

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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 130265 Priors: No Open Date: 07/21/2000 Status: CLS Last Update: 07/27/2000

Mr. [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: San Jose

CA 95148-282

Corres ID:

Agent: Carol Tobias

Phone: 6243

Orig By: P

Orig CD: H0

Region: 6

Market: 1

Service Retailer: 05619

SMYTHE EUROPEAN, INC

SAN JOSE

CA

Assign Agent: SOM - 21

Orig Retailer:

Sell Retailer: 05619

SMYTHE EUROPEAN, INC

SAN JOSE

CA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 1631541A162551

Model: ML320

2000

World VIN: 4JGAB54E7YA [REDACTED]

Mileage: 6800

Engine Number: 11294230544070

Prod Date: 12/11/1999

Warranty Start Date: 12/27/1999

Close Agent:

Field Closing Date: 07/27/2000

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
29	73	2	3	13
29	73	2	3	13

## Involved Information

>	[REDACTED]	[REDACTED]	San Jose, CA	[REDACTED]
	[REDACTED]	Primary	Residence	
	[REDACTED]	Secondary	Residence	
	[REDACTED]	Secondary	Business	

## 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 Phone 7615 Note Type: RC

SPOM received vehicle service file on 07-24-00. Review disclosed that 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 of \$800 to address his inconvenience in needed repairs.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 130753   Priors: No   Open Date: 08/01/2000   Status: CLS   Last Update: 08/07/2000

Mr. [REDACTED]  
Address: [REDACTED]   Title:  
Phone: - -

City: Oakland   CA [REDACTED]   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

DBAG VIN: 1631541A151538   Model: ML320   2000

Grp	Fail	Major	Minor	Rsi
54	53	2	3	04

World VIN: 4JGAB54E4YA [REDACTED]

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

> [REDACTED], Oakland, CA [REDACTED]  
 [REDACTED]   Primary   Residence  
 [REDACTED]   Secondary   Residence  
 [REDACTED]   Secondary   Residence  
 [REDACTED]   Secondary   Residence

## Customer Assistance Referral -- Full Notes

**Open Date:** 08/01/2000 08:23:28

**Agent:** Peter Mortimer

**Phone** 6273

**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:** [REDACTED]

**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:** [REDACTED]

**Last Name:** [REDACTED]

**Address 2:**

**City:** Oakland

**State:** CA

**Zip:** [REDACTED]

**E-mail:** [REDACTED]

**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 because of the rear window shield wiper's nozzle that spits out windshield fluid was leaking. Also, the windshield wiper liquid's tanker till is still leaking. As to the sensor's problem, two times was because 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, [REDACTED] ☐☐ ☐☐☐

**Survey Information:**

**Day Phone Number:** - ext:

**Evening Phone Number:** [REDACTED]:

**Preferred number:** Home

**Preferred time to call:** Morning

**Fax:** -

**VIN Number:** 4JGAB54E4YA [REDACTED]

**Vehicle Year:** 2000

**Model You Own :** ML320

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

**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 warranty. 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...

4/19/2007

# Customer Assistance Referral

CA Ref ID: 131330 Priors: No Open Date: 08/10/2000 Status: CLS Last Update: 08/30/2000

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

City: Aspen CO [REDACTED] 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

Grp	Fail	Major	Minor	Rsn
54	53	3	3	13

DBAG VIN: 1631541A160429 Model: ML320 2000

World VIN: 4JGAB54E0Y4 [REDACTED]

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

➤ [REDACTED] Aspen, CO [REDACTED]  
 [REDACTED], Primary Residence  
 [REDACTED], Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 08/10/2000 10:04:30 Agent: Cynthia Feuss Phone 6289 Note Type: PC

[REDACTED] states 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 [REDACTED]

Open Date: 08/15/2000 11:44:11 Agent: Charles Harper Phone 6200 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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 131384   Priors: No   Open Date: 08/10/2000   Status: CLS   Last Update: 09/21/2000

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

City: Naperville   IL [REDACTED]   Corres ID:

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   IL

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A193928   Model: ML320   2000

World VIN: 4JGAB54E7YA [REDACTED] 3

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

Grp	Fail	Major	Minor	Rsi
15	52	5	3	08

## Involved Information

➤ [REDACTED] [REDACTED] Naperville, IL [REDACTED]  
 [REDACTED], Primary Residence  
 [REDACTED], Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 08/10/2000 17:13:01   Agent: Peter Mortimer   Phone 6273   Note Type: PC  
Client alleges vehicle going to retailer for forth time to correct BAS ESP warning lights comming on. Client seeks MB USA review.

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 17:17:20

**Agent:** Honora Duffy

**Phone** 6307

**Note Type:** PC

Mrs [REDACTED] called again & this time was very testy - although she alleged that Mike Marando left a message for her - it is "unacceptable that we have to pass messages back & forth"

I assured her that I would get in touch with SPOM & she became even more testy - refusing to accept this. Then, all of a sudden, Mr. [REDACTED] piped in (I didn't know he was listening on another extension) demanding to know who was above SPOM.

I explained that SPOM is top person at MB to address their issues - he then demanded the region's address/fax/phone#. As I was looking up, Mr. [REDACTED] said to his wife "she's full of shit".

I told Mr. [REDACTED] that while I'm happy to help, I will not take that type of abusive remark and that I seek their cooperation. Mr. [REDACTED] didn't like the fact that I heard his derogatory remark & asked for my name as well, which I gave him.

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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 131604 Priors: No Open Date: 08/15/2000 Status: CLS Last Update: 08/21/2000

Ms [redacted]  
Address: [redacted] Title: [redacted]  
Phone: [redacted] Residence

City: Mamaroneck NY [redacted] Corres ID:

Agent: Cynthia Feuss Phone: 6289 Orig By: P Orig CD: H0 Region: 5 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	Rsr
10	10	2	3	04

DBAG VIN: 1631541A170697 Model: ML320 2000

World VIN: 4JGAB54E9YA [redacted]

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

> [redacted] Mamaroneck, NY [redacted]  
[redacted] Primary Residence  
[redacted] Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 08/15/2000 16:47:33 Agent: Cynthia Feuss Phone 6289 Note Type: PC

[redacted] alleges her 2000 ML320 was taken to Greenwich 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 [redacted]

Open Date: 08/16/2000 13:44:04 Agent: Linda Tognetti Phone 6268 Note Type: PC

[redacted] 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  
[REDACTED] 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 132483 Priors: Both Open Date: 08/31/2000 Status: CLS Last Update: 09/03/2000

Mr. [REDACTED]  
Address: [REDACTED] Title: [REDACTED]  
Phone: [REDACTED] Business

City: Cranston RI [REDACTED] Corres ID: [REDACTED]

Agent: Peter Strong Phone: 6366 Orig By: M Orig CD: H0 Region: 1 Market: g

Service Retailer: 71109 INSKIP AUTOCENTER WARWICK RI Assign Agent: SOM - 30

Orig Retailer:

Sell Retailer: 71109 INSKIP AUTOCENTER WARWICK RI

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
40	20	2	3	13

DBAG VIN: 1631541A174646 Model: ML320 2000

World VIN: 4JGAB54E1YA [REDACTED]

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

- > [REDACTED] Cranston, RI [REDACTED]  
[REDACTED] Primary Business
- > [REDACTED] Secondary Residence
- > [REDACTED] Driver, [REDACTED]  
[REDACTED] Primary Residence

## Customer Assistance Referral -- Full Notes



4/19/2007

# Customer Assistance Referral

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

Mrs. [Redacted] [Redacted]  
Address [Redacted] Title:  
Phone: [Redacted] Business

City: San Diego CA [Redacted] 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

DBAG VIN: 1631721A151199 Model: ML430 2000

World VIN: 4JGAB72EXYA [Redacted]

Mileage: 6581 Engine Number: 11394230119951

Prod Date: 10/20/1999 Warranty Start Date: 11/17/1999

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

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

Grp	Fail	Major	Minor	Rsr
42	73	5	3	08

## Involved Information

> [Redacted], San Diego, CA [Redacted]  
 [Redacted] Primary Residence  
 [Redacted] Secondary Residence  
 [Redacted] Secondary Business  
 [Redacted] Secondary Business

## 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.

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

Retailer replaced yaw sensor, vehicle is repaired.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 134632 Priors: No Open Date: 10/10/2000 Status: CLS Last Update: 10/20/2000

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

City: Westerville OH [REDACTED] Corres ID:

Agent: Joseph Burka Phone: 6249 Orig By: P Orig CD: H0 Region: 4 Market: 5

Service Retailer: 62402 ED POTTER, INC. COLUMBUS OH Assign Agent: SOM - 25

Orig Retailer:

Sell Retailer: 62402 ED POTTER, INC. COLUMBUS OH

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A157593 Model: ML320 2000

Grp	Fail	Major	Minor	Rsr
10	10	3	3	08

World VIN: 4JGAB54E9YA [REDACTED]

Mileage: 11804 Engine Number: 11294230577494

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

➤ [REDACTED] Westerville, OH [REDACTED]  
 [REDACTED] Primary Residence  
 [REDACTED] Secondary Residence  
 [REDACTED] Secondary Business

## Customer Assistance Referral -- Full Notes

Open Date: 10/10/2000 11:58:56 Agent: Joseph Burka Phone 6249 Note Type: PC

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

Client alleges vehicle has been problematic since his purchase. Client claims he has had problems with windshield (cracked), rearview mirror, MCS, power steering pump, recurring ck engine lt, yaw sensor (ESP/BAS lt) 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 # [REDACTED] (day)  
[REDACTED] (home)

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.

4/19/2007

# Customer Assistance Referral

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

Assign Agent: SOM - 26

Orig Retailer:

Sell Retailer: 62410

MERCEDES-BENZ OF CIN

CINCINNATI

OH

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
15	52	3	3	08

DBAG VIN: 1631541A178083

Model: ML320

2000

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

- [REDACTED] [REDACTED] [REDACTED] Cincinnati, OH [REDACTED]  
[REDACTED] Primary Residence  
[REDACTED] Secondary Residence  
[REDACTED] Secondary Business  
[REDACTED] Secondary Residence  
[REDACTED] Secondary Business
- [REDACTED] Jeffrey Decile - Representative, Maguire & Schneider, L. L. P., Columbus, OH 43215  
[REDACTED] Primary Business

## 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 135993 Priors: No Open Date: 11/04/2000 Status: CLS Last Update: 11/20/2000

Mrs. [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: North Cape May NJ [REDACTED]

Corres ID:

Agent: Gregg Mault Phone: 6350 Orig By: P Orig CD: H0 Region: 1 Market: 2

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	Rsr
10	10	3	3	08

DBAG VIN: 1631541A159166 Model: ML320 2000

World VIN: 4JGAB54E0YA [REDACTED]

Mileage: 13530 Engine Number: 11294230570112

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

➤ [REDACTED] [REDACTED], North Cape May, NJ [REDACTED]  
 [REDACTED] Primary Residence  
 [REDACTED] Expired Residence

## 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 at [REDACTED]

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.

4/19/2007

# Customer Assistance Referral

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

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

City: Sherman IL [REDACTED] Corres ID:

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

Service Retailer: 22470 ISRINGHAUSEN IMPORTS SPRINGFIELD IL Assign Agent: SOM - 29

Orig Retailer:

Sell Retailer: 22470 ISRINGHAUSEN IMPORTS SPRINGFIELD IL

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

DBAG VIN: 1631541A170808 Model: ML320 2000

World VIN: 4JGAB54E3YA [REDACTED] 3

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

- > [REDACTED] Sherman, IL [REDACTED]  
[REDACTED] Primary Residence
- [REDACTED] Expired Residence
- > [REDACTED] Sherman, IL [REDACTED]  
[REDACTED] Primary Residence
- [REDACTED] Secondary Residence
- [REDACTED] Secondary Residence
- [REDACTED] Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 11/20/2000 09:21:44 Agent: Gregg Mault Phone 6350 Note Type: PC  
 CLIENT CALLED STAINING 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 STILL ON. CLIENT CAN BE REACHED AT 217-899 4809.

Open Date: 12/09/2000 19:16:42 Agent: Michael Doherty Phone 7409 Note Type: RC  
 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.



