

PE07-007
HOGAN&HARTSON FOR
DAIMLERCHRYSLER
4/19/2007
ATTACHMENT 1 PART
8 OF 8,
ATTACHMENT 2 START
ON THE LAST 10 PAGES,
ATTACHMENT 3 START
ON THE LAST 6 PAGES

4/19/2007

Customer Assistance Referral

CA Ref ID: 155405 Priors: No Open Date: 09/25/2002 Status: CLS Last Update: 11/02/2002

Address: [Redacted]

Title:
Phone: - -

City: Northvale NJ [Redacted] Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO 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

Grp	Fail	Major	Minor	Rsr
42	08	2	3	08

DBAG VIN: 1631721A [Redacted] Model: ML430 2001

World VIN: 4JGAB72E31A [Redacted]

Mileage: 16677 Engine Number: 11394230239854

Prod Date: 11/03/2000 Warranty Start Date: 12/28/2000

Close Agent: Field Closing Date: 11/02/2002

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

Involved Information

> [Redacted], Northvale, NJ [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 09/25/2002 09:14:03 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: 2017688142

Current Mileage: 16677

Warranty Start Date: 12/28/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 458373, 510946

Customer called to claim that she would like to terminate her lease and turn in her vehicle. Claims that she has had an inordinate number of problems and feels that they will continue.

Customer claims that vehicle currently has issues with the BAS/ESP light coming on and the horn has ceased to work.

Customer will have to make appointment to bring vehicle in to shop. (Customer also concerned that she will require brakes and rotors at 16,000 miles)

Customer claims that she has had issues with:

Transmission making noises

Electrical failure of instrument cluster

Window switch failure and window being out of line

Issues with the upper control arm.

A review of warranty history indicates a significant list of issues.

Customer can be contacted at home on 201-768-8142.

Open Date: 10/02/2002 23:59:32 **Agent:** John F. Mayo **Phone** **Note Type:** PC
Writer (J. Mayo) was informed by John August that customer needed \$1100 in brake work. Dealer split bill with her as a goodwill gesture and brake light switch was replaced to repair ESP/BAS issue. He will advise me of any additional.

Open Date: 11/02/2002 00:44:02 **Agent:** John F. Mayo **Phone** **Note Type:** RC
Writer (J. Mayo) followed up with John August at dealer recently who advised me all is OK.

4/19/2007

Customer Assistance Referral

CA Ref ID: 157130 Priors: No Open Date: 12/18/2002 Status: CLS Last Update: 12/27/2002

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

City: Concord NH [REDACTED] Corres ID: 212008

Agent: Miriam Clark Phone: 4699 Orig By: M Orig CD: HO Region: 1 Market: 6

Service Retailer: 50100 HOLLOWAY MOTOR CARS MANCHESTER NH Assign Agent: SOM - 28

Orig Retailer: 50100 HOLLOWAY MOTOR CARS MANCHESTER NH

Sell Retailer: 50100 HOLLOWAY MOTOR CARS MANCHESTER NH

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

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

World VIN: 4JGAB72E8YA [REDACTED]

Mileage: 26281 Engine Number: 11394230205678

Prod Date: 06/26/2000 Warranty Start Date: 08/23/2000

Grp	Fail	Major	Minor	Rst
54	73	2	3	16

Close Agent: Field Closing Date: 12/27/2002

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

Involved Information

➤ [REDACTED] Owner, [REDACTED] Concord, NH [REDACTED]
Primary Residence
Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 12/18/2002 10:25:40 Agent: Miriam Clark Phone 4699 Note Type: PC

Primary Phone: (603)2243368

Current Mileage: 26281

Warranty Start Date: 08/23/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 381463

CUSTOMER SEEKS TECH ASSISTANCE

Customer wrote CAC Corr# 212008 dated 12/8/ received 12/11/02 sent regular mail.

Customer alleges to have taken vehicle to dealership numerous times for several concerns that include but are not limited to:

ETS/BAS/ESP lights come on, vehicle would not start, driver window would not go down.

Customer indicates that he has spoken with Dealer/Principal David Kushman about his concerns to be taken out of vehicle as he deems it a Lemon.

He also indicates he is tired of driving "cheap loaner vehicles" and seeks MB intervention.

Open Date: 12/19/2002 12:12:24 **Agent:** Kevin Canty **Phone** **Note Type:** RC
12/19/02 SPOM contacted Serv Mgr at 50100. Tech assistance provided by TS Rich Marcotte last week. Short found in wiring to sensor behind rear wheel. Repaired and returned to Owner late last week. Serv Mgr to follow-up with Owner.

Open Date: 12/23/2002 12:57:11 **Agent:** Kevin Canty **Phone** **Note Type:** RC
12/23 SPOM follow-up with Serv Mgr. Missed Owner last Friday. Serv Mgr to make follow-up call.

Open Date: 12/27/2002 11:41:25 **Agent:** Kevin Canty **Phone** **Note Type:** RC
12/26 Serv Mgr Brenda Bagdonis spoke with Owner. Repair was successful. Offered Owner a 1 yr ELW as goodwill. Owner extremely happy with the offer. SPOM faxed ELW Customer Billing sheet to Serv Mgr this a.m.. Serv Mgr will have Owner sign ELW Contract form and will forward to Writer for processing.

4/19/2007

Customer Assistance Referral

CA Ref ID: 157597 Priors: No Open Date: 01/13/2003 Status: CLS Last Update: 02/19/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Naples FL [Redacted] Corres ID:

Agent: Thomas Nardi Phone: 6297 Orig By: P Orig CD: HO Region: 2 Market: 5

Service Retailer: 14340 MERCEDES-BENZ OF NAP NAPLES FL Assign Agent: SOM - 34
Orig Retailer: 14345 MERCEDES-BENZ OF FOR FORT PIERCE FL
Sell Retailer: 14345 MERCEDES-BENZ OF FOR FORT PIERCE FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [Redacted] Model: ML320 2000
World VIN: 4JGAB54E6YA [Redacted]
Mileage: 35975 Engine Number: 11294230674322
Prod Date: 03/16/2000 Warranty Start Date: 11/09/2000

Grp	Fail	Major	Minor	Rsr
42	73	2	3	14

Close Agent: Field Closing Date: 02/19/2003
Close With: O Close By: D Close How: V Owner Satisfied: N

Involved Information

> [Redacted], Naples, FL [Redacted]
Primary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/13/2003 09:28:22 Agent: Thomas Nardi Phone 6297 Note Type: PC
Primary Phone: 941 596 5214
Current Mileage: 35975
Warranty Start Date: 11/09/2000
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes: 471898

Customer called seeking to file for the lemon law.

Customer alleges that his BAS/ESP warning indicators came on this past weekend. Customer states that he has had this condition addressed twice before. Customer stated "This is the third failure. I don't want the vehicle anymore."

Writer explained that we would continue to honor the terms of the warranty and provide technical assistance to the dealership if necessary. Writer explained that we would research his situation.

Customer is going to contact his dealership and make arrangements to bring the vehicle in for service.

Open Date: 02/19/2003 22:27:09

Agent: Larry Stains

Phone

Note Type: RC

DEALER REPLACED RELAY, ESP / BAS FAULT REPAIRED. DEALER ADVISED OWNER VEHICLE BEYOND LEMON LAW RIGHTS PERIOD. ADVISED VEHICLE WILL BE REPAIRED UNDER THE TERMS OF THE NEW VEHICLE LIMITED WARRANTY.

4/19/2007

Customer Assistance Referral

CA Ref ID: 157748 Priors: No Open Date: 01/17/2003 Status: CLS Last Update: 01/23/2003

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

City: Duluth MN [REDACTED] Corres ID: [REDACTED]

Agent: John Hoey Phone: 4605 Orig By: M Orig CD: HO Region: 4 Market: 7

Service Retailer: 42418 FELDMANN IMPORTS, IN BLOOMINGTON MN Assign Agent: SOM - 27

Orig Retailer: 42418 FELDMANN IMPORTS, IN BLOOMINGTON MN

Sell Retailer: 42418 FELDMANN IMPORTS, IN BLOOMINGTON MN

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

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

World VIN: 4JGAB54EXYA [REDACTED]

Mileage: 66199 Engine Number: 11294230640450

Prod Date: 01/27/2000 Warranty Start Date: 02/23/2000

Close Agent: Field Closing Date: 01/23/2003

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

Grp	Fail	Major	Minor	Rsr
01	08	2	3	14

Involved Information

- > [REDACTED] Owner, [REDACTED], Duluth, MN [REDACTED]
 - Primary Residence
 - Secondary Residence
- > [REDACTED] - Driver, [REDACTED], Ridgedale, MO [REDACTED]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/17/2003 15:30:29

Agent: John Hoey

Phone 4605

Note Type: PC

Primary Phone: 4173346078

Current Mileage: 66199

Warranty Start Date: 02/23/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Writer received a hand written letter to Paul Halata attached to a copy of a letter to dealer 42418 from Dec 5, 2002 (corresp # 213613,) from customers William & Janet Pollard.

Customer alleges the use of non synthetic motor oil, and service performed by non-MB technicians supervised by Nissan Staff led to engine problems resulting in an engine rebuild at approximately 39,000 miles.

CC'd Geoff Lewis.

Mailgram will be sent.

Open Date: 01/23/2003 09:31:50

Agent: Geoff Lewis

Phone

Note Type: RC

I previously reviewed owner's allegations and found them to be without merit. Vehicle was repaired at no charge to customer. Dealer responded to customer's concerns in writing, outlining their position. This is a matter between dealer and customer, I am closing case.

4/19/2007

Customer Assistance Referral

CA Ref ID: 158054 Priors: Both Open Date: 01/29/2003 Status: CLS Last Update: 02/07/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Campbellsburg KY [Redacted] Corres ID: 214117

Agent: Michael Reger Phone: 6383 Orig By: M Orig CD: H0 Region: 4 Market: 6

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

Orig Retailer: 31403 TAFEL MOTORS, INC. LOUISVILLE KY

Sell Retailer: 31403 TAFEL MOTORS, INC. LOUISVILLE KY

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

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

World VIN: 4JGAB54E7YA [Redacted]

Mileage: 59269 Engine Number: 11294230570407

Prod Date: 11/10/1999 Warranty Start Date: 12/11/1999

Close Agent: Field Closing Date: 02/07/2003

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

Grp	Fail	Major	Minor	Rst
10	10	2	3	09

Involved Information

➤ [Redacted] Owner, [Redacted] [Redacted] Campbellsburg, KY [Redacted]
 Primary Residence
 Secondary Residence
 Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 01/29/2003 16:50:17 Agent: Michael Reger Phone 6383 Note Type: PC

Primary Phone: 502 532-7341
Current Mileage: 59269
Warranty Start Date: 12/11/1999
Starmark Warranty: N/A
Previous CA Referrals: 127070
Previous Summary Notes:

corres no 214117 dated 01/21/03, received 01/29/03 letter addressed to Paul Halata (sent regular mail)

The customer sent the letter requesting reimbursement.

The customer had the window switch replaced \$129.50, ESP module \$539.05, and the blower motor \$273.85.

The customer had these repairs completed at dealer31403 on 12/18/02.

The customer is requesting post warranty consideration.

Open Date: 02/07/2003 18:56:55 **Agent:** Steve Neukam
SPOM spoke with SM who will be refunding the money to the customer.

Phone 7226

Note Type: RC

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Customer Assistance Referral

CA Ref ID: 158271 Priors: No Open Date: 02/07/2003 Status: CLS Last Update: 02/24/2003

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

City: Staten Island NY [REDACTED] Corres ID:

Agent: Thomas Nardi Phone: 6297 Orig By: P Orig CD: HO Region: 5 Market: 3

Service Retailer: 51146 RAY CATENA MOTOR CAR EDISON NJ 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: 1631541A [REDACTED] Model: ML320 2000

World VIN: 4JGAB54E9YA [REDACTED]

Mileage: 38000 Engine Number: 11294230730169

Prod Date: 05/19/2000 Warranty Start Date: 06/30/2000

Close Agent: Field Closing Date: 02/24/2003

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

Grp	Fail	Major	Minor	Rsr
54	99	5	3	14

Involved Information

> [REDACTED] Owner, [REDACTED] Staten Island, NY [REDACTED]
Primary Residence
Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 02/07/2003 10:18:52

Agent: Thomas Nardi

Phone 6297

Note Type: PC

Primary Phone: 718 370 2867

Current Mileage: 38000

Warranty Start Date: 06/30/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Customer called seeking technical assistance.

Customer alleges that her vehicle has been to 51146 "at least ten times" because the ABS BAS/ESP light warning indicator comes on.

Writer explained that our records do not confirm that many repairs. Customer responded that the dealer doesn't always fix it. "If the light is not on when I bring it in there is nothing they can do. By the time I get an appointment the light sometimes goes off."

Writer explained that we would research her situation and provide technical assistance if required. Writer advised the customer to make an appointment for service and to "advise the SM that you contacted us."

Customer is also upset with the overall repair history. Customer alleges she has experienced problems with the cat converter, and window switches.

Open Date: 02/24/2003 12:10:50

Agent: Ted Zawacki

Phone

Note Type: RC

SPOM reviewed with Dealer SM Glen Gatio appointment arranged for 2/25/02 to have BAS checked Dealer will involve TAC if necessary.

