC

Primary Ph

Current Mileage: 21713

Warranty Start Date: 06/26/2000

Starmark Warranty: N/A Previous CA Referrals: **Previous Summary Notes:**

The customer called the CAC alleging that he has brought his vehicle more than 4 times for the ABS, BAS, ESP lights.

The customer claimed that every time that he leaves the dealer, the lights are off, but will illuminate with a few weeks of

The customer is requesting to meet with a regional manager to discuss any available options to himself; either repair his vehicle or replace it.

The customer informed the writer that the vehicle is currently at dealer 75565.

Open Date: 07/23/2002 15:01:18 Agent: Joseph Burka Phone 6249 Note Type: PC Owner called CAC in regards to above. Owner stated dealer has told him SPOM will be at dealer tomorrow (??)...owner would like to meet/speak with SPOM.

Writer informed client that he did not know SPOM itinerary....but would share owner's request with SPOM.

Open Date: 08/13/2002 17:00:38 **Agent:** Steve Sabo **Phone Note Type:** RC Regional TS inspected vehicle again on 8/10 and found the fuse box bad. Dealer ordered parts and installed on 8/12... test drove vehicle and found no other problems.

As vehicle was out of service for almost 3 weeks. Writer auth dealer to replace customer brakes/rotors (worn out) in the interest of customer satisfaction and goodwill.

Open Date: 08/23/2002 Status: CLS Last Update: 10/02/2002 **CA Ref ID: 154645** Priors: Cus Mr. Title: Address: Phone: Residence CA **Corres ID: 206802** City: Beverly Hills Phone: 6289 Orig By: M Orig CD: H0 Region: 3 Market: 4 Agent: Cynthia Feuss Assign Agent: SOM - 25 BEVERLY HILLS, LTD. **BEVERLY HILL** CA Service Retailer:05766 **BEVERLY HILL** CA Orig Retailer: 05766 BEVERLY HILLS, LTD. CA **BEVERLY HILL** Sell Retailer: 05766 BEVERLY HILLS, LTD. Disp Amt: Corr Fwd: Y Mailgram Sent: Y Grp Fail Major Minor Rsi 2000 **DBAG VIN: 1631541A180770** Model: ML320 42 52 08 World VIN: 4JGAB54EXYA Engine Number: 11294230668767 Mileage: 31358 Prod Date: 03/03/2000 Warranty Start Date: 03/31/2000 **Close Agent:** Field Closing Date: 10/02/2002

Involved Information

Owner Satisfied: Y

Close How: P



Customer Assistance Referral -- Full Notes

Close By: M

Open Date: 08/23/2002 19:58:55 Agent: Cynthia Feuss Phone 6289 Note Type: PC

Primary Ph

Current Mileage: 31358

Close With: O

Warranty Start Date: 03/31/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes: 95040, 97328

CORRES # 206802 - Owner sends letter alleging the power steering has malfunctioned 2x in the past 3 months (warranty history confirms). Owner alleges "this is an extremely dangerous situation....This is clearly a defective vehicle and instead of hoping that the failure doesn't recur, I want a replacement vehicle."

Open Date: 09/10/2002 15:13:47 Agent: Cynthia Feuss Phone 6289 Note Type: PC CORRES # 207482 - Owner sends letter stating 2 weeks have passed and no one from MB has contacted him regarding this case. Owner writes "This mechanical failure is dangerous and I am concerned that my wife and daughter's safety is jeopardized. I would like a remedy to this problem as soon as possible."

I faxed letter to SPOM Les Korngold at Downtown LA Motors, and left him a v-mail message this time/date

Open Date: 09/11/2002 17:58:43 Agent: Les Korngold Phone 7325 Note Type: RC Dealer advised that all problems with the vehicle have been repaired and there are no current problems with the vehicle.

Steve Usary, service manager at Beverly Hills has been in contact with customer to assure all is well. Customer just feels unsafe in this vehicle.

Open Date: 09/11/2002 18:02:13 Agent: Les Korngold Phone 7325 Note Type: RC SPOM spoke with Mr. on 9/11/02. Customer requested his file be reviewed. He feels the car is unsafe in view of his service history. Customer stated his good friend is Charlie Alfano, a former MBUSA MM and now general manager at Torrance. He stated that Charlie advised him to write to MBUSA and seek some relief for his situation.

I promised customer I would review his service file and if necessary arrange for T.S. inspection of the vehicle.

Customer agreed. Will update.

Called and left message for customer on 9/13/02, with instructions how to reach me via voice-mail.

Open Date: 09/24/2002 19:43:36 Agent: Cynthia Feuss Phone 6289 Note Type: PC

CORRES # 208031 - Letter faxed to CAC by owners attorney Robert L. Starr alleging "Mr. vehicle has been serviced numerous times for defects which were covered by the manufacturer's warranty. At this time, this office requests that Mercedes repurchase Mr. vehicle in compliance with CA Lemon Law. Please contact me upon your receipt of this letter so that we may discuss this matter further."