4/19/2007

# Customer Assistance Referral

CA Ref ID: 136704 Priors: No Open Date: 11/20/2000 Status: CLS Last Update: 12/20/2000

Ms. [REDACTED]

Address: [REDACTED]

Suite A

Title:

Phone: [REDACTED]

Residence

City: Scottsdale

AZ [REDACTED]

Corres ID:

Agent: Bernadette Cavanaugh Phone: 6378 Orig By: P Orig CD: H0 Region: 6 Market: 3

Service Retailer: 03710 SCHUMACHER EUROPEAN, PHOENIX AZ Assign Agent: SOM - 24

Orig Retailer: 03710 SCHUMACHER EUROPEAN, PHOENIX AZ

Sell Retailer: 05626 MERCEDES-BENZ OF OAK OAKLAND CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631721A182017 Model: ML430 2000

World VIN: 4JGAB72E1YA [REDACTED]

Mileage: 9646 Engine Number: 11394230170104

Prod Date: 03/10/2000 Warranty Start Date: 03/31/2000

Grp	Fail	Major	Minor	Rsr
42	73	3	3	08
20	53	2	3	13

Close Agent: Field Closing Date: 12/20/2000

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

## Involved Information

- > [REDACTED] Scottsdale, AZ [REDACTED]
  - [REDACTED] Primary Residence
  - [REDACTED] Expired Residence
- > [REDACTED], Scottsdale, AZ [REDACTED]
  - [REDACTED] Primary Residence
  - [REDACTED] Secondary Fax
  - [REDACTED] Secondary Residence
  - [REDACTED] Secondary Business

## Customer Assistance Referral -- Full Notes

Open Date: 11/20/2000 18:21:45 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

[REDACTED] 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. [REDACTED] requested to speak directly to the local MB representative.

Open Date: 11/27/2000 14:18:10 Agent: Honora Duffy Phone 6307 Note Type: PC

[REDACTED] 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 136803 Priors: No Open Date: 11/22/2000 Status: CLS Last Update: 12/20/2000

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

City: Barrington IL [REDACTED] Corres ID:

Agent: Thomas Trivento Phone: [REDACTED] Orig By: P Orig CD: H0 Region: 4 Market: 1

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

Orig Retailer:

Sell Retailer: 22427 MOTOR WERKS OF BARRI BARRINGTON IL

Disp Amt: [REDACTED] Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A179652 Model: ML320 2000

World VIN: 4JGAB54EXYA [REDACTED]

Mileage: 4652 Engine Number: 11294230661721

Prod Date: 02/29/2000 Warranty Start Date: 05/27/2000

Grp	Fail	Major	Minor	Rsr
10	10	5	3	14

Close Agent: [REDACTED] Field Closing Date: 12/20/2000

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

## Involved Information

>	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
	[REDACTED]	[REDACTED]	Barrington, IL	[REDACTED]
	[REDACTED]	Primary	[REDACTED]	Residence
	[REDACTED]	Expired	[REDACTED]	Residence
	[REDACTED]	Expired	[REDACTED]	Residence
	[REDACTED]	Expired	[REDACTED]	Residence
	[REDACTED]	Expired	[REDACTED]	Residence

## Customer Assistance Referral -- Full Notes

Open Date: 11/22/2000 14:28:33 Agent: Thomas Trivento Phone [REDACTED] 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.

Open Date: 12/20/2000 15:09:20 Agent: Mike Marando Phone [REDACTED] Note Type: RC  
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.

4/19/2007

# Customer Assistance Referral

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

Address: [Redacted] Title: [Redacted]  
Phone: [Redacted] Business

City: Bellmore NY [Redacted] Corres ID:

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

DBAG VIN: 1631541A165815 Model: ML320 2000

World VIN: 4JGAB54E8YA [Redacted]

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 By: M Close How: V Owner Satisfied: N

Grp	Fail	Major	Minor	Rsr
42	53	2	2	13

## Involved Information

> [Redacted], Bellmore, NY [Redacted]  
 [Redacted] Primary Residence  
 [Redacted] Secondary Business  
 [Redacted] Secondary Residence  
 [Redacted] Secondary Residence  
 [Redacted] 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, argumentative," 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 unavaialble 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 136924 Priors: No Open Date: 11/27/2000 Status: CLS Last Update: 12/02/2000

Dr. [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Billings

MT [REDACTED]

Corres ID: 177450

Agent: Kathleen Durning Phone: 4633 Orig By: E Orig CD: H0 Region: 6 Market: 6

Service Retailer: 47607 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	Rsi
42	36	2	3	13

DBAG VIN: 1631721A163780 Model: ML430 2000

World VIN: 4JGAB72E7YA [REDACTED]

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

➤ [REDACTED] Billings, MT [REDACTED]  
 [REDACTED] Primary Residence  
 [REDACTED] Secondary Residence

## 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 at [REDACTED]

Open Date: 11/28/2000 17:16:25 Agent: Ron Reynolds Phone 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 [REDACTED] 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, THEREFORE 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)

4/19/2007

# Customer Assistance Referral

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

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

City: South Hadley MA [REDACTED] Corres ID:

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

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

Orig Retailer:

Sell Retailer: 71108 VITI, INC. TIVERTON RI

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A146124 Model: ML320 2000

Grp	Fail	Major	Minor	Rsr
15	73	2	3	16

World VIN: 4JGAB54E7YA [REDACTED]

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

- > [REDACTED] South Hadley, MA [REDACTED]
  - [REDACTED] Primary Residence
  - [REDACTED] Secondary Business
  - [REDACTED] Secondary Residence
- > [REDACTED], South Hadley, MA [REDACTED]
  - [REDACTED] Primary Mobile
  - [REDACTED] Secondary Residence

## 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 though the retailer can find nothing wrong.

(c) [REDACTED]  
( [REDACTED]

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.



4/19/2007

# Customer Assistance Referral

CA Ref ID: 137623 Priors: Both Open Date: 12/15/2000 Status: CLS Last Update: 01/12/2001

Mrs. [redacted]  
Address: [redacted] Title: [redacted]  
Phone: [redacted] Residence [redacted]

City: LOS ANGELES CA [redacted] Corres ID: [redacted]

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 Assign Agent: SOM - 25

Orig Retailer:

Sell Retailer: 05123 MERCEDES-BENZ OF CAL CALABASAS CA

Disp Amt: [redacted] Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A155839 Model: ML320 2000

World VIN: 4JGAB54E5YA [redacted]

Mileage: 16000 Engine Number: 11294230571234

Prod Date: 11/12/1999 Warranty Start Date: 12/17/1999

Grp	Fail	Major	Minor	Rsr
98	48	2	3	05
54	10	3	3	13

Close Agent: [redacted] Field Closing Date: 01/12/2001

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

## Involved Information

Name	Address	City	State	Zip	Relationship
[redacted]	[redacted]	LOS ANGELES, CA	CA	[redacted]	Primary Residence
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Secondary Residence
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Secondary Residence
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Secondary Residence
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Secondary Residence
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Secondary Residence
[redacted]	[redacted]	[redacted]	[redacted]	[redacted]	Secondary Residence

## 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 on 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 to 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 claiming that the vehicle is a lemon, then we would need to inspect it and review the history before rendering any decision.

I suggested that client contact the service manager 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 137935 Priors: Both Open Date: 12/26/2000 Status: CLS Last Update: 01/18/2001

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

City: La Canada CA [Redacted] 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 Agent: SOM - 29

Orig Retailer:

Sell Retailer: 05703 AUTO STIEGLER, INC. ENCINO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A177811 Model: ML320 2000

Grp	Fail	Major	Minor	Rsr
46	52	3	3	08

World VIN: 4JGAB54E5YA [Redacted]

Mileage: 6200 Engine Number: 11294230659432

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

Close Agent: Field Closing Date: 01/18/2001

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

## Involved Information

> [Redacted], La Canada, CA [Redacted]  
 [Redacted], Primary Residence  
 [Redacted], Secondary Residence  
 [Redacted], Secondary Residence

## 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 lt. Client alleges it has been to retailer on several occasions 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 inspection, but client has lack of faith in retailer to correct problems.

Client seeks MBUSA intervention for his problems.

Client contact # [Redacted]  
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 column 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 138119 Priors: Both Open Date: 01/02/2001 Status: CLS Last Update: 01/04/2001

Mr. [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: North Miami Beach FL [REDACTED]

Corres ID:

Agent: Gregg Mault Phone: 6350 Orig By: P Orig CD: H0 Region: 2 Market: 6

Service Retailer: 14349 MERCEDES-BENZ OF FOR FORT LAUDERD FL Assign Agent: SOM - 33

Orig Retailer:

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

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
54	52	3	3	14

DBAG VIN: 1631541A149345 Model: ML320 2000

World VIN: 4JGAB54E5YA [REDACTED] 5

Mileage: 16868 Engine Number: 11294230548375

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

➤ [REDACTED] North Miami Beach, FL [REDACTED]  
 [REDACTED] Primary Residence  
 [REDACTED] 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 at [REDACTED]

Open Date: 01/02/2001 13:34:34 Agent: Glenn Zitzman Phone Note Type: PC

Writer investigating with the retail center.

Open Date: 01/04/2001 15:08:08 Agent: Glenn Zitzman Phone Note Type: RC

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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 138245   Priors: Cus   Open Date: 01/03/2001   Status: CLS   Last Update: 01/09/2001

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

City: Colleyville   TX [Redacted]   Corres ID:

Agent: Joseph Burka   Phone: 6249   Orig By: P   Orig CD: H0   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

DBAG VIN: 1631541A230512   Model: ML320   2001

World VIN: 4JGAB54E11A [Redacted]

Mileage: 1   Engine Number: 11294230846829

Prod Date: 10/17/2000   Warranty Start Date: 11/30/2000

Close Agent:   Field Closing Date: 01/09/2001

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

Grp	Fail	Major	Minor	Rsr
54	53	3	3	13

## Involved Information

- > [Redacted] Colleyville, TX [Redacted]
  - [Redacted] Primary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence
- > [Redacted] Colleyville, TX [Redacted]
  - [Redacted] Primary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence

## 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: [Redacted]

**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 performs 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 138348 Priors: No Open Date: 01/05/2001 Status: CLS Last Update: 02/02/2001

Ms. [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Oxnard

CA [REDACTED]

Corres ID:

Agent: Kathleen Durning Phone: 4633 Orig By: P Orig CD: H0 Region: 3 Market: 2

Service Retailer: 05646 RUSNAK/ARCADIA ARCADIA CA Assign Agent: SOM - 27

Orig Retailer:

Sell Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631721A215375

Model: ML430 2000

World VIN: 4JGAB72E7YA[REDACTED]5

Mileage: 4800

Engine Number: 11394230214519

Prod Date: 08/04/2000

Warranty Start Date: 09/10/2000

Close Agent:

Field Closing Date: 02/02/2001

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
54	10	2	3	13

## Involved Information

>	[REDACTED]	[REDACTED]	Oxnard, CA [REDACTED]
	[REDACTED]	Primary	Residence
	[REDACTED]	Secondary	Residence
	[REDACTED]	Secondary	Residence
	[REDACTED]	Secondary	Residence

## 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. 1st 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 at [REDACTED] me

Open Date: 01/12/2001 17:52:41 Agent: Jim Hormann Phone Note Type: RC

records demonstrate this is second time for the vehicle to be in for this repair, one additional car was made when car was repaired on one of the occasions above as a roadside call and had to be taken to the retailer to reset the light. ca is at retailer now, the second time and the issue seems to be the sub wiring harness. Client customer request to replace the vehicle will be denied.