4/19/2007

Customer Assistance Referral

CA Ref ID: 158431 Priors: No Open Date: 02/14/2003 Status: CLS Last Update: 02/27/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Ijamsville MD [Redacted] Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 1 Market: 1

Service Retailer: 34205 MERCEDES-BENZ OF HAG HAGERSTOWN MD Assign Agent: SOM - 21

Orig Retailer: 34203 EURO MOTORCARS, INC. BETHESDA MD

Sell Retailer: 34203 EURO MOTORCARS, INC. BETHESDA MD

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
54	52	3	3	13

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

World VIN: 4JGAB54E3YA [Redacted]

Mileage: 65913 Engine Number: 11294230667212

Prod Date: 03/01/2000 Warranty Start Date: 03/17/2000

Close Agent: Field Closing Date: 02/27/2003

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

Involved Information

➤ [Redacted] Owner, [Redacted] Ijamsville, MD [Redacted]

Primary	Residence
Secondary	Residence
Secondary	Mobile

Customer Assistance Referral -- Full Notes

Open Date: 02/14/2003 09:36:39 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: 2406944157
Current Mileage: 65913
Warranty Start Date: 03/17/2000
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes:

Customer called seeking MB assistance in resolving alleged electrical issues with his vehicle. Claims that vehicle has been in for repair 3X for SRS and check engine lights coming on. At last attempt to repair it, lights came on while dealer was bringing vehicle back to customer. Vehicle currently going back to shop. Customer very complimentary about dealer service and efforts but would like to get factory assistance in identifying and resolving the issue.
(Customer has also had serious oil issues with his vehicle in the past.)
Customer can be contacted at his business on [Redacted].

Open Date: 02/18/2003 11:33:06 Agent: Brian Maloney Phone Note Type: PC

Writer has asked SM at 34205 to involve the TAC. Writer will contact customer after SM has advised customer that TAC is involved.

Open Date: 02/27/2003 15:19:01

Agent: Brian Maloney

Phone

Note Type: RC

Brian,

I thought I answered you previously on this case. Customers vehicle is fixed and in their hands

Michael

Ps it was the bas esp light not srs

Mike Rentz

4/19/2007

Customer Assistance Referral

CA Ref ID: 158785 Priors: Both Open Date: 02/28/2003 Status: CLS Last Update: 03/07/2003

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

City: Ft Washington PA [Redacted] Corres ID: 215722

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 1 Market: 2

Service Retailer: 67107 R & S IMPORTS FORT WASHING PA Assign Agent: SOM - 24

Orig Retailer: 67294 KEENAN MOTORS DOYLESTOWN PA

Sell Retailer: 67294 KEENAN MOTORS DOYLESTOWN PA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
15	73	2	3	09

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

World VIN: 4JGAB54E1YA [Redacted]

Mileage: 36381 Engine Number: 11294230586161

Prod Date: 11/29/1999 Warranty Start Date: 01/17/2000

Close Agent: Field Closing Date: 03/07/2003

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

Involved Information

➤ [Redacted], Ft Washington, PA [Redacted]

Primary	Residence
Secondary	Residence
Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/28/2003 14:25:07 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: 2155527363
Current Mileage: 36381
Warranty Start Date: 01/17/2000
Starmark Warranty: N/A
Previous CA Referrals: 128524

Previous Summary Notes:

Customer wrote letter to Paul Halata dated 2/19 and received at CAC on 2/26.

Customer claims that he has had a recurring issue with BAS/ESP light coming on randomly. Claims that vehicle has been service several times for this issue and that he is concerned about vehicle's safety.

Customer also states that due to the high number of issues he has had with the vehicle, he feels that he is entitled to some form of recompense in the form of a lease payment reduction or rebate.

Customer can be contacted at his home on [Redacted]

Open Date: 03/07/2003 16:58:51

Agent: George McNichol

Phone 7124

Note Type: RC

I reviewed clients letter and reviewed service history at dealer as requested by client. I phoned client and told him that MB would reimburse him the value of 2 lease payments because of his inconvenience. client satisfied.

4/19/2007

Customer Assistance Referral

CA Ref ID: 159266 Priors: No Open Date: 03/18/2003 Status: CLS Last Update: 03/24/2003

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

City: Bloomfield Hills MI [Redacted] Corres ID:

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

Service Retailer: 39100 GRAND BLANC MOTORCAR GRAND BLANC MI Assign Agent: SOM - 24
Orig Retailer: 39100 GRAND BLANC MOTORCAR GRAND BLANC MI
Sell Retailer: 39100 GRAND BLANC MOTORCAR GRAND BLANC MI

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB54E61A [Redacted]

Mileage: 31769 Engine Number: 11294231039659

Prod Date: 06/20/2001 Warranty Start Date: 08/24/2001

Close Agent: Field Closing Date: 03/24/2003

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

Grp	Fail	Major	Minor	Rsr
42	08	3	3	13

Involved Information

➤ [Redacted] Bloomfield Hills, MI [Redacted]
 Primary Residence [Redacted]
 Secondary Residence [Redacted]
 Secondary Business [Redacted]

Customer Assistance Referral -- Full Notes

Open Date: 03/18/2003 15:55:16 Agent: Joseph Burka Phone 6249 Note Type: PC

Primary Phone: 2485935888
Current Mileage: 31769
Warranty Start Date: 08/24/2001
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes:

Owner called CAC seeking tech. assistance. Owner claims vehicle has been to dealer 4x's for check engine light, and twice for BAS/ESP light. Owner claims both conditions have resurfaced. Owner stressed her dissatisfaction with vehicle quality and did mention that she would like her leased terminated. Writer emphasized MBUSAs committment to repairing vehicle, and will work with dealer to do so. Owner has been dealing with "Mike" in service.

Open Date: 03/24/2003 14:37:20 Agent: Damon Blakemore Phone 7425 Note Type: RC

SPOM spoke with SM at dealership regarding customer. Customer brought vehicle in for service for brakes. Customer upset with repair history. Customer has had vehicle in for service four times in history, not counting maintenance. SM informed customer that brake concerns are different for every customer, and that her driving habits. Customer also informed cost of repair for brakes are customer responsibility. SPOM left message for customer to call if there were any further questions.

4/19/2007

Customer Assistance Referral

CA Ref ID: 161010 Priors: No Open Date: 05/21/2003 Status: CLS Last Update: 05/29/2003

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Jacksonville Beach FL [Redacted]

Corres ID: 219771

Agent: Frank Parente Phone: 4675 Orig By: M Orig CD: HO Region: 2 Market: 7

Service Retailer: 15320 BRUMOS MOTOR CARS, I JACKSONVILLE FL Assign Agent: SOM - 27

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: 1631541A [Redacted] Model: ML320 2001

World VIN: 4JGAB54E71A [Redacted]

Mileage: 20910 Engine Number: 11294231008006

Prod Date: 05/03/2001 Warranty Start Date: 07/02/2001

Close Agent: Field Closing Date: 05/29/2003

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

Grp	Fail	Major	Minor	Rsr
46	51	1	3	05

Involved Information

➤ [Redacted]	[Redacted] Jacksonville Beach, FL [Redacted]
	Primary Residence
	Secondary Business
	Secondary Residence
	Secondary Residence
	Secondary Residence
	Secondary Residence
	Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 05/21/2003 10:10:46 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Primary Phone: 9049827337
Current Mileage: 20910
Warranty Start Date: 07/02/2001
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes: 161320
Customer sent Motor Vehicle Defect Notification dated 5/15 and received at CAC on 5/21.

Customer alleges that vehicle has been in service 3X for a BAS/ESP light issue. Customer claims that lamp switches and sensors have been replaced and issue remains.

Customer can be contacted at her residence on [REDACTED]

(Writer will alert SPOM and Legal.)

Open Date: 05/23/2003 15:54:00 **Agent:** Paul Renick **Phone** **Note Type:** RC
Final repair attempt scheduled for Wednesday, 5/28/2003. Customer will drop vehicle off on Tuesday, 5/27/2003, on her way home from work as a convenience. pwr

Open Date: 05/29/2003 05:55:59 **Agent:** Paul Renick **Phone** **Note Type:** RC
Final repair attempt completed on Wednesday, 5/28/2003. Steering angle sensor installed at last visit was not aligned properly. Steering adaptation was at 12.5 degrees. Condition corrected with proper alignment of steering angle sensor. Customer advised of action taken and was picking vehicle up on Wednesday evening. pwr

4/19/2007

Customer Assistance Referral

CA Ref ID: 162100 Priors: Both Open Date: 06/27/2003 Status: CLS Last Update: 07/28/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Eagle CO [Redacted] Corres ID: 221752

Agent: John Hoey Phone: 4605 Orig By: M Orig CD: HO Region: 4 Market: 8

Service Retailer: 08103 MERCEDES-BENZ OF LIT LITTLETON CO Assign Agent: SOM - 28
Orig Retailer: 08522 MERCEDES-BENZ OF COL COLORADO SPR CO
Sell Retailer: 08522 MERCEDES-BENZ OF COL COLORADO SPR CO

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
10	10	2	3	08

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

World VIN: 4JGAB54E5YA [Redacted]

Mileage: 55726 Engine Number: 11294230675363

Prod Date: 03/24/2000 Warranty Start Date: 04/13/2000

Close Agent: Field Closing Date: 07/28/2003

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

Involved Information

➤ [Redacted]	[Redacted] Eagle, CO [Redacted]
[Redacted]	Primary Residence
[Redacted]	Secondary Mobile
[Redacted]	Secondary Business
[Redacted]	Secondary Residence
[Redacted]	Secondary Residence
[Redacted]	Secondary Fax
[Redacted]	Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 06/27/2003 15:28:20 **Agent:** John Hoey **Phone** 4605 **Note Type:** PC
Primary Phone: 970 524 7229
Current Mileage: 55726
Warranty Start Date: 04/13/2000
StarMark Warranty: N/A
Previous CA Referrals: 128157, 136770

Previous Summary Notes: 360094, 360261, 464840, 527249

Customer [REDACTED] sent a letter (corresp # 221752) to the CAC certified mail on 06/17/03, and received on 06/25/03.

Customer's letter states, "Given the volume of repairs that had to be performed on this vehicle it would be considered a "lemon" under Colorado's Lemon Law... Specifically, I request that I be allowed to lease a new Mercedes ML500 at no cost for 36 months."

Customer claims:

- 1) Excessive oil consumption (several times this had to be repaired.)
- 2) Excessive oil leakage.
- 3) Oil light is continuously on.
- 4) Brake pad and sensor replacement.
- 5) Malfunction of brake light.
- 6) Warped center console lid.
- 7) Sunroof insulation falling down.
- 8) Brake pedal going straight to the floor
- 9) Inoperable door locks.
- 10) Replacement of faulty front shocks.
- 11) Rear hatch would not lock.
- 12) Electrical power seat was inoperable.
- 13) Auxiliary were inoperable.
- 14) Washer reservoir was leaking.
- 15) Consistent acceleration sensor malfunction.
- 16) Malfunctioning CD player.
- 17) Leaky radiator hose.
- 18) Interior trim needed repair.

Mailgram will be sent.

CC'd Hans Meyer, Mark Kelly - legal.

Left voice mail for Hans Meyer.

Customer states, "If satisfaction could be achieved on the lease of a new ML500 Light Truck, I would consider buying a 4matic 2004 E-Class for my wife Yvonne when they come to market in the fall."

Open Date: 07/01/2003 17:29:10 **Agent:** Hans Meyer **Phone** **Note Type:** PC
Reviewed with dealer to determine if trade assist is warranted. To be followed up

Open Date: 07/10/2003 16:10:53 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Customer states that he returned the vehicle yesterday to dealer. Customer claims that the dealer tells him that they do not know what is going on. Writer stated that it appears that the matter is being reviewed.

Writer alerted SPOM of call.

Open Date: 07/24/2003 16:20:54 **Agent:** Hans Meyer **Phone** **Note Type:** RC

Customer contacted by dealer service manager, owner advised vehicle was turned in to dealership 2 weeks ago at end of lease. Customer no longer has vehicle. Close case.

4/19/2007

Customer Assistance Referral

CA Ref ID: 162554 Priors: No Open Date: 07/14/2003 Status: CLS Last Update: 07/15/2003

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: North Wales

PA [REDACTED]

Corres ID: 222533

Agent: Ed Duffy Phone: 6296 Orig By: M Orig CD: HO Region: 1 Market: 2

Service Retailer: 67107 R & S IMPORTS FORT WASHING PA Assign Agent: SOM - 24

Orig Retailer: 67101 R & S IMPORTS, LTD. FORT WASHING PA

Sell Retailer: 67101 R & S IMPORTS, LTD. FORT WASHING PA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
82	73	1	3	05

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

World VIN: 4JGAB54E51A [REDACTED]

Mileage: 20900 Engine Number: 11294230892383

Prod Date: 12/18/2000 Warranty Start Date: 05/31/2001

Close Agent: Field Closing Date: 07/15/2003

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

Involved Information

- > [REDACTED], [REDACTED], North Wales, PA [REDACTED]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/14/2003 16:34:49 Agent: Ed Duffy Phone 6296 Note Type: PC

Primary Phone: 2152066353
Current Mileage: 20900
Warranty Start Date: 05/31/2001
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes: 507689, 513411

Customer wrote to CAC requesting he either be taken out of this vehicle and placed into another or will file Lemon Law.

Customer alleges ongoing concern regarding the BAS/ESP malfunction indicator lamp coming on. Customer claimed the dealer has already looked at the vehicle 5 times for this concern which is unresolved.

Open Date: 07/15/2003 16:59:43 Agent: George McNichol Phone 7124 Note Type: RC

Service manager Bob DiNicola states car is now fixed and returned to customer.

I phoned customer and he confirms the above, but needs more time to see if it will stay fixed.