SPOM Korngold this time/date

SPOM is negotiation with customer and attorney, based ob customer demand for buyback.

Open Date: 10/02/2002 19:14:05 **Agent:** Les Korngold **Phone** 7325 **Note Type:** RC SPOM agreed to repurchase vehicle due to multiple repairs for BAS/ESP system malfunctions and an excess of 30 days in the shop for repairs withing the first 18,000 miles nd 18 months since the lease inception.

Closing case.

CA Ref ID: 154806

Priors: No

Open Date: 09/03/2002

Status: CLS

Last Update: 09/25/2002

Mr.

Address:

Title:

Phone:

City: Oradell

NJ

Corres ID:

Orig By: P

Market: 2

Service Retailer:51142

Agent: Gregg Mault Phone: 6350

Orig CD: H0 Region: 5

Orig Retailer: 51142

BENZEL - BUSCH MOTOR BENZEL - BUSCH MOTOR **ENGLEWOOD ENGLEWOOD** NJ

Assign Agent: SOM - 21

Sell Retailer: 51142

BENZEL - BUSCH MOTOR

ENGLEWOOD

NJ NJ

Disp Amt:

Corr Fwd: N

Mailgram Sent: N Model: ML320

2000

Major Minor Rsi Grp Fail 54 52 08

World VIN: 4JGAB54E8YA1

DBAG VIN: 1631541A205228

28786

Engine Number: 11294230750240

Prod Date: 06/14/2000

Warranty Start Date: 07/14/2000

Close Agent:

Field Closing Date: 09/25/2002

Close With: D

Mileage:

Close By: M

Close How: V

Owner Satisfied: N

Involved Information



Customer Assistance Referral -- Full Notes

Open Date: 09/03/2002 09:01:18

Agent: Gregg Mault

Phone 6350

Note Type: PC

Primary Ph

Current Mileage: 28786

Warranty Start Date: 07/14/2000

Starmark Warranty: N/A Previous CA Referrals:

Previous Summary Notes:

Customer called stating he just got vehicle back from dealer on Friday and the ESP/ABS lights are on again. Customer claims vehicle was at dealer 3 times before this for same problem. Customer has spoken to John August at dealer and told John that he no longer wants vehicle and told him he wants dealer or MBUSA to get him out of vehicle.

Open Date: 09/04/2002 10:12:30 Mr. called asking for exact title	Agent: Honora Duffy	Phone 6307	Note Type: PC
He then demanded to speak with Garret Wetterauw, alleging "someone in Germany told me to speak to him. refuses to speak to me directly and leaves me messages via Benzel Busch which is unacceptable. Mr. o refused to take a call from me or put anything in writing!"			
I advised that Mr. is top person @MB to address this matter; He refuses to accept, demanding again that he speak to Garret personally. I told him I would give Garret the message - he asked to be called at the speak to conversation "I've lost my patience and unless you want me to contact legal counsel and the Bergen Record to print my story, you WILL get Mr. to call me!"			
After we hung up, I tried to reach John & his cell phone has message he's not available - I tried dealer that's on his VM - dealer said he wasn't there.			
Open Date: 09/04/2002 10:19:15	Agent: Honora Duffy	Phone 6307	Note Type: PC
I left copy of Referral on Garret's desk (he was not there) I also left details on which was a left details on regarding customer's demands to speak to Garret personally.			
Open Date: 09/04/2002 11:17:33	Agent: Honora Duffy	Phone 6307	Note Type: PC
John called me he spoke to John August and as of yesterday, dealer was going to handle, said that customer had a light go on once - then again & now wants car bought back. John August said that he would handle customer & SPOM said no buyback, but would agree to some kind of compensation if customer demands.			
SPOM got call from John August today, who said that customer has turned on dealer & SPOM will call customer & asked me to advise Garret that it's not necessary for him to speak to Millian to the will handle. I let Garret know.			
Open Date: 09/12/2002 20:04:04	Agent: John F. Mayo	Phone	Note Type: PC
Writer (J. Mayo) spoke with New ton 10 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1			
Open Date: 09/25/2002 11:32:39	Agent: John F. Mayo	Phone	Note Type: RC
Writer (J. Mayo) was informed by John August from dealer on 9/19 that customer has still not returned loaner car and was still expecting to meet with my supivisor and I. I expressed to John that he should have let the customer know that this was not necessary and that I am fully empowered to make any necessary decissions. John asked that I call customer again and explain to him what I had expressed to John. I called customer at about 3:45 PM and had received his voice mail. I left a message explaing to him that there was no need to meet with my supivisor and that based on what was done at the dealer and them road testing the vehicle every day for the past week. The dealer and MB feel certain that the vehicle no longer has a problem triggering the ESP light to come			
on and is operating as designed. John August informed me Monday 9/23 that the customer still has not returned the loaner vehicle and that he (was going to take this to a higher/legal level.			