Open Date: 02/02/2001 18:00:38 Agent: Jim Hormann Phone Note Type: RC

SPOM Hormann spoke to client, after further review, through retailer we made arrangements to exchange vehicle, vehicle will go to mbusa auction.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 138515   Priors: No   Open Date: 01/10/2001   Status: CLS   Last Update: 02/05/2001

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

City: Jacksonville   FL [REDACTED]   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   FL

Sell Retailer: 15321   KRAFT MOTORCAR CO.,   GAINESVILLE   FL

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A172088   Model: ML320   2000

World VIN: 4JGAB54E5YA [REDACTED]

Mileage: 10213   Engine Number: 11294230627697

Prod Date: 01/31/2000   Warranty Start Date: 05/13/2000

Grp	Fail	Major	Minor	Rsi
54	52	3	2	13

Close Agent:   Field Closing Date: 02/05/2001

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

## Involved Information

- > [REDACTED] N, Jacksonville, FL [REDACTED]
  - [REDACTED], Primary Residence
  - [REDACTED], Secondary Residence
  - [REDACTED], Secondary Residence
  - [REDACTED], Secondary Mobile
  - [REDACTED], Expired Residence
  - [REDACTED], Expired Residence
- > [REDACTED] North, Jacksonville, FL [REDACTED]
  - [REDACTED], Primary Residence
  - [REDACTED], Secondary Business
  - [REDACTED], Secondary Business

## 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 occasion 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.

Client co [REDACTED]  
[REDACTED]



**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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 140105 Priors: Both Open Date: 02/21/2001 Status: CLS Last Update: 03/08/2001

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

City: Mamaroneck NY [REDACTED] 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

Orig Retailer: 51142 BENZEL - BUSCH MOTOR ENGLEWOOD NJ

Sell Retailer: 51142 BENZEL - BUSCH MOTOR ENGLEWOOD NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631721A162592 Model: ML430 2000

World VIN: 4JGAB72E1YA [REDACTED]

Mileage: 13243 Engine Number: 11394230137811

Prod Date: 12/11/1999 Warranty Start Date: 01/14/2000

Grp	Fail	Major	Minor	Rsr
10	10	2	3	14

Close Agent: Field Closing Date: 03/08/2001

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

## Involved Information

> [REDACTED] Mamaroneck, NY [REDACTED]  
[REDACTED] Primary Residence  
[REDACTED] Secondary Business

## Customer Assistance Referral -- Full Notes

Open Date: 02/21/2001 14:29:30 Agent: Bernadette Cavanaugh Phone 6378 Note Type: PC

Ms. [REDACTED] 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 Phone 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 Agent: Russell Chave Phone 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 140387 Priors: No Open Date: 02/27/2001 Status: CLS Last Update: 03/05/2001

Address: [REDACTED] Title: [REDACTED]  
Phone: [REDACTED] Business

City: Miami FL [REDACTED] Corres ID: [REDACTED]

Agent: Thomas Trivento Phone: [REDACTED] Orig By: P Orig CD: H0 Region: 2 Market: 6

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 28  
Orig Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL  
Sell Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL  
Disp Amt: [REDACTED] Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
15	73	2	3	08

DBAG VIN: 1631541A168577 Model: ML320 2000

World VIN: 4JGAB54E0YA [REDACTED]

Mileage: 8233 Engine Number: 11294230626676

Prod Date: 01/15/2000 Warranty Start Date: 02/09/2000

Close Agent: [REDACTED] Field Closing Date: 03/05/2001

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

## Involved Information

> [REDACTED] Miami, FL [REDACTED]  
[REDACTED], Primary Business

## Customer Assistance Referral -- Full Notes

Open Date: 02/27/2001 13:59:11 Agent: Thomas Trivento Phone [REDACTED] 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 [REDACTED] Note Type: PC  
Writer investigating.

Open Date: 03/05/2001 16:24:56 Agent: Wayne Shewchuk Phone [REDACTED] 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 140828 Priors: Both Open Date: 03/13/2001 Status: CLS Last Update: 04/03/2001

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

City: NIPOMO CA [REDACTED] Corres ID:

Agent: Cynthia Feuss Phone: 6289 Orig By: P Orig CD: H0 Region: 3 Market: 5

Service Retailer: 05725 KIMBALL MOTOR COMPAN SAN LUIS OBI CA Assign Agent: SOM - 28

Orig Retailer: 05725 KIMBALL MOTOR COMPAN SAN LUIS OBI CA

Sell Retailer: 05725 KIMBALL MOTOR COMPAN SAN LUIS OBI CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A173985 Model: ML320 2000

World VIN: 4JGAB54E7YA [REDACTED]

Mileage: 12000 Engine Number: 11294230629779

Prod Date: 02/07/2000 Warranty Start Date: 05/10/2000

Grp	Fail	Major	Minor	Rst
54	52	2	3	16

Close Agent: Field Closing Date: 04/03/2001

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

## Involved Information

> [REDACTED] NIPOMO, CA [REDACTED]  
[REDACTED] Primary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 03/13/2001 11:49:40 Agent: Cynthia Feuss Phone 6289 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 I 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 [REDACTED]

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 [REDACTED] @ 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 appt 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. [REDACTED] eight issues were resolved.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 141351 Priors: No Open Date: 03/28/2001 Status: CLS Last Update: 04/09/2001

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

City: Marina Del Rey CA [Redacted] 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

Sell Retailer: 05705 MERCEDES-BENZ OF SOU TORRANCE CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631741A236341 Model: ML55 2001

Grp	Fail	Major	Minor	Rsr
46	52	2	3	13

World VIN: 4JGAB74E31A [Redacted]

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 Close How: V Owner Satisfied: Y

## Involved Information

> [Redacted] Marina Del Rey, CA [Redacted]  
 [Redacted] Primary Residence  
 [Redacted] Secondary Residence  
 [Redacted] Secondary Residence

## 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 corrccted 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: [REDACTED]

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: [REDACTED]

Initial: A.

Last Name: [REDACTED]

Suffix:

Street: [REDACTED]

Address 2:

City: Marina del Rey

State: CA

Zip: [REDACTED]

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 institutions 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, [REDACTED]

Survey Information

MB Vehicle you are most interested in:

MB vehicle you are most interested 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: [REDACTED]  
Evening Phone Number: [REDACTED]  
Preferred number: Work  
Preferred time to call: Morning  
Mercedes-Benz Ownership  
Have you ever leased or owned a Mercedes-Benz? Yes  
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.

**Open Date:** 04/09/2001 19:42:46    **Agent:** Joe Becht    **Phone** 7324    **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.



4/19/2007

# Customer Assistance Referral

CA Ref ID: 141870 Priors: No Open Date: 04/17/2001 Status: CLS Last Update: 04/26/2001

Dr. J [REDACTED] [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Allen Park

MI [REDACTED]

Corres ID:

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

Sell Retailer: 39433 AUTO - STRASSE LTD.

ANN ARBOR

MI

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
18	52	3	3	13

DBAG VIN: 1631541A154841

Model: ML320

2000

World VIN: 4JGAB54E9YA [REDACTED]

Mileage: 12549

Engine Number: 11294230566982

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

	Address	City	State	Zip	Role	Business
>	[REDACTED]	Allen Park, MI	MI	[REDACTED]	Primary	Residence
	[REDACTED]				Secondary	Business
	[REDACTED]				Secondary	Business

## Customer Assistance Referral -- Full Notes

Open Date: 04/17/2001 16:31:01 Agent: Joseph Burka Phone 6249 Note Type: PC

preferred contact [REDACTED] (until 4/20)

[REDACTED] (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 for ABS/ESP Lt, and has been to dealer twice for oil level lt. Customer claims oil level lt 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 ARRANGED FOR VEHICLE TO BE BROUGHT IN FOR REPAIRS AND LOANER CAR PROVIDED TO CLIENT. CLIENT SATISFIED.

4/19/2007

# Customer Assistance Referral

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

Mr. [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: La Canada

CA [REDACTED]

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 Agent: SOM - 29

Orig Retailer: 05703   AUTO STIEGLER, INC.   ENCINO   CA

Sell Retailer: 05703   AUTO STIEGLER, INC.   ENCINO   CA

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A177811   Model: ML320   2000

Grp	Fail	Major	Minor	Rsr
42	73	5	3	08

World VIN: 4JGAB54E5Y [REDACTED]

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

- [REDACTED] La Canada, CA [REDACTED]
  - Primary Residence
  - Secondary Residence
  - Expired Business
- [REDACTED] d, La Canada, CA [REDACTED]
  - Primary Residence
  - Secondary Residence
  - Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 04/25/2001 10:27:58   Agent: Joseph Burka   Phone 6249   Note Type: PC  
preferred con [REDACTED]  
approx mileage 10,000

[REDACTED] 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.

Open Date: 04/27/2001 19:56:49   Agent: Dan Berberian   Phone 7329   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 ( [REDACTED] ) sent letter to P. Halata regarding above. Customer states in letter she has yet to speak w/ SPOM regarding vehicle.

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 time.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 142471 Priors: No Open Date: 05/08/2001 Status: CLS Last Update: 05/16/2001

MR

Address: [REDACTED]

Title:

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	Rst
54	52	3	3	08

DBAG VIN: 1631741A213037 Model: ML55 2000

World VIN: 4JGAB74E3YA [REDACTED]

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

> [REDACTED] Jupiter, FL 3 [REDACTED]  
[REDACTED] Primary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 05/08/2001 16:49:23 Agent: Tiffany Jones Phone 9988 Note Type: PC  
Preferred nu [REDACTED]

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.

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:** 05/16/2001 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 142817 Priors: No Open Date: 05/19/2001 Status: CLS Last Update: 05/23/2001

Mr. [REDACTED] E [REDACTED]  
Address: [REDACTED] Title: [REDACTED]  
Phone: [REDACTED] Residence

City: Norfolk VA [REDACTED] Corres ID:

Agent: Ronald Smith Phone: 6315 Orig By: P Orig CD: H0 Region: 1 Market: 4

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

Orig Retailer: 55201 MERCEDES-BENZ OF BUF WILLIAMSVILL NY

Sell Retailer: 55201 MERCEDES-BENZ OF BUF WILLIAMSVILL NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631721A174613 Model: ML430 2000

World VIN: 4JGAB72EXYA [REDACTED]

Mileage: 14421 Engine Number: 11394230155396

Prod Date: 02/09/2000 Warranty Start Date: 02/29/2000

Grp	Fail	Major	Minor	Rsr
07	73	5	2	13

Close Agent: Field Closing Date: 05/23/2001

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

## Involved Information

- [REDACTED], Norfolk, VA [REDACTED]
  - [REDACTED], Primary Residence
  - [REDACTED], Secondary Residence
  - [REDACTED], Secondary Mobile
  - [REDACTED], Secondary Residence
  - [REDACTED], Secondary Residence
  - [REDACTED], Secondary Business
- [REDACTED], Norfolk, VA [REDACTED]
  - [REDACTED], Primary Residence
  - [REDACTED], Secondary Residence

## Customer Assistance Referral -- Full Notes

**Open Date:** 05/19/2001 18:55:26

**Agent:** Ronald Smith

**Phone** 6315

**Note Type:** PC

14,421 miles  
new car warranty  
sum note 415654

Mrs. [REDACTED] 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. [REDACTED] advised me that even though the vehicle was leaking fuel, the fireman told her he thought it was safe to drive. The vehicle is currently at the above dlr 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 dlr 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 [REDACTED] 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 [REDACTED] at # provided in referral Mrs [REDACTED] 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.

**Open Date:** 05/22/2001 14:04:13

**Agent:** John Freund

**Phone** 6200

**Note Type:** PC

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 [REDACTED] 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 [REDACTED] and the sec't referred me to another number where Mrs [REDACTED] could be reached ([REDACTED] called 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 143188   Priors: No   Open Date: 06/04/2001   Status: CLS   Last Update: 06/05/2001

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

City: Newport News   VA [REDACTED]   Corres ID:

Agent: Maryellen Parente   Phone: 4609   Orig By: E   Orig CD: HO   Region: 1   Market: 4

Service Retailer: 80210   TYSINGER MOTOR CO.,   HAMPTON   VA   Assign Agent: SOM - 26  
Orig Retailer: 80210   TYSINGER MOTOR CO.,   HAMPTON   VA  
Sell Retailer: 80210   TYSINGER MOTOR CO.,   HAMPTON   VA

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A270593   Model: ML320   2001

World VIN: 4JGAB54E71A [REDACTED]

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

Grp	Fail	Major	Minor	Rst
42	73	2	3	14

## Involved Information

> [REDACTED] Newport News, VA [REDACTED]  
 [REDACTED]  
 [REDACTED]   Secondary   Residence  
 [REDACTED]   Secondary   Business

## Customer Assistance Referral -- Full Notes



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

**Agent:** Maryellen Parente

**Phone** 4609

**Note Type:** PC

primary phone number [REDACTED]  
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.