4/19/2007

Customer Assistance Referral

CA Ref ID: 162738 Priors: No Open Date: 07/21/2003 Status: CLS Last Update: 08/20/2003

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Clear Lake Shores TX [Redacted]

Corres ID:

Agent: Cleveland Best

Phone: 6344

Orig By: P

Orig CD:

Region: 6

Market: 7

Service Retailer: 75116

MERCEDES-BENZ OF HOU

HOUSTON

TX

Assign Agent: SOM - 30

Orig Retailer: 75116

MERCEDES-BENZ OF HOU

HOUSTON

TX

Sell Retailer: 75116

MERCEDES-BENZ OF HOU

HOUSTON

TX

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rst
00	10	2	3	09

DBAG VIN: 1631541A [Redacted]

Model: ML320

2000

World VIN: 4JGAB54E4YA [Redacted]

Mileage: 65960

Engine Number: 11294230655170

Prod Date: 02/20/2000

Warranty Start Date: 02/29/2000

Close Agent:

Field Closing Date: 08/20/2003

Close With: O

Close By: D

Close How: V

Owner Satisfied: N

Involved Information

>

[Redacted]

[Redacted]

Clear Lake Shores, TX [Redacted]

Primary

Residence

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 07/21/2003 12:10:06

Agent: Cleveland Best

Phone 6344

Note Type: PC

Primary Phone: 7136276206

Current Mileage: 65960

Warranty Start Date: 02/29/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 353981, 516665

Ms. Ponton called CAC. Customer claims the vehicle has been into the dlr 5-6 for the same alleged complaint. Customer claims the BAS/ESP lights stay on most of the time.

Customer claims the dlr makes adjustments, the lights go off for a few days and eventually come back on. Customer claims she used to ignore the lights until she was recently found out that these are safety systems in the vehicle.

Customer claims the dlr has tried to repair vehicle (just at dlr 2 weeks ago and the lights are on again), but must be unable to find out what is wrong. Customer is requesting MBUSA technical assistance in determining what is causing these lights to come on and would like the vehicle repaired.

Open Date: 07/21/2003 17:57:31

Agent: Frank Oswald

Phone

Note Type: RC

dealer to reeviw and consult TAC if necessary.

Open Date: 08/01/2003 11:05:57 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC

Owner calls (with boyfriend on extension), claims BAS/ESP light come on all the time despite several repair attempts. Owner claims rear tires have worn prematurely at 15k and claims they feel it is because of the ESP/BAS light being on. Customers boyfriend Bill expresses his opinions for several minutes and states he is certain that the ESP/BAS light is responsible for the tire wear. Owner claims she was told tires have worn due to her driving habits and owner states she felt offended by this. Owner asks to speak directly with SPOM, as she feels "I am just not getting reasonable answers from John Morris." I advise owner John Morris has full auth. to present our official position. Owner asks who is over John Morris, I advise Ken Havard is SD. Owner states he will call SD Ken.

Open Date: 08/07/2003 13:38:27 **Agent:** William Maher **Phone** 6250 **Note Type:** PC

The customer claims that John Morris determined the vehicle needed an alignment and this is what was effecting the BAS/ESP light. The customer claims she has not been given an acceptable explanation of how the alignment can only affect the rear tires and not the front. The customer feels that she shouldn't have to pay for the alignment.

Open Date: 08/13/2003 11:45:56 **Agent:** Gregg Mault **Phone** 6350 **Note Type:** PC

Customer called again stating she has not heard from dealer/MBUSA on the issue with the alignment that she had to pay for.

Open Date: 08/18/2003 10:51:23 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

Customer is looking for resolution , customer does not want to work with dealer. Customer does not want to pay for alignment or tires.

Customer wants MBUSA to reimburse.

Customer wants SPOM to all her.

Writer will leave mesage for SPOM.

Open Date: 08/19/2003 12:52:45 **Agent:** Surya Boonphadung **Phone** 4661 **Note Type:** PC

Customer called again, still looking for resolution. Writer advised that above rep has left a message for SPOM....however we can not guarantee a call back, as we do not know SPOM's itinerary. Writer advised he will leave another msg for SPOM.

Open Date: 08/20/2003 10:24:51 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

Customer's internet:

It took 3 attempts for my local Mercedes dealership to resolve my BAS/ESP light problem. In the process I wore out my rear set of tires after only 15,000 miles. It wasn't until I agreed to pay for an alignment that the dealership put my car on the rack, aligned it & stated that my problem w/ my BAS/ESP light should be resolved. This was their 3rd attempt to resolve the problem & I had to pay for them to diagnose the resolution. I talked w/ my Service Advisor many times between March 2003(when the problem first occurred) and July 2003 asking if harm was being done to my car. I was told not to worry it would not harm the car & they would check it out when I brought it in for my next regular service. I feel Mercedes Benz should reimburse me for the alignment of my car and the cost of my 2 new back tires that were worn out during their process of figuring out why the BAS/ESP light would not go off. I have called the Customer Assistance line multiple times over the past 2 weeks, have been told my case was referred to Frank Oswald, yet no one seems to want to talk to me. Part of the reason of buying a Mercedes was based on their presumably superb Customer Service. I have to admit I'd think twice next time after my current repair experience..... ☐☐ ☐Writer will forward to SPOM.☐ ☐☐ ☐☐ ☐☐ ☐☐

Open Date: 08/20/2003 13:41:01 **Agent:** Robyn Letz **Phone** 6209 **Note Type:** PC

Response from SPOM:

Robyn,

The dealer service manager is calling her again today, to restate their position, that the car is well beyond warranty, and tires/alignment are a customer item even if the vehicle was in warranty.

4/19/2007

Customer Assistance Referral

CA Ref ID: 163216 Priors: No Open Date: 08/05/2003 Status: CLS Last Update: 09/04/2003

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

City: Sarasota FL [Redacted] Corres ID:

Agent: James Blasie Phone: 4620 Orig By: P Orig CD: H0 Region: 2 Market: 5

Service Retailer: 15309 GLAUSER, INC. SARASOTA FL Assign Agent: SOM - 34
Orig Retailer: 14318 LOKEY MOTOR COMPANY CLEARWATER FL
Sell Retailer: 14318 LOKEY MOTOR COMPANY CLEARWATER FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
46	52	2	3	14

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

World VIN: 4JGAB74E11A [Redacted]

Mileage: 39993 Engine Number: 11398160020420

Prod Date: 11/13/2000 Warranty Start Date: 12/19/2000

Close Agent: Field Closing Date: 09/04/2003

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

Involved Information

> [Redacted] Owner, [Redacted], Sarasota, FL [Redacted]
 Primary Residence
 Secondary Residence
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/05/2003 18:07:20 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: 9413664261
Current Mileage: 39993
Warranty Start Date: 12/19/2000
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes: 403664, 403665, 497991

[Redacted] called and alleged that vehicle has alignment issue and he requested vehicle to be fixed, trade out of vehicle, or MB will deal with his attorney.

He alleged vehicle has been to MB dealerships "quite a few times" (including Glauser) for issue and he "cannot keep vehicle on the road." He stated he just had it aligned and tires rotated and issue is unresolved; in past he stated he had tires rotated and two new sets of tires placed on vehicle.

Customer demanded meeting with MB rep as he stated he did not want to deal with dealer about this "shit."

Open Date: 08/07/2003 15:06:08 **Agent:** Larry Stains **Phone** **Note Type:** PC

SPOM reviewed file at dealer, only one alignment at request of owner with no specific complaint at 39,993 miles on 07/01/03. There was another request for alignment on 05/13/02 at 28,736 which owner later canceled in phone call to dealer. Complaint of pulls to right at 17,566 miles on 08/03/01 which was corrected with rotation of tires. Dealer management unaware of owner's being unable to "keep vehicle on the road."

Called for owner at both numbers this time and date and left voice mail number.

Open Date: 08/08/2003 13:53:17 **Agent:** Larry Stains **Phone** **Note Type:** PC

SPOM received voice mail from owner this date requesting phone contact at residence number on 08/11/03, as he is out of town at this time. Also went on to mention now he is having problems with phone again, review of warranty history shows no prior phone repairs.

Open Date: 08/11/2003 14:42:53 **Agent:** Larry Stains **Phone** **Note Type:** PC

Spoke with owner this date and he advises he no longer wants vehicle, alleging phone problems, ESP / BAS light on, Brakes squeak and vehicle all over the road. Advised will be at dealer on Thursday and will ask Scott Gordon, assistant Service Manager to contact him to schedule appt. and test drive with shop foreman. Owner states he will give us one more repair attempt and then will consider legal action.

SPOM contacted dealer who will call owner.

Open Date: 08/14/2003 11:16:52 **Agent:** Larry Stains **Phone** **Note Type:** PC

Per dealer vehicle towed to dealer for alleged loose of power steering. Owner was scheduled to test drive with shop foreman for "cannot keep vehicle on the road." Owner did not keep appointment. Foreman test drove car and could not verify condition. Dealer attempting to contact owner to do test drive.

Open Date: 08/15/2003 16:17:27 **Agent:** Larry Stains **Phone** **Note Type:** PC

SPOM and Shop Foreman test drove vehicle for "cannot keep vehicle on the road." on local streets and interstate, no problem noted. For steering problem found code in ESP for condition, changed control unit. For alleged ABS light no codes, no problem in test drive. For alleged stalling condition could not verify and no codes in system. For phone reception problem in cradle, owner did not supply phone condition could not be tested. For alleged brake squeal verified in reverse, replace front brake pads.

SPOM received voice mail this date from owner stating he does not want to deal with dealer wants to know what MBUSA is going to do for him as he no longer wants vehicle.

SPOM spoke with owner who states he will no longer drive vehicle, wants a new vehicle, has spoken with salesman at Dealer but is unsure of who they advised him to contact MBUSA to secure dollar amount. Told owner that if he desires to trade out of vehicle he should contact dealer to advise as to his choice of new vehicle, owner said S or E maybe, and they would advise him of trade difference. Owner indicates he does not want to spend 20 or 30 thousand to get into a new vehicle. Advised him that he might expend a large sum, depending on his choice of vehicle, but he needs to speak with dealer as they sell the product to the customer not MBUSA.

Advised him that SPOM would ask the Sales Manager to get involved in starting the transaction.

Owner wanted dollar commitment from MBUSA immediately, declined to do so stating we might contribute and we might not depending on if the dealer is able to retain him as an MB owner.

Open Date: 08/18/2003 16:09:52 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Customer phoned the CAC stating that he had not heard from the Sales Manager as Larry Stains had promised. Customer requested information on who Mr. Stains boss is; and writer stated that MR. Stains has full authority in matters of this nature (customer may send letter to president regarding his disappointment).

Writer contacted L. Stains who advises that he spoke with the Sales Manager on Sat (8-16-03) regarding customer.

Customer is disappointed with my response to his concern.

Open Date: 08/20/2003 13:47:25 **Agent:** Larry Stains **Phone** **Note Type:** PC

08-18-03 In response to call from CAC contacted Dealer Sales Manager who advised Salesman did not contact customer as directed. Reassigned to new Salesman who contacted owner to determine his needs and wants for a new MB. Owner advised he could not talk at that time as he was going out of town and will contact Salesman upon his return.

Open Date: 08/21/2003 10:46:34 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Customer phoned the EXEC HOT LINE requesting to speak with President. Writer stated a sales rep attempted to contact him on 8/18/03 but he was unable to speak as he was going out of town (per above).

Customer claims that he did not know who at dealer called him. Writer made a call on customer's behalf and left a V/M for Sales Mgr. with an up date and advised that customer could be reached at home [REDACTED]

Open Date: 08/21/2003 11:08:51 **Agent:** Lois Grillo **Phone** 4627 **Note Type:** PC

Sales Mgr. left V/M for writer stating that they have been in contact with customer 2 or 3 times and every time he is too busy to talk and will get back to them. Sales Mgr. also states that they have left numerous voice messages for customer and will contact customer again.

Open Date: 08/22/2003 09:56:46 **Agent:** Larry Stains **Phone** **Note Type:** PC

Spom spoke with Sales Manager this date and he advised that they have been in communication with owner. They advise he has selected 2004 E 500 sport to be built to his specification, which will not be available until November or December 2003, to resolve this matter. He gave the salesman the impression that he anticipates securing the new E-Class at no charge. As vehicle is 2004 and prices have not been released the dealer is in the process of determining the cost to the owner. Owner has committed to turning his vehicle over to the Dealer immediately.

As owner has driven his vehicle 41,132 miles there would be a charge to him for reasonable offset for use.

Open Date: 08/22/2003 11:42:00 **Agent:** Larry Stains **Phone** **Note Type:** PC

Per Dealer they have spoken with owner to advise that the trade difference is \$28,379.27 and if he were able to prevail at a Lemon Law Hearing, if applicable, the reasonable offset for usage would be \$22,745.99. Owner indicated he will not consider paying any funds as the vehicle is unsafe and MBUSA knowingly sold him an unsafe vehicle. If he does not receive what he wants he will contact Mr. Halata's office.

Advised Dealer that MBUSA would contribute \$10,000.00 to secure his satisfaction in this matter. Dealer to make proposal to owner and advise SPOM.

Open Date: 08/22/2003 20:23:58 **Agent:** Larry Stains **Phone** **Note Type:** PC

Per Dealer the owner has declined the mutual offer made stating he is of the opinion that he has MBUSA over a barrel and we will comply since it will cost us nothing. If MBUSA does not comply, he threatens to contact Mr. Halata's office, start legal action and contact the media regarding his unsafe vehicle.

Open Date: 09/04/2003 15:19:54 **Agent:** Larry Stains **Phone** **Note Type:** RC

No further contact from owner, referral closed.

4/19/2007

Customer Assistance Referral

CA Ref ID: 163627 Priors: No Open Date: 08/19/2003 Status: CLS Last Update: 09/24/2003

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Santa Clara CA [Redacted] Corres ID: 224935

Agent: Surya Boonphadung Phone: 4661 Orig By: M Orig CD: HO Region: 6 Market: 1

Service Retailer: 05619 SMYTHE EUROPEAN, INC SAN JOSE CA Assign Agent: SOM - 27

Orig Retailer: 05619 SMYTHE EUROPEAN, INC SAN JOSE CA

Sell Retailer: 05619 SMYTHE EUROPEAN, INC SAN JOSE CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
46				

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

World VIN: 4JGAB54E5YA [Redacted]

Mileage: 30651 Engine Number: 11294230692796

Prod Date: 04/04/2000 Warranty Start Date: 05/02/2000

Close Agent: Field Closing Date: 09/24/2003

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

Involved Information

- William Mc Gee - Representative, 16855 W Bernardo Dr Ste 380, San Diego, CA 921271626
 - 858-485-9332, Primary Business
 - 858-485-9961, Secondary Fax
- Gloria Paspua - Owner, 2183 Esperanca Ave., Santa Clara, CA 950541390
 - 408-974-3322, Primary Residence
 - 408-844-9868, Secondary Residence
 - 858-425-9332, Secondary Residence
 - 209-836-9357, Secondary Residence
 - 408-896-1773, Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 08/19/2003 16:58:38

Agent: Surya Boonphadung

Phone 4661

Note Type: PC

Primary Phone: 8584259332

Current Mileage: 30651

Warranty Start Date: 05/02/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Mr. William R. McGee, owner's attorney, sent a letter to CAC via first class mail, received on 08/19/03.

Mr. McGee alleges that owner, [REDACTED], has experienced 6 repairs to the rack and pinion steering system of the vehicle. He also claims there are issues with SRS system, check engine light, and BAS/ESP system. He states owner wishes to pursue lemon law and request we repurchase the vehicle and refund owner in the amount of \$28,651.64 and for MBUSA to pay off the current leinholder, Technology Credit Union.

Mr. McGee request that we do not contact the owner directly, but to contact him instead. He can be reached at 858-485-9332.

CC: Janet Charles

Open Date: 09/24/2003 17:34:57

Agent: Adam Noderer

Phone

Note Type: RC

Customer has filed suit against MBUSA. SPOM recommended an inspection of the vehicle, customer/lawyer has denied request. Outcome TBD.

4/19/2007

Customer Assistance Referral

CA Ref ID: 163874 Priors: No Open Date: 08/29/2003 Status: CLS Last Update: 09/23/2003

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Los Angeles

CA [REDACTED]

Corres ID: 225373

Agent: John Hoey Phone: 4605 Orig By: M Orig CD: HO Region: 3 Market: 4

Service Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA Assign Agent: SOM - 24

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

Grp	Fail	Major	Minor	Rsr
32	36	2	3	09

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

World VIN: 4JGAB54E6YA [REDACTED]

Mileage: 21701 Engine Number: 11294230729305

Prod Date: 05/15/2000 Warranty Start Date: 05/31/2000

Close Agent: Field Closing Date: 09/23/2003

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

Involved Information

> [REDACTED], Los Angeles, CA [REDACTED]
 Primary Residence
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/29/2003 09:21:13

Agent: John Hoey

Phone 4605

Note Type: PC

Primary Phone: 323 634 7866

Current Mileage: 21701

Warranty Start Date: 05/31/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 367853

Customer [REDACTED] sent a letter regular mail, dated 08/25/03 to the CAC (corresp # 225373), and received on 08/27/03. Customer is requesting to return the vehicle under California Lemon Law effective immediately, and demands that the whole of last year's monthly payments of \$609.98 (\$7,319.76) be refunded.

Customer states, " I am writing to you today to express my deepest concern with the safety of my vehicle, and consequently, grave displeasure with its quality, and lack of care it received at Mercedes-Benz of Beverly Hills."

Customer claims the p/s fluid completely drained from the vehicle at one point. Customer claims dlr 05766 claims to have repaired the problem several times, but there are still knocking sounds, and "I do not feel safe driving this vehicle any longer."

CC'd Tommy Shi - legal, Joe Becht.

Left voice mail for Joe Becht.

Mailgram will be sent.

Open Date: 09/17/2003 17:57:16

Agent: Joe Becht

Phone 7324

Note Type: PC

9-17-03 I have reviewed the service history with the service manager. The vehicle was repaired for noises in the steering and one time for a fluid loss.

Open Date: 09/23/2003 17:58:41

Agent: Joe Becht

Phone 7324

Note Type: RC

I reviewed the case with the Market Manager who advised MBUSA would not buy back the MB and ask that I have the CAC send the owner a letter that effect. I left a message for John Hoey today at 2:52 pm requesting the letter.

4/19/2007

Customer Assistance Referral

CA Ref ID: 166854 Priors: No Open Date: 01/08/2004 Status: CLS Last Update: 03/19/2004

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Whippany NJ [Redacted] Corres ID:

Agent: Ed Duffy Phone: 6296 Orig By: P Orig CD: HO Region: 5 Market: 3

Service Retailer: 51113 MERCEDES-BENZ OF MOR MORRISTOWN NJ Assign Agent: SOM - 25

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

Grp	Fail	Major	Minor	Rst
10	10	2	3	09

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

World VIN: 4JGAB54E41A [Redacted]

Mileage: 37497 Engine Number: 11294230951301

Prod Date: 02/21/2001 Warranty Start Date: 08/01/2001

Close Agent: Field Closing Date: 03/19/2004

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

Involved Information

>	Driver,	[Redacted]	Whippany, NJ	[Redacted]
	Primary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Primary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Primary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Primary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence
	Secondary	[Redacted]	[Redacted]	Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/08/2004 12:40:17 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC
Primary Phone: 9738878632
Current Mileage: 37497
Warranty Start Date: 08/01/2001
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes:

Customer called stating that she is requesting that MBUSA assist her in terminating her lease early due to alleged ongoing concerns with this vehicle that have left her stranded on the road more than 1 time. Customer stated per her experience she is not interested in trading into another MB product. Customer states she believes she has 10 more lease payments left at \$505.00 each.

Custom stated that along with he prior concerns the vehicle left her stranded 2 times in the last 2 weeks. The first was in front of her home stating that the power steering hose broke and leaked the fluid out. Then Sunday while driving on the highway the ESP light appeared again and she pulled to the side of the road placed the vehicle in park and attempted to clear the fault as per instructions provided by the dealer - this did not clear the code, and then the shifter was locked in the park position.

The vehicle has been repaired by this dealer and the customer is very happy with the dealer and her rep, Alex Marshal, but states she is in the media and spends allot of time on the road in both good an bad areas day and night. Customer stated she has lost all confidence in this vehicle and that her husband has refused to allow her to drive it for fear of being stuck again. Customer is now driving a rented Dodge Mini Van.

Customer stated she would prefer to resolve this amicably and not need to involve her media colleagues or an attorney.

Open Date: 01/08/2004 12:41:42 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC
Driver of the vehicle is Donna Magliaro.

Open Date: 01/09/2004 11:54:35 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC
[REDACTED] called and left a voice mail today stating that another oil spill was detected under her vehicle today - she called the dealer and Mike McGovern allegedly came out and confirmed the leak and arranged a loaner vehicle and tow to the shop. Customer wanted this latest incident added to the referral and also is requesting the oil stain in her driveway which she states is approximately 5 feet round cleaned up and paid for by MBUSA. Customer reiterated he complete satisfaction with the service received and restated she feels it is a product not a dealer issue. She would also like contact ASAP with an eta of a decision.

Open Date: 01/12/2004 16:16:00 **Agent:** Eric Erdenberger **Phone** **Note Type:** PC
SPOM reviewed case today with SM Diaz and GM Falzo. SPOM agreed today to provide some assistance money to this owner through the dealer. GM Falzo will contact this owner and will convey the offer from MBUSA. The offer is to provide \$2,500 to assist with additional 10 lease payments (\$505 each). Dealer to advise.

Open Date: 01/13/2004 11:55:53 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC
writer was not in the office Monday 1/12/04, Returned Tuesday 1/13 and found voice mail message from customer stating that she has not heard from anyone (appears to have been left Friday and requesting a return call on Monday a.m.. Writer is under the impression that this writer is making the decisions.

Open Date: 01/20/2004 10:01:17 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC
Customer called again today - writer returned her call and she stated that she had spoken to Mr. Falco of the dealer, received the above offer and that the spill stain will be cleaned off her driveway. Customer stated that she and her husband did not this offer was acceptable and alleged she would have to deal directly with the Manufacturer. Customer was advised that SPOM and dealer had review and the dealer, being direct contact for the customer made the offer. Customer is still insisting on speaking directly with the SPOM, she was advised by this writer this may not happen, the dealer is her contact. Customer is requesting review of her counter offer, she is requesting (since she stated vehicle is repaired) that she be allowed to continue driving this vehicle for the remainder of the lease and be credited some how for 5,000 miles on that lease when the vehicle is turned in at the current lease mileage rate. Writer advised her request would be sent and she stated she will contact Mr. Falco and advise of the same.

Open Date: 03/19/2004 16:30:05 **Agent:** Eric Erdenberger **Phone** **Note Type:** RC
SPOM closed case today. Owner provided with goodwill from MBUSA. Owner happy with resolution.

4/19/2007

Customer Assistance Referral

CA Ref ID: 167488 Priors: No Open Date: 02/04/2004 Status: CLS Last Update: 02/23/2004

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

City: Upper Saddle River NJ [Redacted] Corres ID:

Agent: James Blasie Phone: 4620 Orig By: P Orig CD: H0 Region: 5 Market: 2

Service Retailer: 55106 MERCEDES-BENZ OF NAN NANUET NY Assign Agent: SOM - 24
Orig Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ
Sell Retailer: 51121 PRESTIGE MOTORS, INC PARAMUS NJ

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB72EXYA [Redacted]

Mileage: 21457 Engine Number: 11394230101924

Prod Date: 09/27/1999 Warranty Start Date: 10/15/1999

Close Agent: Field Closing Date: 02/23/2004

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

Grp	Fail	Major	Minor	Rsr
10	10	2	3	14

Involved Information

> [Redacted] [Redacted] Upper Saddle River, NJ [Redacted]
Primary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/04/2004 13:56:03 Agent: James Blasie Phone 4620 Note Type: PC

Primary Phone: 2013271545

Current Mileage: 21457

Warranty Start Date: 10/15/1999

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 604511

Bina Paul called and alleged that dealer repaired/replaced brake pads 4/03 and since then the ABS, ESP lights come on intermittently, that vehicle has been brought in 2-3x and issue is unresolved. She expressed concern over driving vehicle as it may be related to the brakes.

She also alleged that dealer staff keeps changing, she cannot develop a relationship with anyone.

She is requesting technical assistance.

Open Date: 02/10/2004 15:18:56 Agent: Joseph Gallagher Phone Note Type: RC

Writer spoke with SM. SM indicated that the last time vehicle was in for repair was 10/03 and the dealer was unable to duplicate customers concern of a spongy pedal. SM contacted customer again today to contact SM to discuss. Will advise further upon return call.

Open Date: 02/23/2004 10:07:39

Agent: Joseph Gallagher

Phone

Note Type: RC

Writer further discussed with SM. SM has contacted customer three additional times and customer has not returned call. No further action at this time since customer was initially advised that concern could not be duplicated and customer not returning calls.

4/19/2007

Customer Assistance Referral

CA Ref ID: 167645 Priors: No Open Date: 02/11/2004 Status: CLS Last Update: 03/11/2004

Address: [REDACTED]

Title: [REDACTED]

Phone: [REDACTED]

Residence

City: Copperopolis

CA [REDACTED]

Corres ID: [REDACTED]

Agent: Nicole Shababb

Phone: 4619

Orig By: E

Orig CD: HO

Region: 6

Market: 4

Service Retailer: 00666

SAN FRAN RGN

Assign Agent: SOM - 29

Orig Retailer: 17315

ATLANTA CLASSIC CARS

DULUTH

GA

Sell Retailer: 17315

ATLANTA CLASSIC CARS

DULUTH

GA

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
10	S1	3	3	09

DBAG VIN: 1631721A [REDACTED]

Model: ML430

2000

World VIN: 4JGAB72EXYA [REDACTED]

Mileage: 56663

Engine Number: 11394230217617

Prod Date: 08/30/2000

Warranty Start Date: 09/29/2000

Close Agent:

Field Closing Date: 03/11/2004

Close With: O

Close By: M

Close How: P

Owner Satisfied: N

Involved Information

- [REDACTED] Owner, [REDACTED] Copperopolis, CA [REDACTED]
 - Primary Residence [REDACTED]
 - Secondary Residence [REDACTED]
 - Secondary Residence [REDACTED]
 - Expired Residence [REDACTED]
- [REDACTED] - J, [REDACTED] Copperopolis, CA [REDACTED]
 - Primary Mobile [REDACTED]
 - Secondary Residence [REDACTED]
 - Secondary Residence [REDACTED]
 - Secondary Residence [REDACTED]

Customer Assistance Referral -- Full Notes

Open Date: 02/11/2004 13:43:13

Agent: Nicole Shababb

Phone 4619

Note Type: PC

Primary Phone: 209 785 5080

Current Mileage: 56 663

Warranty Start Date: 09/29/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 636399

Following e-mail created by Terry Pitts at dealer 05103 and sent to Tony Martinez, SPOM.