**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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 143879      Priors: Cus      Open Date: 07/02/2001      Status: CLS      Last Update: 07/09/2001

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

City: Schererville      IN [REDACTED]      Corres ID:

<b>Agent:</b> Joanne Gilmore	<b>Phone:</b> 6279	<b>Orig By:</b> P	<b>Orig CD:</b> H0	<b>Region:</b> 4	<b>Market:</b> 2
<b>Service Retailer:</b> 25435	TERRY SHAVER IMPORTS	HIGHLAND	IN	<b>Assign Agent:</b> SOM - 22	
<b>Orig Retailer:</b> 25435	TERRY SHAVER IMPORTS	HIGHLAND	IN		
<b>Sell Retailer:</b> 25435	TERRY SHAVER IMPORTS	HIGHLAND	IN		
<b>Disp Amt:</b>	<b>Corr Fwd:</b> N	<b>Mailgram Sent:</b> N			

Grp	Fail	Major	Minor	Rsr
42	06	5	3	08

**DBAG VIN:** 1631541A172873      **Model:** ML320      2000  
**World VIN:** 4JGAB54E2YA [REDACTED]  
**Mileage:** 25000      **Engine Number:** 11294230625657  
**Prod Date:** 02/03/2000      **Warranty Start Date:** 05/01/2000

**Close Agent:**      **Field Closing Date:** 07/09/2001  
**Close With:** O      **Close By:** M      **Close How:** P      **Owner Satisfied:** Y

## Involved Information

➤ [REDACTED], Schererville, IN [REDACTED]  
[REDACTED]      Primary      Residence  
[REDACTED]      Secondary      Mobile  
[REDACTED]      Expired      Residence

## Customer Assistance Referral -- Full Notes

**Open Date:** 07/02/2001 14:24:18      **Agent:** Joanne Gilmore      **Phone:** 6279      **Note Type:** PC  
Primary PR [REDACTED]  
Current Mileage: 25000  
Warranty Start Date: 05/01/2000  
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

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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 144476 Priors: No Open Date: 07/23/2001 Status: CLS Last Update: 08/30/2001

Mr [Redacted] [Redacted]

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Birmingham

MI [Redacted]

Corres ID:

Agent: Denise Nowicky

Phone: 6254

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

DBAG VIN: 1631541A162798

Model: ML320

2000

World VIN: 4JGAB54E8YA [Redacted] 8

Mileage: 23000

Engine Number: 11294230610101

Prod Date: 12/22/1999

Warranty Start Date: 03/30/2000

Grp	Fail	Major	Minor	Rsr
40	08	2	3	09

Close Agent:

Field Closing Date: 08/30/2001

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

## Involved Information

➤ [Redacted] Birmingham, MI [Redacted]

[Redacted] Primary Residence

[Redacted] Secondary Residence

[Redacted] Secondary Residence

[Redacted] Secondary Residence

## Customer Assistance Referral -- Full Notes

**Open Date:** 07/23/2001 14:08:34

**Agent:** Denise Nowicky

**Phone** 6254

**Note Type:** PC

Primary Phone: [REDACTED]

Current Mileage: 23000

Warranty Start Date: 03/30/2000

Starmark Warranty: N

Previous CA Referrals:

Previous Summary Notes: 437408

Seeking Technical Assistance

Mr. [REDACTED] 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 booklet).

After this conversation, however, owner relayed that he has had an ongoing BAS/ESP issue that has allegedly been 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 issue 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 SATISFIED.

4/19/2007

# Customer Assistance Referral

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

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

City: Sterling Hts MI [Redacted]- Corres ID: 189159

Agent: Ed Duffy Phone: 6296 Orig By: M Orig CD: HO 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: Y

DBAG VIN: 1631721A172830 Model: ML430 2000

World VIN: 4JGAB72E8YA [Redacted]

Mileage: 20270 Engine Number: 11394230159441

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

Grp	Fail	Major	Minor	Rst
32	53	2	3	13

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

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

## Involved Information

> [Redacted] Sterling Hts, MI [Redacted]  
 [Redacted] Primary Residence  
 [Redacted] Secondary Residence  
 [Redacted] Secondary Business  
 [Redacted] Secondary Residence  
 [Redacted] Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 07/24/2001 12:43:58 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Ph [Redacted]  
Current Mileage: 20270  
Warranty Start Date: 02/23/2000  
Starmark Warranty: N  
Previous CA Referrals:

Previous Summary Notes:

Owner [Redacted] 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.

**Open Date:** 07/24/2001 13:50:34 **Agent:** Ed Duffy

**Phone** 6296

**Note Type:** PC

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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 145000   Priors: No   Open Date: 08/08/2001   Status: CLS   Last Update: 08/21/2001

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

City: Hollywood   FL [Redacted]   Corres ID:

Agent: Carol Tobias   Phone: 6243   Orig By: P   Orig CD: H0   Region: 2   Market: 5

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

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A266959   Model: ML320   2001

World VIN: 4JGAB54E31A [Redacted]

Mileage: 6128   Engine Number: 11294230976821

Prod Date: 03/30/2001   Warranty Start Date: 04/26/2001

Grp	Fail	Major	Minor	Rsu
42	10	2	3	14

Close Agent:   Field Closing Date: 08/21/2001

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

## Involved Information

- > [Redacted] Hollywood, FL [Redacted]
  - [Redacted] Primary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Business

## Customer Assistance Referral -- Full Notes

**Open Date:** 08/08/2001 08:53:42

**Agent:** Carol Ramirez

**Phone** 6243

**Note Type:** PC

Primary Phone: [REDACTED]

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.



4/19/2007

# Customer Assistance Referral

CA Ref ID: 145179 Priors: Both Open Date: 08/13/2001 Status: CLS Last Update: 08/29/2001

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

City: Sacramento CA [Redacted] Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 6 Market: 2

Service Retailer: 05610 MERCEDES-BENZ OF SAC SACRAMENTO CA Assign Agent: SOM - 23  
Orig Retailer: 05610 MERCEDES-BENZ OF SAC SACRAMENTO CA  
Sell Retailer: 05610 MERCEDES-BENZ OF SAC SACRAMENTO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631721A192699 Model: ML430 2000

Grp	Fail	Major	Minor	Rsi
42	52	5	3	08

World VIN: 4JGAB72E4YA [Redacted]

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

Name	Address	City	State	Zip	Relationship
[Redacted]	[Redacted]	Sacramento, CA	CA	[Redacted]	Primary Residence
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Secondary Residence
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Secondary Residence
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Secondary Residence
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Secondary Residence
[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]	Secondary Business

## Customer Assistance Referral -- Full Notes

Open Date: 08/13/2001 17:41:59 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Ph [Redacted]  
Current Mileage: 12785  
Warranty Start Date: 10/06/2000  
Starmark Warranty: N  
Previous CA Referrals: 136329, 142174, 142941

Previous Summary Notes:

[Redacted] 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 Note Type: RC

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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 145272   Priors: No   Open Date: 08/15/2001   Status: CLS   Last Update: 08/27/2001

Mr. [Redacted]  
Address: 5 [Redacted]   Title: [Redacted]  
Phone: [Redacted]   Residence

City: Chester   NJ [Redacted]   Corres ID:

Agent: Carol Tobias   Phone: 6243   Orig By: P   Orig CD: H0   Region: 5   Market: 3

Service Retailer: 51113   MERCEDES-BENZ OF MOR   MORRISTOWN   NJ   Assign Agent: SOM - 26

Orig Retailer: 51113   MERCEDES-BENZ OF MOR   MORRISTOWN   NJ

Sell Retailer: 51113   MERCEDES-BENZ OF MOR   MORRISTOWN   NJ

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A199486   Model: ML320   2000

World VIN: 4JGAB54E9Y/[Redacted]5

Mileage: 21745   Engine Number: 11294230731372

Prod Date: 05/19/2000   Warranty Start Date: 05/31/2000

Grp	Fail	Major	Minor	Rsr
46	36	4	3	05

Close Agent:   Field Closing Date: 08/27/2001

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

## Involved Information

- [Redacted], Chester, NJ [Redacted]
  - Primary   Residence
  - Secondary   Residence
  - Secondary   Business
- [Redacted], Chester, NJ [Redacted]
  - Primary   Residence
  - Secondary   Residence
  - Secondary   Business
- [Redacted], Chester, NJ [Redacted]
  - Primary   Residence
  - Secondary   Residence
  - Secondary   Business
- [Redacted], Chester, NJ 07930
  - Primary   Residence
  - Secondary   Residence
  - Secondary   Business

Customer Assistance Referral -- Full Notes



4/19/2007

# Customer Assistance Referral

CA Ref ID: 145313   Priors: No   Open Date: 08/16/2001   Status: CLS   Last Update: 08/20/2001

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

City: Kendall Park   NJ [REDACTED]   Corres ID:

Agent: Ed Duffy   Phone: 6296   Orig By: P   Orig CD: HO   Region: 5   Market: 3  
Service Retailer: 51147   MERCEDES-BENZ OF PRI   LAWRENCEVILL   NJ   Assign Agent: SOM - 25  
Orig Retailer: 51147   MERCEDES-BENZ OF PRI   LAWRENCEVILL   NJ  
Sell Retailer: 51147   MERCEDES-BENZ OF PRI   LAWRENCEVILL   NJ  
Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A194972   Model: ML320   2000  
World VIN: 4JGAB54E4YA [REDACTED]  
Mileage: 16978   Engine Number: 11294230714862  
Prod Date: 05/02/2000   Warranty Start Date: 10/02/2000

Grp	Fail	Major	Minor	Rst
42	52	5	2	13

Close Agent:   Field Closing Date: 08/20/2001  
Close With: D   Close By: M   Close How: P   Owner Satisfied: Y

## Involved Information

- > [REDACTED] Kendall Park, NJ [REDACTED]
  - [REDACTED], Primary Residence
  - [REDACTED], Secondary Residence
  - [REDACTED], Secondary Residence
  - [REDACTED], Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 08/16/2001 18:59:33   Agent: Ed Duffy   Phone 6296   Note Type: PC

Primary Phone [REDACTED]  
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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 145608 Priors: No Open Date: 08/24/2001 Status: CLS Last Update: 09/02/2001

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

City: Whitestone NY [REDACTED] Corres ID: [REDACTED]

Agent: Kathleen Durning Phone: 4633 Orig By: P Orig CD: H0 Region: 5 Market: 1

Service Retailer: 56106 HELMS BROS., INC. BAYSIDE NY Assign Agent: SOM - 23

Orig Retailer: 56106 HELMS BROS., INC. BAYSIDE NY

Sell Retailer: 56106 HELMS BROS., INC. BAYSIDE NY

Disp Amt: [REDACTED] Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A232807 Model: ML320 2001

World VIN: 4JGAB54E81A [REDACTED]

Mileage: 8349 Engine Number: 11294230853580

Prod Date: 10/26/2000 Warranty Start Date: 11/20/2000

Close Agent: [REDACTED] Field Closing Date: 09/02/2001

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

Grp	Fail	Major	Minor	Rsr
42	52	2	3	16

## Involved Information

- > [REDACTED] Whitestone, NY [REDACTED]
  - [REDACTED] Primary Residence
  - [REDACTED] Secondary Mobile
  - [REDACTED] Expired Residence

## Customer Assistance Referral -- Full Notes

Open Date: 08/24/2001 20:53:53 Agent: Kathleen Durning Phone 4633 Note Type: PC

Primary F [REDACTED]  
Current Mileage: 8349  
Warranty Start Date: 11/20/2000  
Starmark Warranty: N  
Previous CA Referrals:

Previous Summary Notes:

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

Open Date: 08/27/2001 19:14:57 Agent: Patrick Hunter Phone [REDACTED] 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.

**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  
[REDACTED] 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.

4/19/2007

# Customer Assistance Referral

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

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

City: Brooklyn NY [Redacted] Corres ID:

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

Service Retailer: 55164 SOVEREIGN MOTOR CARS BROOKLYN NY Assign Agent: SOM - 21  
Orig Retailer: 51140 CONTEMPORARY MOTOR C LITTLE SILVE NJ  
Sell Retailer: 51140 CONTEMPORARY MOTOR C LITTLE SILVE NJ  
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A254982 Model: ML320 2001

World VIN: 4JGAB54E41A [Redacted]

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

Grp	Fail	Major	Minor	Rst
54	73	5	3	08
72	73	4	3	05

## Involved Information

- > [Redacted], Brooklyn, NY [Redacted]
  - [Redacted] Primary Residence
  - [Redacted] Primary Residence
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Residence
- > [Redacted], Brooklyn, NY [Redacted]
  - [Redacted] Primary Business
  - [Redacted] Secondary Residence
  - [Redacted] Secondary Business
  - [Redacted] Secondary Mobile
  - [Redacted] Secondary Residence

## Customer Assistance Referral -- Full Notes



**Open Date:** 08/29/2001 19:12:00

**Agent:** Linda Tognetti

**Phone** 6268

**Note Type:** PC

Primary Phone: [REDACTED]

Current Mileage: 2066

Warranty Start Date: 05/14/2001

Starmark Warranty: N

Previous CA Referrals:

Previous Summary Notes:

[REDACTED] 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.

**Open Date:** 08/31/2001 13:52:31

**Agent:** Linda Tognetti

**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: [REDACTED]

To: mailmaster@mbusa.com

\*\*\* Other Requests & Comments \*\*\*

The following person has filled out the Other Requests & Comments Form on [www.MBUSA.com](http://www.MBUSA.com).

Contact Information

Title:

First Name: [REDACTED]

Initial:

Last Name: [REDACTED]

Suffix:

Street: [REDACTED]

Address 2:

City: brooklyn

State: NY

Zip: [REDACTED] 3

E-mail: [REDACTED]

Comments

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: [REDACTED]

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 [REDACTED] spoke with dealer service manager, Jim McGrory Thursday 8/30 regarding referral. He reviewed repair history 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 145995   Priors: No   Open Date: 09/06/2001   Status: CLS   Last Update: 10/08/2001

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

City: Ponte Vedra Beach FL [Redacted]   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   JACKSONVILLE FL   Assign Agent: SOM - 29  
Orig Retailer: 15320 BRUMOS MOTOR CARS, I   JACKSONVILLE FL  
Sell Retailer: 15320 BRUMOS MOTOR CARS, I   JACKSONVILLE FL

Disp Amt:   Corr Fwd: Y   Mailgram Sent: Y

DBAG VIN: 1631541A193840   Model: ML320   2000

World VIN: 4JGAB54E4YA [Redacted]

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

Grp	Fail	Major	Minor	Rsr
10	10	2	3	13

## Involved Information

> [Redacted] [Redacted] Ponte Vedra Beach, FL [Redacted]  
 [Redacted] Primary Residence  
 [Redacted] Secondary Residence

## Customer Assistance Referral -- Full Notes

**Open Date:** 09/06/2001 11:26:21

**Agent:** Cynthia Feuss

**Phone** 6289

**Note Type:** PC

Primary Phone: [REDACTED]

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

**Open Date:** 09/12/2001 11:40:26

**Agent:** Dave Reber

**Phone** 7229

**Note Type:** RC

see above

4/19/2007

# Customer Assistance Referral

CA Ref ID: 146084 Priors: No Open Date: 09/10/2001 Status: CLS Last Update: 09/25/2001

Ms

Address:

Title:

Phone:

Residence

City: Boca Raton

FL

Corres ID:

Agent: Ed Duffy

Phone: 6296

Orig By: P

Orig CD: HO

Region: 2

Market: 6

Service Retailer: 15317

MERCEDES-BENZ OF POM

POMPANO BEAC

FL

Assign Agent: SOM - 28

Orig Retailer: 14310

MERCEDES-BENZ OF MIA

MIAMI

FL

Sell Retailer: 14310

MERCEDES-BENZ OF MIA

MIAMI

FL

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
15	73	2	3	08

DBAG VIN: 1631541A181073

Model: ML320

2000

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

>

[Redacted] Boca Raton, FL [Redacted]

Primary

Residence

Expired

Residence

## Customer Assistance Referral -- Full Notes

Open Date: 09/10/2001 09:40:57

Agent: Ed Duffy

Phone 6296

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. [Redacted] called stating he has had many problems with this vehicle, ie; replaced fuel pump and filter 2x's, O2 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.

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

Agent: Patrick Hunter

Phone

Note Type: PC

Customer called in and claims that his vehicle is at the dealer and that the dealer is allegedly having difficulty with the repair. Writer advised SPOM is reviewing his concerns.

**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. [REDACTED] 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.

[REDACTED] son, can be reached at ;

[REDACTED] Business

[REDACTED] 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 146106

Priors: Both

Open Date: 09/10/2001

Status: CLS

Last Update: 09/12/2001

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: San Angelo

TX [REDACTED]

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

DBAG VIN: 1631741A210763

Model: ML55

2000

World VIN: 4JGAB74E6YA [REDACTED]

Mileage: 17000

Engine Number: 11398160014423

Prod Date: 07/17/2000

Warranty Start Date: 08/03/2000

Close Agent:

Field Closing Date: 09/12/2001

Close With: O

Close By: D

Close How: P

Owner Satisfied: Y

Grp	Fail	Major	Minor	Rst
10	10	3	3	13

## Involved Information

Driver	Relationship	Residence
[REDACTED]	Primary	Residence
[REDACTED]	Secondary	Residence
[REDACTED]	Secondary	Residence
[REDACTED]	Secondary	Residence
[REDACTED]	Secondary	Residence
[REDACTED]	Secondary	Residence
[REDACTED]	Secondary	Residence
[REDACTED]	Secondary	Business
[REDACTED]	Secondary	Residence
[REDACTED]	Secondary	Residence
[REDACTED]	Expired	Residence
[REDACTED]	Primary	Residence





4/19/2007

# Customer Assistance Referral

CA Ref ID: 146140 Priors: No Open Date: 09/11/2001 Status: CLS Last Update: 11/02/2001

Dr. [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: Savannah

GA [REDACTED]

Corres ID:

Agent: Thomas Trivento

Phone:

Orig By: P

Orig CD: H0

Region: 2

Market: 7

Service Retailer: 72319 MODERN CLASSIC MOTOR HILTON HEAD SC Assign Agent: SOM - 29

Orig Retailer: 72319 MODERN CLASSIC MOTOR HILTON HEAD SC

Sell Retailer: 72319 MODERN CLASSIC MOTOR HILTON HEAD SC

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 1631541A152287

Model: ML320 2000

Grp	Fail	Major	Minor	Rsr
54	52	3	2	05

World VIN: 4JGAB54EXYA [REDACTED]

Mileage: 38000

Engine Number: 11294230537053

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

>

[REDACTED], Savannah, GA [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

## Customer Assistance Referral -- Full Notes

Open Date: 09/11/2001 09:06:19

Agent: Thomas Trivento

Phone

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 38000

Warranty Start Date: 11/05/1999

Starmark Warranty: N

Previous CA Referrals:

Previous Summary Notes:

Customer, Dr. [REDACTED] 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.

**Open Date:** 09/13/2001 19:48:16      **Agent:** Ed Duffy      **Phone** 6296      **Note Type:** PC

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.

**Open Date:** 09/13/2001 20:01:03      **Agent:** Ed Duffy      **Phone** 6296      **Note Type:** PC

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

Voicemail 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 146390 Priors: No Open Date: 09/20/2001 Status: CLS Last Update: 09/26/2001

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

City: Key Biscayne FL [Redacted] Corres ID:

Agent: Tiffany Jones Phone: 9988 Orig By: P Orig CD: H0 Region: 2 Market: 6

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 28

Orig Retailer: 15317 MERCEDES-BENZ OF POM POMPAÑO BEAC FL

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

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A272094 Model: ML320 2001

World VIN: 4JGAB54EX1A [Redacted]

Mileage: 2086 Engine Number: 11294230994416

Prod Date: 04/18/2001 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

Grp	Fail	Major	Minor	Rsr
54	52	2	3	13

## Involved Information

> [Redacted] d, Key Biscayne, FL [Redacted]  
 [Redacted] Primary Residence  
 [Redacted] Secondary Residence  
 [Redacted] Secondary Residence

## Customer Assistance Referral -- Full Notes

**Open Date:** 09/21/2001 11:08:17      **Agent:** Tiffany Jones      **Phone** 9988      **Note Type:** PC  
**Primary Phone:** [REDACTED]  
**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 stalling, 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 [REDACTED]  
THANKS CHUCK

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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 146511      Priors: Cus      Open Date: 09/26/2001      Status: CLS      Last Update: 09/28/2001

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

City: Alexandria      VA [REDACTED]      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

Orig Retailer: 80201      AMERICAN SERVICE CEN      ARLINGTON      VA

Sell Retailer: 80201      AMERICAN SERVICE CEN      ARLINGTON      VA

Disp Amt:      Corr Fwd: N      Mailgram Sent: N

DBAG VIN: 1631541A190606      Model: ML320      2000

World VIN: 4JGAB54E3YA [REDACTED]

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

Grp	Fail	Major	Minor	Rsr
10	10	1	3	05

## Involved Information

> [REDACTED] Alexandria, VA [REDACTED]  
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: [REDACTED]  
Current Mileage: 11986  
Warranty Start Date: 08/10/2000  
Starmark Warranty: N  
Previous CA Referrals: 129384

### Previous Summary Notes:

Customer, [REDACTED], phoned CAC requesting review of repair history on vehicle by MB Rep for possible assistance in 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 lights on dash. Additionally, customer states dealer has damaged ( 2 ) bumpers on vehicle while in for repairs. Customer alleges has discussed possibility of trading out of vehicle with dealer and claims dealer advising contact MBUSA for assistance.

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

left message on customers work voice mail.

**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.

4/19/2007

# Customer Assistance Referral

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 EWING AUTOHAUS PLANO TX

Sell Retailer: 75534 EWING AUTOHAUS PLANO TX

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A250698 Model: ML320 2001

World VIN: 4JGAB54E91A

Mileage: 21000 Engine Number: 11294230910450

Prod Date: 01/23/2001 Warranty Start Date: 02/08/2001

Grp	Fail	Major	Minor	Rsr
42	53	1	3	05

Close Agent: Field Closing Date: 11/08/2001

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

## Involved Information

Plano, TX		
Primary	Residence	
Secondary	Residence	
Secondary	Residence	
Secondary	Residence	

## 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 [REDACTED] 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-occurrence 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.



4/19/2007

# Customer Assistance Referral

CA Ref ID: 146839 Priors: No Open Date: 10/08/2001 Status: CLS Last Update: 10/23/2001

Mr [Redacted] o [Redacted]

Address: 780 Pilot House Dr. Ste 200A

Title:

Phone: [Redacted] 3

Residence

City: Newport News

VA 23606-4412

Corres ID:

Agent: Cynthia Feuss

Phone: 6289

Orig By: M

Orig CD: H0

Region: 1

Market: 4

Service Retailer: 80210

TYSINGER MOTOR CO.,

HAMPTON

VA

Assign Agent: SOM - 26

Orig Retailer: 80206

DAVID R. MC GEORGE C

RICHMOND

VA

Sell Retailer: 80206

DAVID R. MC GEORGE C

RICHMOND

VA

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
72	10	2	3	16

DBAG VIN: 1631541A164907

Model: ML320

2000

World VIN: 4JGAB54E8YA [Redacted]

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

> [Redacted] Newport News, VA [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]

Customer Assistance Referral -- Full Notes

**Open Date:** 10/08/2001 11:33:32

**Agent:** Cynthia Feuss

**Phone** 6289

**Note Type:** PC

**Primary Phone:** [REDACTED]

**Current Mileage:** 46000

**Warranty Start Date:** 01/27/2000

**Starmark Warranty:** N/A

**Previous CA Referrals:**

**Previous Summary Notes:**

CORRES 193141: Owner and attorney, [REDACTED], 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

LEFT 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

**Agent:** John Freund

**Phone** 6200

**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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 147101   Priors: No   Open Date: 10/16/2001   Status: CLS   Last Update: 10/31/2001

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

City: Charlotte   NC [REDACTED]   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

Sell Retailer: 59210   BECK IMPORTS OF THE   CHARLOTTE   NC

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631541A191037   Model: ML320   2000

World VIN: 4JGAB54E6YA [REDACTED]

Mileage: 17591   Engine Number: 11294230675190

Prod Date: 04/13/2000   Warranty Start Date: 09/11/2000

Close Agent:   Field Closing Date: 10/31/2001

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

Grp	Fail	Major	Minor	Rst
10	10	2	3	08

## Involved Information

> [REDACTED], Charlotte, NC [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

## Customer Assistance Referral -- Full Notes

**Open Date:** 10/16/2001 07:47:14      **Agent:** Denise Nowicky      **Phone** 6254      **Note Type:** PC  
Primary Phone: [REDACTED]  
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.