HI TONY,

HERE IS THE INFORMATION ON THE ML WHICH THE CUSTOMER CLAIMED VEHICLE CAME OUT OF PARK & ROLLED DOWN A HILL, HIT A GAS MAIN, EMBANKMENT & HOUSE. KEYS WERE LEFT IN VEHICLE, PARKING BRAKE WAS NOT SET. WE INSPECTED ON 2/9/04, EVERYTHING WITH THE TRANSMISSION CHECKS OUT OK. SDS MACHINE DOES SHOW

A CODE FOR ME=P1584, & FOR ESP C1200, BAS C1025. ALL RELATED TO STOP LIGHT SWITCH.

VIN#4JGAB72EXYA220473, MILEAGE 57210.

LET ME KNOW IF YOU NEED ANY MORE INFO.

THANKS,
TERRY PITTS

Tony Martinez forwarded this e-mail to Ellen Bie with the following note attached.

Hello Ellen,

I would like to request that a referral be opened based on the attached information from our dealer 05103. Please let me know if you require any additional information at this time.

Thanks for your help.

Regards,
Tony Martinez
Service & Parts Operations Manager

Ellen Bie forwarded the above information to writer for further handling.

cc: 

Open Date: 02/24/2004 15:31:22 Agent: Nicole Shababb

Phone 4619

Note Type: PC

Following e-mails received from Gary Bowne:

Hi [REDACTED]

Here it is.....

Thanks,

Gary H. Bowne
Department Manager - Product Compliance, Analysis & Safety Engineering
Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645

Phone: [REDACTED]
Cell: [REDACTED]
Fax: [REDACTED]
email: [REDACTED]

----- Forwarded by Gary Bowne/171/DCAG/DCX on 02/24/2004 03:25 PM -----

Gary Bowne
 02/19/2004 03:45 PM

 To: Anthony Martinez/171/DCAG/DCX@WK-COOP
 cc: Mario Haro/171/DCAG/DCX@wk-COOP
 bcc:
 Subject: Re: 4JGAB72EXYA [REDACTED] Dir.code: 05103 -TS-DC

Thanks Tony. That solves that problem.

Gary H. Bowne
Department Manager - Product Compliance, Analysis & Safety Engineering
Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645

Phone: [REDACTED]
Cell: [REDACTED]
Fax: [REDACTED]
email: [REDACTED]

Anthony Martinez
 02/19/2004 03:40 PM

 To: Gary Bowne/171/DCAG/DCX@WK-COOP, Mario Haro/171/DCAG/DCX@WK-COOP
 cc:
 bcc:
 Subject: Re: 4JGAB72EXYA220473 Dir.code: 05103 -TS-DC

Hello Gary, Mario,

Please be advised that there is an open CAC referral regarding this vehicle, #167645, opened on 2/11/2004.

Regards,
Tony Martinez
Service & Parts Operations Manager
San Francisco Region- Mercedes Benz USA, LLC

Gary Bowne
 02/19/2004 12:33 PM

 To: Mario Haro/171/DCAG/DCX@WK-COOP
 cc: Anthony Martinez/171/DCAG/DCX@wk-COOP, David Cushing/171/DCAG/DCX@wk-COOP, Frank Berenz/171/DCAG/DCX@wk-COOP, Regina Cila/171/DCAG/DCX@wk-COOP
 bcc:
 Subject: Re: 4JGAB72EXYA [REDACTED] Dlr.code: 05103 -TS-DC

Hi Mario,

A referral was not opened on this. The case came in from the dealer. Everything we know is included in this email. Can you handle it without?

Let me know.

Gary H. Bowne
Department Manager - Product Compliance, Analysis & Safety Engineering
Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645

Phone: [REDACTED]
Cell: [REDACTED]
Fax: [REDACTED]
email: [REDACTED]

Mario Haro
 02/19/2004 03:24 PM

 To: Gary Bowne/171/DCAG/DCX@WK-COOP, David Cushing/171/DCAG/DCX@WK-COOP
 cc: Anthony Martinez/171/DCAG/DCX@wk-COOP, Frank Berenz/171/DCAG/DCX@wk-COOP, Regina Cila/171/DCAG/DCX@wk-COOP
 bcc:
 Subject: Re: 4JGAB72EXYA [REDACTED] Dlr.code: 05103 -TS-DC

Gary, need a CAC number

Dave,

I need your help on this.

Please notify SPOM Tony Martinez and myself when completing the inspection.

Please complete the attached tracking tool.

TS NAME: ___Dave Cushing___

SPOM

NAME CAC REF. NUMBER TAC CASE NUMBER ASSIGNED DATE: INSPECTED DATE: REPORT COMPLETED
AND SUBMITTED DATE: CLIENT REQUESTS COPY OF REPORT.

YES/NO SUBJECT:

=====

Tony Martinez

□=====
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□□□□□□□accident

Mario Haro
Team Leader
Mercedes-Benz USA
Technical Assistance Center
9571 Pittsburgh Avenue
Rancho Cucamonga, CA 91730
909 476-7520
harom@mbusa.com
1 800 225 6262 ext.7346
Fax. 909 476-7540

□Gary Bowne
□02/11/2004 07:48 AM
□
□
□□
□□ To: Mario Haro/171/DCAG/DCX@WK-COOP
□□ cc: Frank Berenz/171/DCAG/DCX@WK-COOP, Regina Cila/171/DCAG/DCX@WK-COOP, Anthony
Martinez/171/DCAG/DCX@WK-COOP
□□ Subject: 4JGAB72EXYA [redacted] Dlr.code: 05103

Hi Mario,
Please assign a TS to inspect this vehicle.
Thanks,

Gary H. Bowne
Department Manager - Product Compliance, Analysis & Safety Engineering
Mercedes-Benz USA, LLC
One Mercedes Drive
Montvale, NJ 07645

Phone: [redacted]
Cell: [redacted]
Fax: [redacted]
email: [redacted]

Open Date: 03/11/2004 00:08:00

Agent: Tony Martinez

Phone 7613

Note Type: RC

During February 10th-11th, 2004, I was informed of the incident noted in this referral by 05103 service manager, T. Pitts.

This writer then contacted CAC, Product Analysis and TAC to arrange that the vehicle involved be inspected by a regional technical specialist.

My first contact with the customer was with [REDACTED] on 2/20/04. She had left me a voice mail inquiring on the status of the vehicle inspection. I advised her that arrangements were being made for the inspection. [REDACTED] also requested financial assistance towards vehicle rental costs. I advised [REDACTED] that MBUSA could not commit to this.

Regional technical specialist, M. Frates, performed the vehicle inspection on 03/03/2004 at dealership 05103, Modesto European. M. Frates advised that the customer's insurance representative was also present during the inspection. M. Frates to prepare and forward the inspection report to Home Office/Product Analysis.

On 3/4/2004, [REDACTED] left a voicemail requesting financial assistance towards vehicle rental costs. I attempted to contact [REDACTED] on 3/5 and 3/8/2004, and left voicemail messages. I was finally able to speak with [REDACTED] on 3/10/2004 to discuss his rental assistance request. I advised [REDACTED] that MBUSA would not participate towards the cost of vehicle rental charges and suggested that he contact and review this with his insurance company. [REDACTED] was not pleased with this and stated that "he would never purchase another MB again".

4/19/2007

Customer Assistance Referral

CA Ref ID: 171995 Priors: No Open Date: 08/09/2004 Status: CLS Last Update: 08/16/2004

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Greensboro

NC [Redacted]

Corres ID:

Agent: James Blasie

Phone: 4620

Orig By: P

Orig CD: H0

Region: 2

Market: 1

Service Retailer: 59104

MERCEDES-BENZ OF GRE

GREENSBORO

NC

Assign Agent: SOM - 21

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: 1631541A2 [Redacted]

Model: ML320

2000

World VIN: 4JGAB54E9YA2 [Redacted]

Mileage: 44040

Engine Number: 11294230784805

Prod Date: 08/03/2000

Warranty Start Date: 09/15/2000

Grp	Fail	Major	Minor	Rsr
15	52	2	3	16
20	73	2	3	16

Close Agent:

Field Closing Date: 08/16/2004

Close With: O

Close By: D

Close How: V

Owner Satisfied: Y

Involved Information

> [Redacted] Greensboro, NC [Redacted]
 Primary Residence
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/09/2004 11:40:40

Agent: James Blasie

Phone 4620

Note Type: PC

Primary Phone: 3368522969

Current Mileage: 43485

Warranty Start Date: 09/15/2000

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes:

Bill Evatt called in and stated he purchased vehicle in March '04 and vehicle has had on-going electrical issues since.

He alleged vehicle is at dealership now for 2nd relay unit (it was recently replaced for 1st time) shorting out and burning, damaged air pump.

He stated check engine light has been coming on, dealer replaced parts, relay panel, control module (for BAS, ABS, ESP lights coming on), there was also an over heating issue related to electrical system.

Customer stated that dealer advised him there is a "recall" on the harness system for the cooling fan.

Customer inquired about extension of warranty.

Writer explained about svc mgr reviewing requests for post warranty assistance.

Open Date: 08/16/2004 10:11:25

Agent: RICE BYERLY

Phone 7225

Note Type: RC

Vehicle repaired on 8/11. Vehicle required a new air pump - recently replaced one was defective, and the wiring harness update on the aux fans. Owner satisfied.

4/19/2007

Customer Assistance Referral

CA Ref ID: 172633 Priors: No Open Date: 09/01/2004 Status: CLS Last Update: 10/13/2004

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Aliso Viejo CA [Redacted] Corres ID: 247611

Agent: Miriam Clark Phone: 4699 Orig By: M Orig CD: HO Region: 3 Market: 1

Service Retailer: 05747 MERCEDES-BENZ OF LAG LAGUNA NIGUE CA Assign Agent: SOM - 22
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: 1631541A [Redacted] Model: ML320 2001
World VIN: 4JGAB54E41A [Redacted]
Mileage: 61215 Engine Number: 11294230958328
Prod Date: 03/05/2001 Warranty Start Date: 04/27/2001

Grp	Fail	Major	Minor	Rsr
15	73	3	3	08

Close Agent: Field Closing Date: 10/13/2004
Close With: O Close By: M Close How: M Owner Satisfied: N

Involved Information

- [Redacted] Aliso Viejo, CA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
- [Redacted] representative, [Redacted] San Diego, CA [Redacted]
 - Primary Business
 - Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 09/01/2004 14:57:00 **Agent:** Miriam Clark **Phone** 4699 **Note Type:** PC
Primary Phone: (877)977-6779
Current Mileage: 61215
Warranty Start Date: 04/27/2001
Starmark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes:

ATTY HAS FILED CA LEMON LAW

Atty Susan Yeck has sent notice to Legal Dept dated 8/24/04, rec'd 8/27/04..indicaitng action filed under the Song-Beverly Act..

She indicates the action is filed due to nonconformities that include but are not limited to:

left and right rear door sticks,
rear dome light inoperable and rattles
seat memory functioned problems
windshield wiper streaks
overhead trip computer failure
AM radio poor reception
BAS/ESP lights, and other electrical problems
Atty seeks the vehicle to be repurchased.
CC Tommy Shi, Les Korngold

Open Date: 09/07/2004 15:18:53 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** RC
Randy, please prepare a repair chronology and pull repair orders for our review. Thanks, Scott

Open Date: 09/29/2004 15:38:33 **Agent:** Ed Duffy **Phone** 6296 **Note Type:** PC
Contacted SPOM - Letter from Attorney faxed to SPOM as requested.

Open Date: 10/13/2004 19:12:56 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** RC
Writer spoke to attorney, Susan Yeck, on 9.30.04. Declined repurchase and offered \$5,000 as a goodwill gesture in consideraion of problems experienced with vehicle and any inconvenience.

4/19/2007

Customer Assistance Referral

CA Ref ID: 172755 Priors: Both Open Date: 09/07/2004 Status: CLS Last Update: 10/07/2004

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Scarsdale NY [Redacted] Corres ID:

Agent: Surya Boonphadung Phone: 4661 Orig By: P Orig CD: HO Region: 5 Market: 4

Service Retailer: 55143	MERCEDES-BENZ OF WHI	WHITE PLAINS	NY	Assign Agent: SOM - 26
Orig Retailer: 55143	MERCEDES-BENZ OF WHI	WHITE PLAINS	NY	
Sell Retailer: 55143	MERCEDES-BENZ OF WHI	WHITE PLAINS	NY	

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB72E7YA [Redacted]

Mileage: 39000 Engine Number: 11394230184580

Prod Date: 04/17/2000 Warranty Start Date: 05/01/2000

Close Agent: Field Closing Date: 10/07/2004

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

Grp	Fail	Major	Minor	Rsr
54	73	3	3	13

Involved Information

➤ [Redacted], Scarsdale, NY [Redacted]
 Primary Residence [Redacted]
 Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/07/2004 10:58:04 Agent: Surya Boonphadung Phone 4661 Note Type: PC

Primary Phone: 9146830830
Current Mileage: 39000
Warranty Start Date: 05/01/2000
Starmark Warranty: N/A
Previous CA Referrals: 152303

Previous Summary Notes:

[Redacted] called the CAC requesting technical assistance. Customer alleges ongoing concerns with the ABS/ESP system. Customer alleges, intermittently, upon normal braking (non panic, dry pavement), the brake pedal would pulsate as if the ABS system was activated, also upon acceleration from a stop the vehicle would severely hesitate. Customer states this same condition happened in June 2004 where dealer performed repairs on 2 occasions within the same month. FISTRACC warranty history indicate 2 repairs to the ASR/ESP/ETS hydraulic unit.

Open Date: 09/07/2004 12:27:47 Agent: GARRET WETTERAUW Phone Note Type: RC

Reviewed customer concerns with dealer service management. Dealer contacting customer today for an appointment. Dealer will contact TAC if necessary.