**Open Date:** 10/19/2001 10:59:22      **Agent:** Cleveland Best      **Phone** 6344      **Note Type:** PC  
Ms. [REDACTED] 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  
SM & writer placed call to Ms. [REDACTED] office on Friday - were told Ms. [REDACTED] no longer works there. Husband does and 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  
Spoke w/[REDACTED] 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  
Review issues w/Ms. [REDACTED]. She is frustrated with the high number of repairs - notably 3 fuel pump failures with the 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

4/19/2007

# Customer Assistance Referral

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:

Agent: Cleveland Best

Phone: 6344

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

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rst
42	73	5	3	08

DBAG VIN: 1631541A184552

Model: ML320

2000

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

> [Redacted] ck Rd, Santa Fe, NM [Redacted]

## Customer Assistance Referral -- Full Notes

Open Date: 10/23/2001 14:28:15

Agent: Cleveland Best

Phone 6344

Note Type: PC

Primary Phone: 5 [Redacted]

Current Mileage: 19520

Warranty Start Date: 04/19/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

[Redacted] 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 147366 Priors: No Open Date: 10/24/2001 Status: CLS Last Update: 11/12/2001

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

City: Tulsa OK [Redacted] Corres ID:

Agent: Cleveland Best Phone: 6344 Orig By: P Orig CD: Region: 6 Market: 8  
Service Retailer: 65100 JACKIE COOPER IMPORT TULSA OK Assign Agent: SOM - 31  
Orig Retailer: 65100 JACKIE COOPER IMPORT TULSA OK  
Sell Retailer: 65100 JACKIE COOPER IMPORT TULSA OK  
Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
54	51	2	3	16

DBAG VIN: 1631721A259507 Model: ML430 2001  
World VIN: 4JGAB72E11A [Redacted]  
Mileage: 28184 Engine Number: 11394230270084  
Prod Date: 02/27/2001 Warranty Start Date: 03/22/2001  
Close Agent: Field Closing Date: 11/12/2001  
Close With: D Close By: M Close How: P Owner Satisfied: Y

## Involved Information

> [Redacted] Tulsa, OK [Redacted]  
[Redacted]  
[Redacted]

## Customer Assistance Referral -- Full Notes

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

Primary F [Redacted]  
Current Mileage: 25612  
Warranty Start Date: 03/22/2001  
Starmark Warranty: N/A  
Previous CA Referrals:

### Previous Summary Notes:

Ms. [Redacted] 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 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 condition 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 MR. [Redacted] - 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" <wylie@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 [REDACTED] 1A259507 28,184 miles.

>

> Please review the test below generated by the CAC.

>

> Primary F [REDACTED]

> Current Mileage: 25612

> Warranty Start Date: 03/22/2001

> Starmark Warranty: Previous CA Referrals:

>

> Previous Summary Notes:

>

> Ms. [REDACTED] 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 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 condition diagnosed and corrected.

>

> Any Ideas????

> Thanks,

> Mike Wylie

**Open Date:** 11/06/2001 17:26:06 **Agent:** Cleveland Best

**Phone** 6344

**Note Type:** PC

Ms. [REDACTED] 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 DURING 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.



4/19/2007

# Customer Assistance Referral

CA Ref ID: 147614    Priors: No    Open Date: 11/02/2001    Status: CLS    Last Update: 11/19/2001

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

City: Bradenton    FL [REDACTED]    Corres ID: [REDACTED]

Agent: Thomas Trivento    Phone: [REDACTED]    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    GLAUSER, INC.    SARASOTA    FL

Disp Amt: [REDACTED]    Corr Fwd: N    Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
32	51	2	3	08

DBAG VIN: 1631541A279764    Model: ML320    2001

World VIN: 4JGAB54E91A [REDACTED]

Mileage: 3499    Engine Number: 11294231019245

Prod Date: 05/18/2001    Warranty Start Date: 07/27/2001

Close Agent: [REDACTED]    Field Closing Date: 11/19/2001

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

## Involved Information

> [REDACTED] Bradenton, FL [REDACTED]  
[REDACTED]  
[REDACTED]

## Customer Assistance Referral -- Full Notes

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

Primary F [REDACTED]

Current Mileage: 3499

Warranty Start Date: 07/27/2001

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

[REDACTED], 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 currently 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.,

4/19/2007

# Customer Assistance Referral

CA Ref ID: 147646 Priors: No Open Date: 11/05/2001 Status: CLS Last Update: 11/21/2001

Dr. [REDACTED]

Address: [REDACTED]

Title:

Phone: - -

City: Pittsfield

MA [REDACTED]

Corres ID:

Agent: Lois Grillo Phone: 4627 Orig By: P Orig CD: HO Region: 1 Market: 7

Service Retailer: 55132 KEELER MOTOR CAR COM LATHAM NY Assign Agent: SOM - 29

Orig Retailer: 55132 KEELER MOTOR CAR COM LATHAM NY

Sell Retailer: 55132 KEELER MOTOR CAR COM LATHAM NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsn
46	52	5	3	05

DBAG VIN: 1631541A201038 Model: ML320 2000

World VIN: 4JGAB54E5YA [REDACTED] 3

Mileage: 15300 Engine Number: 11294230738017

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 Close How: P Owner Satisfied: Y

## Involved Information

> [REDACTED] [REDACTED] Pittsfield, MA [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]

## Customer Assistance Referral -- Full Notes

**Open Date:** 11/05/2001 08:45:04      **Agent:** Lois Grillo      **Phone** 4627      **Note Type:** PC  
**Primary Phone:** 4 [REDACTED]  
**Current Mileage:** 12296  
**Warranty Start Date:** 08/31/2000  
**Starmark Warranty:** N/A  
**Previous CA Referrals:**

**Previous Summary Notes:**

Customer, [REDACTED] 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.

**Open Date:** 11/05/2001 09:29:57      **Agent:** Lois Grillo      **Phone** 4627      **Note Type:** PC  
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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 147702    Priors: No    Open Date: 11/05/2001    Status: CLS    Last Update: 11/29/2001

Mr [Redacted]

Address: [Redacted]

Title: [Redacted]

Phone: [Redacted]    Residence

City: Cerritos    CA [Redacted]    Corres ID:

Agent: Kathleen Durning    Phone: 4633    Orig By: P    Orig CD: H0    Region: 3    Market: 2

Service Retailer: 05127    PENSKE MOTORCARS    WEST COVINA    CA    Assign Agent: SOM - 29

Orig Retailer: 05747    MERCEDES-BENZ OF LAG    LAGUNA NIGUE    CA

Sell Retailer: 05747    MERCEDES-BENZ OF LAG    LAGUNA NIGUE    CA

Disp Amt:    Corr Fwd: N    Mailgram Sent: N

DBAG VIN: 1631541A163870    Model: ML320    2000

World VIN: 4JGAB54E6Y [Redacted]

Mileage: 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    Close By: D    Close How: V    Owner Satisfied: Y

Grp	Fail	Major	Minor	Rsr
32	53	2	3	16

## Involved Information

➤ [Redacted] Cerritos, CA [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]

## Customer Assistance Referral -- Full Notes

Open Date: 11/05/2001 20:13:50    Agent: Kathleen Durning    Phone 4633    Note Type: PC

Primary Pt [Redacted]  
 Current Mileage: 20886  
 Warranty Start Date: 10/23/2000  
 Starmark Warranty: N/A  
 Previous CA Referrals:

Previous Summary Notes:

[Redacted] 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 147854 Priors: Both Open Date: 11/09/2001 Status: CLS Last Update: 12/17/2001

Mr. [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Oakland

CA [REDACTED]

Corres ID: 194422

Agent: Kathleen Durning

Phone: 4633

Orig By: M

Orig CD: H0

Region: 6

Market: 2

Service Retailer: 05626

MERCEDES-BENZ OF OAK

OAKLAND

CA

Assign Agent: SOM - 34

Orig Retailer: 05626

MERCEDES-BENZ OF OAK

OAKLAND

CA

Sell Retailer: 05626

MERCEDES-BENZ OF OAK

OAKLAND

CA

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
10	10	2	3	14

DBAG VIN: 1631541A289233

Model: ML320

2001

World VIN: 4JGAB54E61A [REDACTED]

Mileage:

6000

Engine Number: 11294231046527

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



[REDACTED], Oakland, CA [REDACTED]

Primary

Residence

## Customer Assistance Referral -- Full Notes

Open Date: 11/09/2001 22:43:34

Agent: Kathleen Durning

Phone 4633

Note Type: PC

Primary Ph [REDACTED]

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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 150228 Priors: Veh Open Date: 02/11/2002 Status: CLS Last Update: 03/15/2002

Mr

Address:

Title:

Phone:

Residence

City: Fremont

CA

Corres ID:

Agent: Kathleen Durning

Phone: 4633

Orig By: M

Orig CD: H0

Region: 6

Market: 2

Service Retailer: 05636

CLARIDGE S LTD.

FREMONT

CA

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	Rsr
10	10	5	3	13

DBAG VIN: 1631541A227346

Model: ML320

2001

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

Close By: M

Close How: V

Owner Satisfied: Y

## Involved Information



[Redacted] 05, Fremont, CA [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]  
 [Redacted]

eferral -- Full Notes

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

Primary Phone: [REDACTED]

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 unsafe 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.



4/19/2007

# Customer Assistance Referral

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

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

City: Glendale CA [Redacted] Corres ID: 198220

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

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 28  
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 [Redacted]  
Mileage: 23121 Engine Number: 11294230597929  
Prod Date: 12/15/1999 Warranty Start Date: 01/23/2000

Grp	Fail	Major	Minor	Rsr
22	08	2	2	13
67	10	2	3	13
27	53	2	3	13

Close Agent: Field Closing Date: 02/27/2002  
Close With: D Close By: M Close How: V Owner Satisfied: Y

## Involved Information

➤ [Redacted] [Redacted] Glendale, CA [Redacted]  
[Redacted] [Redacted] [Redacted]  
[Redacted] [Redacted] [Redacted]  
[Redacted] [Redacted] [Redacted]  
[Redacted] [Redacted] [Redacted]

Customer Assistance Referral -- Full Notes

**Open Date:** 02/11/2002 23:34:44      **Agent:** Kathleen Durning      **Phone** 4633      **Note Type:** PC  
Primary Phone: [REDACTED]  
Current Mileage: 23121  
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. [REDACTED] 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.

**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. [REDACTED]; 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 [REDACTED]

4/19/2007

# Customer Assistance Referral

CA Ref ID: 150361      Priors: Cus      Open Date: 02/18/2002      Status: CLS      Last Update: 04/19/2002

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

City: Hilliard      OH [REDACTED]      Corres ID: [REDACTED]

Agent: Thomas Trivento      Phone: [REDACTED]      Orig By: P      Orig CD: H0      Region: 4      Market: 6

Service Retailer: 62423      CROWN EUROCARS      DUBLIN      OH      Assign Agent: SOM - 26  
Orig Retailer: 62423      CROWN EUROCARS      DUBLIN      OH  
Sell Retailer: 62423      CROWN EUROCARS      DUBLIN      OH  
Disp Amt:      Corr Fwd: N      Mailgram Sent: N

DBAG VIN: 1631741A224089      Model: ML55      2001  
World VIN: 4JGAB74E31A [REDACTED]  
Mileage: 2400      Engine Number: 11398160018787  
Prod Date: 10/14/2000      Warranty Start Date: 12/19/2001

Grp	Fail	Major	Minor	Rsr
54	52	3	3	08

Close Agent:      Field Closing Date: 04/19/2002  
Close With: O      Close By: M      Close How: V      Owner Satisfied: Y

## Involved Information

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

## Customer Assistance Referral -- Full Notes

Open Date: 02/18/2002 11:31:29      Agent: Thomas Trivento      Phone [REDACTED]      Note Type: PC  
Primary Phone: [REDACTED] Residence  
Warranty Start Date: 12/19/2001  
StarMark Warranty: N/A  
Previous CA Referrals: 147827

Previous Summary Notes: 406564, 486796

Customer, [REDACTED], phoned CAC requesting intervention by MB field service manager to assist dealer with ongoing 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      **Agent:** Lois Grillo      **Phone** 4627      **Note Type:** PC

Customer, [REDACTED] phoned the CAC requesting to be traded out of his ML55. Customer alleges that he has had many safety related issues with this vehicle which he claims has been at the dealer for 22 days. Customer states that the vehicle is in for repair of the ESP/BAS and the dealer told him part has been ordered and the vehicle should be ready later this week. Customer is unhappy with this and states he wants to be traded into an E-class. Customer alleges that this vehicle is close to being eligible under the Lemon Law and that vehicle has been in for a SRS malfunction, alignment when he picked it up, brake squeal and broken mirror. Customer claims that Sales Manager John told him that he could be traded out of the ML. Customer states that he would appreciate a call from SPOM Scott Neukam at this office [REDACTED]. Writer indicated that customers comments would be noted.

**Open Date:** 03/01/2002 17:03:03      **Agent:** Steve Neukam      **Phone** 7226      **Note Type:** RC

SPOM spoke with SM. Vehicle is repaired and customer picked up vehicle 3/1/02. Customer unhappy. SPOM requested SM to call customer next week on SPOM's behalf as SPOM will be out of town on a business trip. Total shop time including 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      **Agent:** Cleveland Best      **Phone** 6344      **Note Type:** PC

Mr [REDACTED] called CAC. Customer states he called on 3/3 (below is copy of 3/3 sum note from Gus Filippone--Roadside Team Leader) asked for someone call him back Monday regarding possibility of getting out of vehicle, and claims he has not heard from anyone yet.

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 [REDACTED] 2).

Gus' sum note: Mr. [REDACTED] 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. [REDACTED] expects to be [REDACTED] in the next few days.

Phone # [REDACTED] I will forward this info to Bernadette Cavanaugh for processing.

Writer e-mailed note to SPOM (S. Neukam).

**Open Date:** 03/13/2002 13:03:17      **Agent:** Andrew Dunleavy      **Phone** 6320      **Note Type:** PC

Mrs. [REDACTED] called and wants to have SPOM call her directly at [REDACTED]. She will expect nothing less and will call the CAC "every hour on the hour until called" I told client I could not guarantee a call back today as I was not sure of his itinerary. Writer called SPOM and conveyed concerns.

**Open Date:** 03/13/2002 13:18:18      **Agent:** Honora Duffy      **Phone** 6307      **Note Type:** PC

[REDACTED] called again threatening that "our lawyer told us that everyone who we have spoken to at your office will be involved in a lawsuit and subpoenaed if something happens to my child or me due to the brake system 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. [REDACTED] 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 150382 Priors: Both Open Date: 02/19/2002 Status: CLS Last Update: 02/21/2002

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

City: Huntington Station NY [Redacted] Corres ID:

Agent: Jacquelyn Galletta Phone: 6323 Orig By: P Orig CD: HO Region: 5 Market: 1

Service Retailer: 55107 MERCEDES-BENZ OF HUN HUNTINGTON NY Assign Agent: SOM - 22  
Orig Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY  
Sell Retailer: 55109 RALLYE MOTORS LLC ROSLYN NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631741A164590 Model: ML55 2000

Grp	Fail	Major	Minor	Rst
46	53	2	3	08

World VIN: 4JGAB74E0Y [Redacted]

Mileage: 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 Owner Satisfied: Y

## Involved Information

▶ [Redacted], Huntington Station, NY [Redacted]  
[Redacted] Primary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 02/19/2002 14:49:01 Agent: Jacquelyn Galletta Phone 6323 Note Type: PC

Primary PI [Redacted]  
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 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 Engineering dept. and an updated ESP module will be sent to dealer to rectify this issue.

**Open Date:** 02/21/2002 15:31:08

**Agent:** Wilhelm Jansen

**Phone** 7522

**Note Type:** RC

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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 150889   Priors: No   Open Date: 03/15/2002   Status: CLS   Last Update: 03/18/2002

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

City: Albuquerque   NM [REDACTED]   Corres ID:

Agent: Kathleen Durning   Phone: 4633   Orig By: E   Orig CD: H0   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

Disp Amt:   Corr Fwd: N   Mailgram Sent: N

DBAG VIN: 1631721A258411   Model: ML430   2001

World VIN: 4JGAB72E51A [REDACTED]

Mileage: 11570   Engine Number: 11394230268283

Prod Date: 02/21/2001   Warranty Start Date: 03/05/2001

Grp	Fail	Major	Minor	Rsr
42	08	2	3	08

Close Agent:   Field Closing Date: 03/18/2002

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

## Involved Information

➤ [REDACTED], Albuquerque, NM [REDACTED]  
 [REDACTED] 8,   Primary   Residence  
 [REDACTED]   Secondary   Residence

## Customer Assistance Referral -- Full Notes

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

Primary Ph [REDACTED]  
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. [REDACTED] 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. [REDACTED] 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.

4/19/2007

# Customer Assistance Referral

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

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

City: Redmond   WA [Redacted]   Corres ID: [Redacted]

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

Service Retailer: 84615   MERCEDES-BENZ OF BEL   BELLEVUE   WA   Assign Agent: SOM - 25  
Orig Retailer: 45101   TRI - STAR IMPORTS,   ELLISVILLE   MO  
Sell Retailer: 45101   TRI - STAR IMPORTS,   ELLISVILLE   MO  
Disp Amt:   Corr Fwd: N   Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
54	73	1	3	17

DBAG VIN: 1631541A231495   Model: ML320   2001  
World VIN: 4JGAB54EX1A2 [Redacted] 5  
Mileage: 5500   Engine Number: 11294230850893  
Prod Date: 10/20/2000   Warranty Start Date: 04/14/2001

Close Agent:   Field Closing Date: 06/05/2002  
Close With: O   Close By: D   Close How: V   Owner Satisfied: Y

## Involved Information

> [Redacted], Redmond, WA [Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]  
[Redacted]

[Redacted] referral -- Full Notes

**Open Date:** 03/18/2002 18:20:44      **Agent:** Maryellen Parente      **Phone** 4609      **Note Type:** PC

Primary Phone: [REDACTED]  
Current Mileage: 5500  
Warranty Start Date: 04/14/2001  
Starmark Warranty: N/A  
Previous CA Referrals:

Previous Summary Notes: 420599

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

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

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

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

**Open Date:** 04/08/2002 15:29:46      **Agent:** Maryellen Parente      **Phone** 4609      **Note Type:** PC

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

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

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

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

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

**Open Date:** 04/08/2002 15:40:25      **Agent:** Maryellen Parente      **Phone** 4609      **Note Type:** PC

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

**Open Date:** 06/05/2002 12:23:25      **Agent:** Don Zinda      **Phone**      **Note Type:** RC

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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 151296 Priors: No Open Date: 03/29/2002 Status: CLS Last Update: 04/03/2002

Mrs

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Alexandria

VA [REDACTED]

Corres ID:

Agent: Joseph Burka

Phone: 6249

Orig By: P

Orig CD: H0

Region: 1

Market: 1

Service Retailer: 34104

HERB GORDON AUTO GRO

SILVER SPRIN

MD

Assign Agent: SOM - 21

Orig Retailer: 34205

MERCEDES-BENZ OF HAG

HAGERSTOWN

MD

Sell Retailer: 34205

MERCEDES-BENZ OF HAG

HAGERSTOWN

MD

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
54	52	2	3	16

DBAG VIN: 1631721A168356

Model: ML430

2000

World VIN: 4JGAB72E8YA [REDACTED]

Mileage: 25984

Engine Number: 11394230156293

Prod Date: 01/14/2000

Warranty Start Date: 02/29/2000

Close Agent:

Field Closing Date: 04/03/2002

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

## Involved Information

▶ [REDACTED] Alexandria, VA [REDACTED]  
[REDACTED]  
[REDACTED]

## Customer Assistance Referral -- Full Notes

Open Date: 03/29/2002 09:19:51

Agent: Joseph Burka

Phone 6249

Note Type: PC

Primary F [REDACTED]

Current Mileage: 25984

Warranty Start Date: 02/29/2000

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 occasions (80201, 34203, and most recently 34104) for ABS/ESP light since July 01. Onwner 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

4/19/2007

# Customer Assistance Referral

CA Ref ID: 152036 Priors: No Open Date: 04/29/2002 Status: CLS Last Update: 05/16/2002

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

City: Clarks Summit PA [REDACTED] Corres ID:

Agent: Maryellen Parente Phone: 4609 Orig By: P Orig CD: HO Region: 1 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

DBAG VIN: 1631721A230751 Model: ML430 2001

World VIN: 4JGAB72EX1A [REDACTED]

Mileage: 14961 Engine Number: 11394230235689

Prod Date: 10/18/2000 Warranty Start Date: 11/28/2000

Grp	Fail	Major	Minor	Rsr
42	10	2	3	04

Close Agent: Field Closing Date: 05/16/2002

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

## Involved Information

➤ [REDACTED] [REDACTED], Clarks Summit, PA [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]

## Customer Assistance Referral -- Full Notes

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

Primary Ph [REDACTED]  
Current Mileage: 14961  
Warranty Start Date: 11/28/2000  
Starmark Warranty: N/A  
Previous CA Referrals:

Previous Summary Notes: 510401

Customer, Mr [REDACTED] 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 noisy. 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. [REDACTED] 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.

4/19/2007

# Customer Assistance Referral

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

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

City: Miami FL [Redacted] Corres ID: 202162

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

Service Retailer: 14302 BILL USSERY MOTORS I CORAL GABLES FL Assign Agent: SOM - 28  
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

Grp	Fail	Major	Minor	Rsr
07	10	3	3	08

World VIN: 4JGAB54E21A [Redacted]

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

> [Redacted] Miami, FL [Redacted]  
[Redacted]  
[Redacted]

## Customer Assistance Referral -- Full Notes

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

Primary Phone: [Redacted] pme

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.



4/19/2007

# Customer Assistance Referral

CA Ref ID: 152521 Priors: No Open Date: 05/20/2002 Status: CLS Last Update: 06/04/2002

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

City: Miami FL [REDACTED] Corres ID:

Agent: Thomas Nardi Phone: 6297 Orig By: P Orig CD: HO Region: 2 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

DBAG VIN: 1631541A171743 Model: ML320 2000

World VIN: 4JGAB54E6YA [REDACTED]

Mileage: 22978 Engine Number: 11294230638470

Prod Date: 01/28/2000 Warranty Start Date: 02/09/2000

Grp	Fail	Major	Minor	Rsr
54	10	5	3	03

Close Agent: Field Closing Date: 06/04/2002

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

## Involved Information

- [REDACTED] Miami, FL [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED] Miami, FL [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED] referral -- Full Notes

**Open Date:** 05/20/2002 11:01:31      **Agent:** Thomas Nardi      **Phone** 6297      **Note Type:** PC

Primary Phone: [REDACTED]

Current Mileage: 22978

Warranty Start Date: 02/09/2000

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

Starmark Warranty: 36S      Starmark Dlr: 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.