Open Date: 09/17/2004 13:58:26 **Agent:** Surya Boonphadung **Phone** 4661 **Note Type:** PC

Customer left VM for writer, stating that she recently picked up the vehicle from the dealer, and today the same condition, described above has reoccurred. Customer states her disappointment with this situation.

Open Date: 09/17/2004 14:10:50 **Agent:** Surya Boonphadung **Phone** 4661 **Note Type:** PC

Writer spoke with Jose Mena, SM at dealer. He states customer had also just called dealer, advising the same. He states customer is intending on bringing the car in. He also added that customer request to have a loaner car that she can take to Boston in 2 weeks.

SM states he will contact customer and discuss her concerns.

Open Date: 10/07/2004 10:56:39 **Agent:** GARRET WETTERAUW **Phone** **Note Type:** RC

Necessary to replace ETS sensor. Condition corrected and delivered back to customer.

4/19/2007

Customer Assistance Referral

CA Ref ID: 172973 Priors: Both Open Date: 09/14/2004 Status: CLS Last Update: 09/30/2004

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Tustin CA [Redacted] Corres ID:

Agent: Arnold Almaguer Phone: 4621 Orig By: P Orig CD: HO Region: 3 Market: 1

Service Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA Assign Agent: SOM - 22
Orig Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA
Sell Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631721A [Redacted] Model: ML430 2000
World VIN: 4JGAB72E9YA [Redacted]
Mileage: 31000 Engine Number: 11394230192301
Prod Date: 05/26/2000 Warranty Start Date: 10/22/2000

Grp	Fail	Major	Minor	Rst
54	52	3	3	08

Close Agent: Field Closing Date: 09/30/2004
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

➤ [Redacted] - Owner, [Redacted] Tustin, CA [Redacted]
Primary Residence
Secondary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/14/2004 15:53:41 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC
Primary Phone: 7149131635
Current Mileage: 31000
Warranty Start Date: 10/22/2000
StarMark Warranty: N/A
Previous CA Referrals:

Previous Summary Notes: 557890, 736473, 736474

██████████ called requesting MBUSA's intervention with technical assistance. The customer claims the following items are outstanding:

1. ESP light goes on and off and ██████████ claims the vehicle slows down by itself because he believes the brakes are being applied without his will.
2. ██████████ believes the vehicle's battery is being drained by a cooling pump. He claims the battery has been changed three times since taking delivery of vehicle. He claims the vehicle doesn't start up like it did when he first bought the vehicle.
3. The customer claims sound is emitting for the power sliding sunroof. He is requesting that MBUSA replace the entire sunroof.
4. The customer claims the volume for the radio/cd goes up while he is allegedly at a standstill.
5. The customer claims researching a technical bulletin on the Internet that suggested a replacement of the fuel filter. He requested that this be reviewed as well.

██████████ claims the above items were allegedly addressed 3 months ago at Fletcher Jones. He now claims they are all outstanding issues and therefore requested a "Factory Representative" be made aware of the alleged outstanding issues.

Open Date: 09/21/2004 17:20:17 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** PC
Bob, please contact the TAC or myself as necessary. Thanks, Scott

Open Date: 09/30/2004 16:02:16 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** RC
Per Bob Evans, SM, vehicle inspected by Hermann Stehling, TS.

4/19/2007

Customer Assistance Referral

CA Ref ID: 173015 Priors: No Open Date: 09/16/2004 Status: CLS Last Update: 10/01/2004

Address: [Redacted]

Title:

Phone: [Redacted]

Residence

City: Atlanta

GA [Redacted]

Corres ID:

Agent: Cynthia Feuss Phone: 6289 Orig By: P Orig CD: H0 Region: 2 Market: 2

Service Retailer: 17330 MERCEDES-BENZ OF SOU ATLANTA GA Assign Agent: SOM - 23

Orig Retailer: 34203 EURO MOTORCARS, INC. BETHESDA MD

Sell Retailer: 34203 EURO MOTORCARS, INC. BETHESDA MD

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB54E01A [Redacted]

Mileage: 59000 Engine Number: 11294230905218

Prod Date: 01/25/2001 Warranty Start Date: 03/30/2001

Close Agent: Field Closing Date: 10/01/2004

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

Grp	Fail	Major	Minor	Rsr
42	06	2	3	09

Involved Information

- [Redacted] - Owner, [Redacted] S.W., Atlanta, GA [Redacted]
- [Redacted] Primary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence
- [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/16/2004 11:48:19 Agent: Cynthia Feuss Phone 6289 Note Type: PC

Primary Phone: 404-216-4719; 404-523-3353

Current Mileage: 59000

Warranty Start Date: 03/30/2001

Starmark Warranty: N/A

Previous CA Referrals:

Previous Summary Notes: 655368

Owner alleges the BAS/ESP light is back on, claims she left message for Kelly the other day to advise him and make an appt and alleges Kelly never called her back. Owner asks that dealer contact her immediately to make appointment.

Owner alleges this will be 4th time vehicle has to go back to dealer for ESP/BAS light. Owner claims repair attempts for this condition while vehicle was under warranty and states "I should not have to pay for these repairs, I want MB to get involved to make sure this is fixed right this time. I am tired of going to the dealer for this and I am tired of paying for all of the problems I have had with this car, it is very expensive and it is no better then a Chevrolet. I am very unhappy with this truck...its not worth it for all the problems. I do not feel safe with this vehicle, it is an insecure car if it has a light on all the time..."

Owner vents for several minutes, she is polite but very upset.

Open Date: 09/19/2004 23:18:50 **Agent:** MICHAEL ELLIS **Phone** 7223 **Note Type:** RC
Spom to follow with Dealer service mgr

Open Date: 10/01/2004 13:02:42 **Agent:** MICHAEL ELLIS **Phone** 7223 **Note Type:** RC
dealer has contacted client and inspected vehicle anfd found brake light swith to be inop. Dealer replaced switch as goodwill gesture.

4/19/2007

Customer Assistance Referral

CA Ref ID: 173710 Priors: Both Open Date: 10/12/2004 Status: CLS Last Update: 11/03/2004

Address: [REDACTED]

Title: [REDACTED]
Phone: [REDACTED] Residence

City: La Habra	CA [REDACTED]	Corres ID:					
Agent: William Maher	Phone: 6250	Orig By: P	Orig CD: HO	Region: 3	Market: 3		
Service Retailer: 05734	HOUSE OF IMPORTS, IN	BUENA PARK	CA	Assign Agent: SOM - 28			
Orig Retailer: 05705	MERCEDES-BENZ OF SOU	TORRANCE	CA				
Sell Retailer: 05705	MERCEDES-BENZ OF SOU	TORRANCE	CA				
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y					
DBAG VIN: 1631721A [REDACTED]	Model: ML430	2000	Grp	Fail	Major	Minor	Rsr
World VIN: 4JGAB72E6YA [REDACTED]	Mileage: 46378	Engine Number: 11394230172268	10	10	2	3	08
Prod Date: 03/14/2000	Warranty Start Date: 04/17/2000						
Close Agent:	Field Closing Date: 11/03/2004						
Close With: O	Close By: D	Close How: P	Owner Satisfied: N				

Involved Information

[REDACTED]	[REDACTED]	La Habra, CA [REDACTED]
	Primary	Residence
	Secondary	Residence
	Secondary	Residence
	Secondary	Residence
	Secondary	Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/12/2004 13:51:19 Agent: William Maher Phone 6250 Note Type: PC
 Primary Phone: 714278337
 Current Mileage: 46378
 Warranty Start Date: 04/17/2000
 CPO Warranty: N/A
 Previous CA Referrals: 153918

Previous Summary Notes: 3879

Writer received letter from [REDACTED] claiming that his vehicle has been into the dealership allegedly seven times for the BAS/ESP light being on. He claims the dealership has changed modules and the battery, and they have still not been able to resolve the issue.

[REDACTED] is requesting technical assistance from MBUSA in repairing the vehicle.

Open Date: 10/12/2004 17:19:05 Agent: CARL PARTYKA Phone Note Type: PC
 S/M is currently attempting to contact owner to review issue.

Open Date: 10/19/2004 14:45:33 **Agent:** CARL PARTYKA **Phone** **Note Type:** PC
efforts continue to contact cust to review issue

Open Date: 11/03/2004 16:06:25 **Agent:** CARL PARTYKA **Phone** **Note Type:** RC
additional phones messages have been left on 10/25 and 10/29, no response from the customer, case is being closed non compliance, if the customer recontacts the service Mgr. his issues will be reviewed.

4/19/2007

Customer Assistance Referral

CA Ref ID: 173729 Priors: Both Open Date: 10/12/2004 Status: CLS Last Update: 10/25/2004

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Residence

City: Tustin CA [Redacted] Corres ID:

Agent: Kathleen Durning Phone: 4633 Orig By: P Orig CD: H0 Region: 3 Market: 1

Service Retailer: 05101 FLETCHER JONES MOTOR NEWPORT BEAC CA Assign Agent: SOM - 22
Orig Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA
Sell Retailer: 05766 BEVERLY HILLS, LTD. BEVERLY HILL CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB72E9YA [Redacted]

Mileage: 31000 Engine Number: 11394230192301

Prod Date: 05/26/2000 Warranty Start Date: 10/22/2000

Close Agent: Field Closing Date: 10/25/2004

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

Grp	Fail	Major	Minor	Rsr
42	75	3	3	13

Involved Information

➤ [Redacted] Owner, [Redacted] Tustin, CA [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Residence
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/12/2004 19:12:29 **Agent:** Kathleen Durning **Phone** 4633 **Note Type:** PC
Primary Phone: 7149131635
Current Mileage: 31000
Warranty Start Date: 10/22/2000
Starmark Warranty: N/A
Previous CA Referrals: 172973

Previous Summary Notes: 557890, 736473, 736474

██████████ phoned the CAC stating that his car is in the dealer AGAIN for the ESP, battery, radio, sliding roof issue and claims that the dealer has not been able to duplicate any of these concerns and no repairs have been made again.

██████████ states that he has provided the dealer, Bob Evans, a video of the issues he has experienced with his vehicle and is demanding that the MB rep. contact him directly to discuss this matter since his warranty is just about to expire, within the next 2 weeks, and he has been attempting to resolve these concerns for months.

██████████ claims that he has been an MB owner for 19 years and he had this vehicle inspected at an independent mechanic who stated that the condition of the rotors would be seen on a car with 60K not 30K. He stated he will not allow his independent mechanic to repair the vehicle since it is still under warranty and MB should be taking care of this.

Customer is requesting a sit down with the SM, SPOM and himself to sort this all out- no commitment of this request has been provided from CR.

Open Date: 10/13/2004 16:44:56 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** RC
SPOM and SM, Bob Evans, have an appointment to meet with client on 10.13.04 @ 9:30am.

Open Date: 10/25/2004 17:58:27 **Agent:** SCOTT FISCHER **Phone** 7322 **Note Type:** RC
Writer, Bob Evans (SM), and Tom Madsen (SF) met with client and inspected vehicle. Shop Foreman stated that he was able to duplicate the ESP "activation" triangle indicator light on at times. He swapped wheels and tires from a like vehicle and the problem was corrected. This suggests that the ESP is activating due to varying tire diameters. Recommend replacement of all tires. Offered to reimburse client for tires if they do not correct problem. Retractable roof noise was deemed normal at this time. Center console was replaced due a dent like impression. Reassured client that we stand behind the vehicle and upon the expiration of the new car limited warranty we will consider goodwill assistance on a case by case basis.

4/19/2007

Customer Assistance Referral

CA Ref ID: 175668 Priors: No Open Date: 12/22/2004 Status: CLS Last Update: 03/05/2005

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

City: Glendale CA [Redacted] Corres ID: 256968

Agent: Cynthia Feuss Phone: 6289 Orig By: M Orig CD: H0 Region: 3 Market: 2

Service Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA Assign Agent: SOM - 23
Orig Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA
Sell Retailer: 05758 CALSTAR MOTORS, INC. GLENDALE CA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

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

World VIN: 4JGAB54E8YA [Redacted]

Mileage: 65254 Engine Number: 11294230543290

Prod Date: 11/17/1999 Warranty Start Date: 02/06/2000

Close Agent: Field Closing Date: 03/05/2005

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

Grp	Fail	Major	Minor	Rsr
27	10	2	3	05

Involved Information

- > [Redacted] her, [Redacted] Glendale, CA [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Residence
 - Secondary Business
- > [Redacted] Representative, [Redacted] San Diego, CA [Redacted]
 - Primary Business
 - Secondary Fax

Customer Assistance Referral -- Full Notes

Open Date: 12/22/2004 14:55:31 **Agent:** Cynthia Feuss **Phone** 6289 **Note Type:** PC
Primary Phone: 858-485-9332 Mr. McGee Esq.
Current Mileage: 65254
Warranty Start Date: 02/06/2000
Previous CA Referrals:
Previous Summary Notes: 805842

CORRES # 256968: Atty [REDACTED] writes MBUSA (1 Mercedes Dr. address) stating he has been retained by owner to "enforce his legal rights re: the purchase of the above identified vehicle. The subject vehicle has suffered from a litany of defects and non conformities included repeated failure of its ABS/BAS/ESP systems, oil level sensor, oil leaks, excessive oil consumption, hydraulic valve lifters, transmission, power window system, cooling system...what is extremely distressing is that my client has been complaining to his MB dealer over and over again of the oil burning smell and excessive consumption with no intervention by a MB field engineer or technical specialist." Attorney seeks "restitution" in the amount of \$38,132.47. Atty attaches copies of service RO's for subject vehicle.