**Open Date:** 05/31/2002 12:25:52      **Agent:** Cynthia Feuss      **Phone** 6289      **Note Type:** PC

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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 152554 Priors: Both Open Date: 05/21/2002 Status: CLS Last Update: 06/08/2002

Mrs. [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Business

City: Pewaukee

WI [REDACTED]

Corres ID:

Agent: Ellen P. Bie

Phone: 6301

Orig By: P

Orig CD: H0

Region: 4

Market: 7

Service Retailer: 86435

INTERNATIONAL AUTOS,

WEST ALLIS

WI

Assign Agent: SOM - 27

Orig Retailer: 15311

CROWN EUROCARS INC.

SAINT PETERS

FL

Sell Retailer: 15311

CROWN EUROCARS INC.

SAINT PETERS

FL

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
10	10	5	3	08

DBAG VIN: 1631721A149483

Model: ML430

2000

World VIN: 4JGAB72E8YA [REDACTED]

Mileage:

47806

Engine Number: 11394230115968

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



[REDACTED] Pewaukee, WI [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

[REDACTED] referral -- Full Notes

**Open Date:** 05/21/2002 10:34:06      **Agent:** Ellen P. Bie      **Phone** 6301      **Note Type:** PC  
**Primary Phone:** [REDACTED]  
**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 - FASTER 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 [REDACTED] writer offered assistance 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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 153339 Priors: No Open Date: 06/25/2002 Status: CLS Last Update: 12/08/2002

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

City: Welch WV [Redacted] Corres ID: 204266

Agent: Michael Reger Phone: 6383 Orig By: M Orig CD: H0 Region: 2 Market: 1

Service Retailer: 59210 BECK IMPORTS OF THE CHARLOTTE NC Assign Agent: SOM - 24  
Orig Retailer: 85201 SMITH COMPANY MOTOR CHARLESTON WV  
Sell Retailer: 85201 SMITH COMPANY MOTOR CHARLESTON WV

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

DBAG VIN: 1631541A249338 Model: ML320 2001

World VIN: 4JGAB54E71A [Redacted]

Mileage: 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

Grp	Fail	Major	Minor	Rsr
10	10	2	3	08

## Involved Information

- > [Redacted], Welch, WV [Redacted]  
[Redacted] [Redacted] [Redacted]
- > [Redacted], Bluefield, WV [Redacted]  
[Redacted] Secondary Business

## Customer Assistance Referral -- Full Notes

**Open Date:** 06/25/2002 22:08:49      **Agent:** Michael Reger      **Phone** 6383      **Note Type:** PC  
**Primary Phone:** [REDACTED]  
**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  
Spoke w/Mr [REDACTED] yesterday. I indicated to Mr [REDACTED], that while I was not an attorney, my understanding of the W.Va. statutes allowed the manufacturer a final repair attempt. Mr. [REDACTED] did not know if that was correct or not. Mr. [REDACTED] 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.

Mr. [REDACTED] 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. [REDACTED] to see if there are any unresolved issues [REDACTED] vehicle.

**Open Date:** 11/06/2002 12:11:53      **Agent:** Barry Downing      **Phone**      **Note Type:** PC

Writer returned Mr. [REDACTED] call - left message with phone number for today - indicated I would be out of town, returning 11/12 and left number for 11/12

**Open Date:** 11/13/2002 09:41:54      **Agent:** Barry Downing      **Phone**      **Note Type:** PC

Writer just spoke w/Mr. [REDACTED] indicated his client would settle for a 3 year warranty extension and \$5000. I indicated to Mr. [REDACTED] 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 settlement.

Mr. [REDACTED] indicated he would review with his client and get back to me.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 153405 Priors: No Open Date: 06/29/2002 Status: CLS Last Update: 07/16/2002

Mrs [REDACTED]

Title:

Phone: [REDACTED] Residence

City: Koloa HI [REDACTED] 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	Rst
42	52	3	3	14

DBAG VIN: 1631721A173331 Model: ML430 2000

World VIN: 4JGAB72E6YA [REDACTED]

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

➤ [REDACTED], Koloa, HI [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

## Customer Assistance Referral -- Full Notes

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

Primary PH [REDACTED]

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.

[REDACTED]



**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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 153717    Priors: No    Open Date: 07/16/2002    Status: CLS    Last Update: 07/22/2002

Mr [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: La Grange

IL [REDACTED]

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

Orig Retailer: 22111    MERCEDES-BENZ OF ORL    ORLAND PARK    IL

Sell Retailer: 22111    MERCEDES-BENZ OF ORL    ORLAND PARK    IL

Disp Amt:

Corr Fwd: Y

Mailgram Sent: N

DBAG VIN: 1631541A182455

Model: ML320    2000

World VIN: 4JGAB54E1YA [REDACTED]

Mileage: 28600

Engine Number: 11294230678515

Prod Date: 03/10/2000

Warranty Start Date: 05/13/2000

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

Close Agent:

Field Closing Date: 07/22/2002

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

## Involved Information

➤ [REDACTED] La Grange, IL [REDACTED]  
 [REDACTED] [REDACTED] [REDACTED]  
 [REDACTED] [REDACTED] [REDACTED]  
 [REDACTED] [REDACTED] [REDACTED]  
 [REDACTED] [REDACTED] [REDACTED]

Customer Assistance Referral -- Full Notes

Open Date: 07/16/2002 09:38:54

Agent: Lois Grillo

Phone 4627

Note Type: PC

Primary Phone: [REDACTED]

Current Mileage: 26500

Warranty Start Date: 05/13/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer, [REDACTED] 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 [REDACTED]

[REDACTED] □□ □□ □□

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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 153802   Priors: No   Open Date: 07/19/2002   Status: CLS   Last Update: 08/13/2002

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

City: San Antonio   TX [REDACTED]   Corres ID:

Agent: Michael Reger   Phone: 6383   Orig By: P   Orig CD: H0   Region: 6   Market: 7

Service Retailer: 75565   MERCEDES-BENZ OF SAN   SAN ANTONIO   TX   Assign Agent: SOM - 33  
Orig Retailer: 03710   SCHUMACHER EUROPEAN,   PHOENIX   AZ  
Sell Retailer: 03710   SCHUMACHER EUROPEAN,   PHOENIX   AZ  
Disp Amt:   Corr Fwd: N   Mailgram Sent: N

Grp	Fail	Major	Minor	Rsu
54	10	5	3	08

DBAG VIN: 1631541A198384   Model: ML320   2000

World VIN: 4JGAB54E7YA [REDACTED]

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

> [REDACTED], San Antonio, TX [REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]

## Customer Assistance Referral -- Full Notes

Open Date: 07/19/2002 10:47:28   Agent: Michael Reger   Phone 6383   Note Type: PC

Primary Ph [REDACTED]  
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 driving.

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.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 154645 Priors: Cus Open Date: 08/23/2002 Status: CLS Last Update: 10/02/2002

Mr. [REDACTED]

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Beverly Hills

CA [REDACTED]

Corres ID: 206802

Agent: Cynthia Feuss

Phone: 6289

Orig By: M

Orig CD: H0

Region: 3

Market: 4

Service Retailer: 05766

BEVERLY HILLS, LTD.

BEVERLY HILL

CA

Assign Agent: SOM - 25

Orig Retailer: 05766

BEVERLY HILLS, LTD.

BEVERLY HILL

CA

Sell Retailer: 05766

BEVERLY HILLS, LTD.

BEVERLY HILL

CA

Disp Amt:

Corr Fwd: Y

Mailgram Sent: Y

DBAG VIN: 1631541A180770

Model: ML320

2000

Grp	Fail	Major	Minor	Rsr
42	52	3	3	08

World VIN: 4JGAB54EXYA [REDACTED]

Mileage: 31358

Engine Number: 11294230668767

Prod Date: 03/03/2000

Warranty Start Date: 03/31/2000

Close Agent:

Field Closing Date: 10/02/2002

Close With: O

Close By: M

Close How: P

Owner Satisfied: Y

## Involved Information

> [REDACTED] Beverly Hills, CA [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]  
 [REDACTED]

## Customer Assistance Referral -- Full Notes

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

Primary Ph [REDACTED]

Current Mileage: 31358

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. [REDACTED] 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.

**Open Date:** 09/13/2002 19:48:57      **Agent:** Les Korngold      **Phone** 7325      **Note Type:** RC  
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. [REDACTED] 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. [REDACTED] vehicle in compliance with CA Lemon Law. Please contact me upon your receipt of this letter so that we may discuss this matter further." [REDACTED]. I faxed this letter to SPOM Korngold this time/date

**Open Date:** 10/02/2002 14:39:10      **Agent:** Les Korngold      **Phone** 7325      **Note Type:** RC  
SPOM is negotiation with customer and attorney, based on 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 within the first 18,000 miles and 18 months since the lease inception.

Closing case.

4/19/2007

# Customer Assistance Referral

CA Ref ID: 154806    Priors: No    Open Date: 09/03/2002    Status: CLS    Last Update: 09/25/2002

Mr. [REDACTED] [REDACTED] Jr

Address: [REDACTED]    Title: [REDACTED]  
Phone: - -

City: Oradell    NJ [REDACTED]    Corres ID: [REDACTED]

Agent: Gregg Mault    Phone: 6350    Orig By: P    Orig CD: H0    Region: 5    Market: 2

Service Retailer: 51142    BENZEL - BUSCH MOTOR    ENGLEWOOD    NJ    Assign Agent: SOM - 21

Orig Retailer: 51142    BENZEL - BUSCH MOTOR    ENGLEWOOD    NJ

Sell Retailer: 51142    BENZEL - BUSCH MOTOR    ENGLEWOOD    NJ

Disp Amt:    Corr Fwd: N    Mailgram Sent: N

DBAG VIN: 1631541A205228    Model: ML320    2000

World VIN: 4JGAB54E8YA [REDACTED]

Mileage: 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    Close By: M    Close How: V    Owner Satisfied: N

Grp	Fail	Major	Minor	Rsr
54	52	5	3	08

## Involved Information

➤ [REDACTED] [REDACTED], Oradell, NJ [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
[REDACTED] [REDACTED] [REDACTED]  
Business

## Customer Assistance Referral -- Full Notes

Open Date: 09/03/2002 09:01:18    Agent: Gregg Mault    Phone 6350    Note Type: PC

Primary PR [REDACTED]

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

**Agent:** Honora Duffy

**Phone** 6307

**Note Type:** PC

Mr. [REDACTED] called asking for exact titles of [REDACTED]

He then demanded to speak with Garret Wetterauw, alleging "someone in Germany told me to speak to him. [REDACTED] refuses to speak to me directly and leaves me messages via Benzel Busch which is unacceptable. Mr. [REDACTED] refused to take a call from me or put anything in writing!"

I advised that Mr. [REDACTED] 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 [REDACTED] 5. He also ended 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. [REDACTED] 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 [REDACTED] /M (both cell & regular) 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 [REDACTED] will call customer & asked me to advise Garret that it's not necessary for him to speak to Mr. [REDACTED] - he 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 M [REDACTED] on 9/4. Informing him that I never refused to speak with him because I did not know until this day that he wanted to even speak with me. I went on to inform him that the dealer and I speak daily regarding issues such as his and that the dealer is in the best position to help him and we are there to support them. The customer was calm and went on to state the vehicle has been there more than 5 times. I informed him I was only aware of two. He went on to say before he takes it to a legal level he would like a replacement vehicle. I expressed to customer that I empathized with customer yet I would not commit to anything at that time. I informed him I would be at the dealer on 9/6 and would try to have a TS at dealer 9/5. He did not seem to care yet I expressed to him we are to fix the vehicle under the New Care LW. I stated either he or John August will get back to him on 9/6.

Wednesday 9/5 Mark Walter was at dealer and could not duplicate or verify problem. Yet as a precautionary measure and in the interest of customer satisfaction Mark suggested replacing the fuse box and the ESP hydraulic pump. This was done and then vehicle was test driven both Thursday and Friday last week without incident. I called customer late Thursday 9/6 and advised him the vehicle was operating as designed yet we would test drive one more day. Stated that if he had any questions or concerns he could call me.

**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 supervisor 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 decisions. 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 explaining to him that there was no need to meet with my supervisor and that based on what was done at the dealer and then 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 ([REDACTED]) was going to take this to a higher/legal level.