Copy of this Case & atty's correspondence emailed to Yvette Chang

Open Date: 12/28/2004 10:54:04 **Agent:** BRIAN BLOKDIJK **Phone** **Note Type:** PC
Requested info from S/M. Will review week of 1/3/05

Open Date: 01/13/2005 19:15:47 **Agent:** BRIAN BLOKDIJK **Phone** **Note Type:** PC
Spoke to [REDACTED] regarding case. Explained that chrono is being prepared by Calstar, but will take longer than normal due to the length of the VMI.

Open Date: 02/04/2005 19:32:11 **Agent:** BRIAN BLOKDIJK **Phone** **Note Type:** PC
SPOM offered to repurchase the vehicle at \$20,000 inclusive. Bill McGee to propose possible counter offer next week.

Open Date: 02/10/2005 16:14:35 **Agent:** BRIAN BLOKDIJK **Phone** **Note Type:** PC
[REDACTED] countered offer at \$34,500 inclusive. SPOM re-counter at \$30,000. McGee to contact his client.

Open Date: 02/23/2005 18:23:55 **Agent:** BRIAN BLOKDIJK **Phone** **Note Type:** PC
SPOM Spoke with Bill McGee today and offered 32,250 as a final offer.

Open Date: 03/05/2005 14:26:12 **Agent:** BRIAN BLOKDIJK **Phone** **Note Type:** RC
SPOM and attorney agreed to repurchase at \$32,500. SPOM to input into Netstar.

4/19/2007

Customer Assistance Referral

CA Ref ID: 177459 Priors: No Open Date: 02/28/2005 Status: CLS Last Update: 03/18/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: San Diego CA [Redacted] Corres ID:

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

Service Retailer: 05762 MERCEDES-BENZ OF ESC ESCONDIDO CA Assign Agent: SOM - 21
Orig Retailer: 05718 MERCEDES-BENZ OF SAN SAN DIEGO CA
Sell Retailer: 05718 MERCEDES-BENZ OF SAN SAN DIEGO CA

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB54E4YA [Redacted]

Mileage: 93257 Engine Number: 11294230731300

Prod Date: 05/18/2000 Warranty Start Date: 07/31/2000

Close Agent: Field Closing Date: 03/18/2005

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

Grp	Fail	Major	Minor	Rsr
10	10	2	3	16

Involved Information

- [Redacted] Owner, [Redacted] San Diego, CA [Redacted]
 - Primary Residence
 - Secondary Residence
- [Redacted] Driver, [Redacted] San Diego, CA [Redacted]
 - Primary Mobile
 - Secondary Residence
 - Secondary Business
 - Secondary Business
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/28/2005 12:18:23

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: 6194171047

Current Mileage: 93257

Warranty Start Date: 07/31/2000

Previous CA Referrals:

Previous Summary Notes:

██████████ called claiming that the vehicle has been constantly into the dealership for repairs. He claims the transfer case module has been replaced three times, the fuel pump has been replaced three times, it has gone into the dealership several times for the check engine light being on, and he claims it is going back in for the third or fourth time today for it leaking oil.

Customer claims that he has lost faith in the vehicle and he is requesting technical assistance from MBUSA in repairing the vehicle.

Open Date: 02/28/2005 16:31:09

Agent: FRANK DINGMAN

Phone

Note Type: PC

SM please review file and call TS/TAC if appropriate.

Open Date: 03/11/2005 11:35:47

Agent: Gregg Mault

Phone 6350

Note Type: PC

██████████ called today stating she picked vehicle up last evening and the vehicle is still vibrating/shuttering as she drives.

Open Date: 03/18/2005 17:32:33

Agent: FRANK DINGMAN

Phone

Note Type: RC

Writer spoke with Team Leader who drove with cust. previously. Cust drove car in circles and applied throttle until ESP intervened (cust. was unaware of ESP functionality). Writer road tested vehicle @ 05762 to attempt to verify shuttering complaint. Fuel gauge was on empty and low fuel light was on. Writer added ~2 gallons of fuel. No unusual shuttering was experienced over approximately 12 miles of driving over various road surfaces. Writer recommends that if an abnormal condition becomes evident, cust. should demonstrate this to dealer. No MBUSA Technical Assistance is required.

4/19/2007

Customer Assistance Referral

CA Ref ID: 177916 Priors: No Open Date: 03/14/2005 Status: CLS Last Update: 05/05/2005

Address: [Redacted]

Title:
Phone: [Redacted]

Residence

City: Noblesville IN [Redacted] Corres ID: 263704

Agent: Honora Duffy Phone: 6307 Orig By: E Orig CD: H0 Region: 4 Market: 6

Service Retailer: 25412 WORLD WIDE MOTORS, I INDIANAPOLIS IN Assign Agent: SOM - 26
Orig Retailer: 25412 WORLD WIDE MOTORS, I INDIANAPOLIS IN
Sell Retailer: 25412 WORLD WIDE MOTORS, I INDIANAPOLIS IN

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB54E21A [Redacted]

Mileage: 76827 Engine Number: 11294230826300

Prod Date: 10/14/2000 Warranty Start Date: 06/22/2001

Close Agent: Field Closing Date: 05/05/2005

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

Grp	Fail	Major	Minor	Rsr
10	10			

Involved Information

- [Redacted] Noblesville, IN [Redacted]
 - Primary Residence
 - Expired Residence
 - Expired Residence
- [Redacted] ver, [Redacted] Noblesville, IN [Redacted]
 - Primary Residence
 - Expired Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/14/2005 14:22:06

Agent: Honora Duffy

Phone 6307

Note Type: PC

Primary Phone: 3177749464

Current Mileage: 76827

Warranty Start Date: 06/22/2001

Previous CA Referrals:

Previous Summary Notes: 248161, 260663, 460307, 501833

██████████ sent below E mail:

"E-mail: ██████████

Comments: We leased a 2001 ML320 and since one year ago the ABS and BAS/ESP warning lights illuminate while driving. The cruise control does not work at this time either. The only way to make the lights go off is to turn off the engine and manually pump up the brake.

We have had this checked by Worldwide Motors, Indianapolis, Indiana. Each time, it has been returned to us we have been told the problem has been corrected or there was no problem. Two other automotive service garages have been unable to identify the cause of the problem, but the brakes have been a factor in two accidents since the lights began lighting up.

Worldwide Motors replaced a "computer chip" approximately six months ago after the first accident and that has not fixed the problem. Since this problem cannot be located and it makes the vehicle unsafe to drive, we do not trust the vehicle and want the lease cancelled immediately.

We have requested assistance from counsel to continue an investigation of the reliability of the MB systems as we have discovered that documentation of similar problems have been noted for this model and year.

As an owner who has acquired two new Mercedes products in the past seven years, we are requesting relief. We would like to discuss how to accomplish this matter as soon as possible. If we do not hear from you in a timely manner, we will move to other recourse. Thank you.

██████████

Writer called Service Manager @dealership - then replied back to customers:

Dear ██████████

Thank you for your E mail.

Lacking direct involvement, it is virtually impossible for us to comment on the events described at this distance - after the fact.

Upon receipt, we contacted World Wide Motors; the Service Manager informs us that your ML320 has not been to their facility since August 2004 (when the body shop brought it in for additional repairs after an accident). The dealership also has no record of you contacting them at that time (or since) with a complaint the ABS and BAS/ESP warning lights were illuminating while driving.

██████████ we recognize your feelings, but also seek your understanding that Mercedes-Benz USA, LLC is the wholesale distributor, and has no involvement with your lease; therefore, we are not in a position to get you out of any contractual agreement you may have with the lien holder.

We assure you that Mercedes-Benz USA stands ready to provide technical assistance to any authorized Mercedes-Benz dealership, in order to ensure your vehicle is operating properly. Since World Wide Motors is in the best position to evaluate such issues, we forwarded your E mail to the dealership and ask that you contact either Gerry Griffin or Adam Hubbard directly at (317) 580-6800.

Once an appointment is arranged, and you bring your vehicle into their facility, the dealer has the means to review the repair order file, inspect your ML320, and contact our regional market team for technical help - if needed.

We realize this is not the response you may anticipate/desire, but solicit your understanding and acceptance.

Sincerely,

Honora Duffy
Customer Relations Liaison

Customer Relations Liaison
1-800-367-6372 (ext. 6307)

Writer felt that due to customer's statement of involving legal counsel, that Referral is warranted for record purposes on outcome. CC of E mail sent to:

Mark Kelly, Legal
Al Katz, Region 4
Steve Neukam, Region 4

Open Date: 03/14/2005 16:14:36 **Agent:** STEVE NEUKAM **Phone** **Note Type:** RC
SPOM checking with SM.

Open Date: 05/05/2005 10:52:03 **Agent:** STEVE NEUKAM **Phone** **Note Type:** RC
SPOM spoke with SM on 5/4/05 who advised that the vehicle required a new brake light switch. Customer has been advised and the shop is waiting for authorization for the repairs from the customer. SM also stated that the vehicle had been repaired by non authorized Body Shops, customer states that vehicle has been involved in 2 accidents. It seems very likely that the issues stem from those incidents and repairs. Case closed.

4/19/2007

Customer Assistance Referral

CA Ref ID: 178221 Priors: No Open Date: 03/25/2005 Status: CLS Last Update: 04/19/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Long Key FL [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO 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: N Mailgram Sent: N

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

World VIN: 4JGAB54E51A [Redacted]

Mileage: 15000 Engine Number: 11294230909536

Prod Date: 01/17/2001 Warranty Start Date: 01/25/2001

Close Agent: Field Closing Date: 04/19/2005

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] FL [Redacted]
Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 03/25/2005 16:32:32 Agent: William Maher Phone 6250 Note Type: PC

Primary Phone: 3056649515
Current Mileage: 15000
Warranty Start Date: 01/25/2001
Previous CA Referrals:

Previous Summary Notes: 421146, 722270

[Redacted] claims his vehicle has been into the dealership several times for the BAS/ESP lights coming on. He claims that the brakes have locked up on him several times by itself and make the vehicle stop on its own without him hitting the brakes.

He claims that the vehicle's master cylinder has been replaced twice and the rotors, and calipers have been also been replaced. He claims that the vehicle is not safe since it stops by itself, and he is requesting technical assistance from MBUSA in repairing the vehicle.

Open Date: 03/31/2005 15:50:07 **Agent:** Arnold Almaguer **Phone** 4621 **Note Type:** PC

██████ called requesting any updates on this case.

Writer assured customer that his concerns are being reviewed with our Regional Manager and the Service Manager on a local level.

Customer expressed his pride and loyalty he has for MB products. He stated that even though his vehicle is currently in the shop he still loves it.

Open Date: 04/01/2005 16:15:28 **Agent:** ANDREW KAMBICH **Phone** **Note Type:** PC

Spom reviewed with dealer during recent visit. Dealer advises that they are unable to verify any abnormal conditions concerning the brakes or traction systems. Dealer advises that vehicle has been driven approx. 50 miles in effort to diagnose or verify, with nothing abnormal noted. Spom reviewing the TAC for additional input.

Open Date: 04/04/2005 13:24:57 **Agent:** Cleveland Best **Phone** 6344 **Note Type:** PC

██████ called CAC for status update. Writer reviewed above note from SPOM (inquiry under review with TAC)--writer assured customer his inquiry is still under review and that he will be contacted shortly.

Open Date: 04/19/2005 14:23:24 **Agent:** ANDREW KAMBICH **Phone** **Note Type:** RC

The dealer diagnosed condition as being related to the yaw rate sensor and connector for same. Dealer replaced sensor and adjusted pin connectors a plug to resolve.

4/19/2007

Customer Assistance Referral

CA Ref ID: 179418 Priors: No Open Date: 05/05/2005 Status: CLS Last Update: 06/20/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Mobile

City: Lake Ozark MO [Redacted] Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 4 Market: 3

Service Retailer: 30104 ARISTOCRAT MOTORS SHAWNEE MISS KS Assign Agent: SOM - 23

Orig Retailer: 25412 WORLD WIDE MOTORS, I INDIANAPOLIS IN

Sell Retailer: 25412 WORLD WIDE MOTORS, I INDIANAPOLIS IN

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB54E01A [Redacted]

Mileage: 56000 Engine Number: 11294230970833

Prod Date: 04/17/2001 Warranty Start Date: 04/23/2001

Grp	Fail	Major	Minor	Rsr
54	00	1	3	05

Close Agent: Field Closing Date: 06/20/2005

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

Involved Information

➤ [Redacted] - Owner, [Redacted] Lake Ozark, MO [Redacted]
Primary Mobile
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 05/05/2005 10:18:42 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Primary Phone: 5732163554
Current Mileage: 56000
Warranty Start Date: 04/23/2001
Previous CA Referrals:

Previous Summary Notes:

Customer seeking MB technical assistance in resolving ESP issue.

Customer called claiming that she has had an ongoing issue with her ESP and ABS lights coming on continuously (primarily ESP).

Customer claims that she has a 6 hour round trip to dealer and has been back four times for this issue - she claim that on two occasions, the light came back on when she was 2 hours away from dealer, after having it repaired.

Record shows that steering angle sensor was replace in 12/04 and customer now claims that dealer has told her that this must be replaced, among other items, at her expense.

Customer claims that two weeks ago, her ABS light came on (again) and she rear ended another vehicle.

Customer claims that she has lost confidence in the vehicle, in the dealer's ability to repair it and does not feel safe driving it.

Customer is requesting MB technical assistance in determining the cause of this continuing issue and finally resolving it.

Customer can be contacted on her mobile phone on [REDACTED]

Copy of referral sent to SPOM (SH) Legal (FB) PA (GB)

Open Date: 05/05/2005 16:11:48 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Note from Tech Re vehicle inspection:

Hi Gary,

With the upcoming TS training and vacations. The next date available for the area TS will be the week of 5/31.

Hi Jim,

Please make the necessary arrangements to inspect this vehicle.

Be sure to complete the attached chart for tracking purpose and forward the updated information to the above. Thanks

Regards,

Nicholas Cinquepalmi
TAC Hub Leader Chicago Hub

Open Date: 05/06/2005 15:51:32 **Agent:** SCOTT HICKAM **Phone** **Note Type:** PC
Spom has left 2 messages for customer.

Open Date: 05/09/2005 10:39:38 **Agent:** SCOTT HICKAM **Phone** **Note Type:** PC
Spom has spoken to the customer.
Customer is advised that arrangements are being made to have her vehicle inspected.

Open Date: 05/27/2005 08:27:16 **Agent:** SCOTT HICKAM **Phone** **Note Type:** RC
Spom has confirmed that vehicle will be inspected the week of June 6.
TS has inspected vehicle and made adjustments as needed.
Vehicle is currently functioning as designed.

4/19/2007

Customer Assistance Referral

CA Ref ID: 183042 Priors: No Open Date: 08/23/2005 Status: CLS Last Update: 10/26/2005

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Sammamish WA [Redacted] Corres ID: 275632

Agent: James Dowles Phone: 4628 Orig By: E Orig CD: HO Region: 6 Market: 3

Service Retailer: 84615 MERCEDES-BENZ OF BEL BELLEVUE WA Assign Agent: SOM - 25
Orig Retailer: 84602 PHIL SMART, INC. SEATTLE WA
Sell Retailer: 84602 PHIL SMART, INC. SEATTLE WA

Disp Amt: Corr Fwd: Y Mailgram Sent: Y

Grp	Fail	Major	Minor	Rsr
54	52	2	3	08

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

World VIN: 4JGAB72EXYA [Redacted]

Mileage: 45000 Engine Number: 11394230181463

Prod Date: 04/17/2000 Warranty Start Date: 04/30/2000

Close Agent: Field Closing Date: 10/26/2005

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

Involved Information

➤ [Redacted] Sammamish, WA [Redacted]
 [Redacted] Primary Residence
 [Redacted] Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 08/23/2005 19:32:00 **Agent:** James Dowles **Phone** 4628 **Note Type:** PC
Primary Phone: 4257031378
Current Mileage: 44424
Warranty Start Date: 04/30/2000
Previous CA Referrals:

Previous Summary Notes: 830443

██████████ sent email (corres # 275632) expressing concerns about repeated repairs on BAS/ESP system and possible Lemon vehicle.

Customer's email:

"E-mail: ██████████"

Comments

Hi, we own a ML430. We are very concern about the safety of the car. We bought the car because of its good reputation and we have a small infant. However, at a very low mileage at 40k mile the car broke down in the middle of road on 4/20/05 and new alternator was needed. Since then the BAS/ESP light kept lighting up. First time the light came on was on 4/23/05. Took it into Bellevue, WA Barrier Benz dealership 2 times to fix the problem but now the light is ON again. It will be the 3rd time we have to bring the car in for the ESP/BAS light. Every time they fixed it, a week or two later, the light came on again everytime we drove the car. 7/23/05 we took our car in for the BAS light again and also the front drive window wouldn't roll up at all. We have a small infant traveling in the car with me every time and we feel unsafe driving the car with the light on all the time. Please advice. Is this car a lemon? is there a recall or known problem with this model? 2000 ML430? Thank you so much. Please get back to us. Carol & Eric"

Open Date: 08/29/2005 18:58:30 **Agent:** DONALD ZINDA **Phone** **Note Type:** PC
Will review with the dealer.

Open Date: 10/26/2005 11:13:35 **Agent:** DONALD ZINDA **Phone** **Note Type:** RC
Spoke to Ms. Kwok 9/23/05 repairs done 8/15/05 resolved all issues and no further problems have existed.

Patrick Hennessey
Service Manager
Mercedes-Benz of Bellevue

4/19/2007

Customer Assistance Referral

CA Ref ID: 183747 Priors: Both Open Date: 09/12/2005 Status: CLS Last Update: 09/16/2005

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

City: Houston TX [Redacted] Corres ID:

Agent: Mark Sluscavage Phone: 6234 Orig By: P Orig CD: HO Region: 6 Market: 7
Service Retailer: 75116 MERCEDES-BENZ OF HOU HOUSTON TX Assign Agent: SOM - 30
Orig Retailer: 75116 MERCEDES-BENZ OF HOU HOUSTON TX
Sell Retailer: 75116 MERCEDES-BENZ OF HOU HOUSTON TX
Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
46	04	2	3	03

DBAG VIN: 1631741A [Redacted] Model: ML55 2000
World VIN: 4JGAB74E0YA [Redacted]
Mileage: 91000 Engine Number: 11398160014154
Prod Date: 08/28/2000 Warranty Start Date: 09/23/2000

Close Agent: Field Closing Date: 09/16/2005
Close With: O Close By: D Close How: V Owner Satisfied: Y

Involved Information

- > [Redacted] - Driver, [Redacted] Houston, TX [Redacted]
 - Primary Business
 - Secondary Business
 - Secondary Residence
- > [Redacted] - Owner, [Redacted] Houston, TX [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/12/2005 18:54:21 **Agent:** Mark Sluscavage **Phone** 6234 **Note Type:** PC
Primary Phone: 713-724-2578
Current Mileage: 91,000
Warranty Start Date: 09/23/2000
Previous CA Referrals: 138139

Previous Summary Notes:

██████████ phoned the CAC requesting MBUSA involvement and technical assistance for electrical concerns.

Customer claimed the BAS ESP light has been going on and off over the last two months, and he has been to the dealer nine times because of this issue.

Customer claimed the vehicle, "has had numerous electrical issues since delivery." See warranty history for this vehicle.

Customer claimed, "this issue the dealer just cannot fix, and I paid a lot for both the vehicle and the extended warranty so this kind of thing would not happen."

Customer is seeking MBUSA involvement and technical assistance for electrical concerns with the vehicle.

Open Date: 09/13/2005 08:58:55 **Agent:** FRANK OSWALD **Phone** **Note Type:** PC
dealer to review and advise where we are with diagnosis and repairs.

Open Date: 09/16/2005 16:35:30 **Agent:** FRANK OSWALD **Phone** **Note Type:** RC
dealer unable to verify concerns, did talk with owner concerning p/s hose leak and campaign updated hose clamp. New clamp was replaced by roadside contact.

4/19/2007

Customer Assistance Referral

CA Ref ID: 184069 Priors: Both Open Date: 09/21/2005 Status: CLS Last Update: 11/14/2005

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

City: Muncy PA [REDACTED] Corres ID: 278082

Agent: Carol Pantua Phone: 4635 Orig By: E Orig CD: HO Region: 1 Market: 2

Service Retailer: 67107 R & S IMPORTS FORT WASHING PA Assign Agent: SOM - 24
Orig Retailer: 67105 MERCEDES-BENZ OF WES WEST CHESTER PA
Sell Retailer: 67105 MERCEDES-BENZ OF WES WEST CHESTER PA
Disp Amt: Corr Fwd: Y Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
10	10	2	3	14

DBAG VIN: 1631721A [REDACTED] Model: ML430 2001

World VIN: 4JGAB72E91A [REDACTED]

Mileage: 60000 Engine Number: 11394230238933

Prod Date: 10/31/2000 Warranty Start Date: 12/27/2000

Close Agent: Field Closing Date: 11/14/2005

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

Involved Information

> [REDACTED] Owner, [REDACTED] Muncy, PA [REDACTED]
Primary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 09/21/2005 16:01:39

Agent: Carol Pantua

Phone 4635

Note Type: PC

Primary Phone: (808)927-7156

Current Mileage: 57559

Warranty Start Date: 12/27/2000

Previous CA Referrals:

Previous Summary Notes: 930841

Writer received customer's email (corr 278082) which requests MB Technical Assistance. Customer states:

E-mail: [REDACTED]

Dear Customer Service,

I recently purchased a certified pre-owned 2001 ML 430 VIN# 4JGAB72E91A [REDACTED] from R&S Imports in Fort Washington, PA. Needless to say, I am not happy with my purchase. In the two months I have had the vehicle, I have been in the shop three times. As it turns out, the vehicle is plagued with electrical problems amongst others. I have had the SUV not start on numerous occasions. The rear hatch door lock has broken. The trim covering my driver side mirror is coming off. The ESP and BTS/EST light comes on and off periodically affecting my cruise control. The engine oil light comes on and I had to add a quart of oil. The engine is losing power and feels sluggish / fuel economy is going down. □ The tires were off balanced when I purchased the vehicle. The engine oil was dirty when I purchased the vehicle. The head lamp was replaced on the day I purchased the vehicle. I had a light bulb go out. The engine is making loud noises. The gas gauge is broken / ran out of fuel once / very inconvenient. I have the one year warranty that came with the vehicle, but I do not feel like I can trust this vehicle. I don't know what Mercedes-Benz can do for me, but there must be something that you can do to help this situation. I almost feel as though this vehicle should not have passed the inspection for the certified pre-owned program. I thought I was getting a great SUV but I have been very disappointed so far. I know that the response to this letter will determine if I will ever purchase a Mercedes-Benz again. I think that they are beautiful cars and I know that in my life time, I would be good for another fifteen or so vehicles. I was very excited to purchase my first Mercedes and thought I would be a customer for life but now I am thinking that I should go with a Japanese brand instead. Please change my mind and help me in my situation. Very respectfully, Patrick McGinley

Open Date: 09/21/2005 16:03:16

Agent: Carol Pantua

Phone 4635

Note Type: PC

Writer called customer at [REDACTED] and left a voicemail welcoming customer to call writer (x4635) for a follow-up.

Open Date: 09/23/2005 17:24:24

Agent: Carol Pantua

Phone 4635

Note Type: PC

Mailgram sent to customer as follows:

Dear [REDACTED]

Thank you for your internet correspondence.

We're emailing you after unsuccessful attempts to reach you by telephone. Arrangements have been made for your concerns to be reviewed on a local level; you may expect further contact shortly, if not already.

Sincerely,

CAROL FORTES PANTUA
CUSTOMER RELATIONS
MERCEDES-BENZ USA

Open Date: 11/14/2005 15:16:21

Agent: GEORGE MCNICHOL

Phone 7124

Note Type: RC

Asst. Service Manager Bob wolf spoke with owner who states vehicle is OK at this time. He requested that MBUSA extend his warranty.

The warranty cannot be extended on an out of warranty vehicle. I phoned owner twice and left voice mail messages but owner did not return my calls.

4/19/2007

Customer Assistance Referral

CA Ref ID: 184736 Priors: No Open Date: 10/11/2005 Status: CLS Last Update: 10/18/2005

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

City: Sharon MA [Redacted] Corres ID:

Agent: Christine Dingler Phone: 6361 Orig By: P Orig CD: HO Region: 1 Market: 3

Service Retailer: 36100 FLAGSHIP MOTORCARS LYNNFIELD MA Assign Agent: SOM - 25
Orig Retailer: 36132 MERCEDES-BENZ OF WES WESTWOOD MA
Sell Retailer: 36132 MERCEDES-BENZ OF WES WESTWOOD MA

Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [Redacted] Model: ML320 2001
World VIN: 4JGAB54E51A [Redacted]
Mileage: 80059 Engine Number: 11294230847827
Prod Date: 10/18/2000 Warranty Start Date: 11/21/2000

Grp	Fail	Major	Minor	Rsr
10	10	2	3	14

Close Agent: Field Closing Date: 10/18/2005
Close With: O Close By: M Close How: P Owner Satisfied: N

Involved Information

- > [Redacted] MA [Redacted]
 - Primary Residence
 - Secondary Business
 - Secondary Business
- > [Redacted] Sharon, MA [Redacted]
 - Primary Residence
 - Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 10/11/2005 08:23:30 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC
Primary Phone: 7817930450
Current Mileage: 80059
Warranty Start Date: 11/21/2000
Previous CA Referrals:

Previous Summary Notes: 459698, 543743

██████████ phoned the CAC alleging that brakes failed on this vehicle while her husband was driving on the highway to work. was not a passenger in the vehicle when incident occurred.

██████████ alleges that while driving, ██████████ tried to stop vehicle and pedal went "to the floor."-no accident/no injuries. Customer allegedly put vehicle in "park" to stop vehicle on side of road-customer also noted that BAS/ESP light was on. Customer alleges that after vehicle was stopped, lights went off and customer drove vehicle "slowly" to work.

██████████ requested phone # for this dealer so they can make arrangements to have vehicle towed in-customer's will contact AAA for tow.

CC: F.Berenz, G.Bowne, R.Cila, T.Brunner

Open Date: 10/11/2005 10:19:27 **Agent:** Christine Dingler **Phone** 6361 **Note Type:** PC
E-mail from G.Bowne to SPOM St.Pierre:

Hi Ron,
Please ask the dealer to check the vehicle.
Thanks,

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

Open Date: 10/11/2005 23:12:08 **Agent:** RONALD ST PIERRE **Phone** 7525 **Note Type:** RC
REceived case.

Open Date: 10/18/2005 10:26:47 **Agent:** RONALD ST PIERRE **Phone** 7525 **Note Type:** RC
Follow up by dealer to set up inspection. Second follow up by dealer, customer states that they now realize that the ESP light indicated that the ESP system was operating at that time (heavy rain, possible aquaplaning). Brakes are operating fine now, as per customer.

4/19/2007

Customer Assistance Referral

CA Ref ID: 188158 Priors: No Open Date: 02/02/2006 Status: CLS Last Update: 02/03/2006

Address: [REDACTED]

Title:

Phone: [REDACTED]

Residence

City: Tucson

AZ [REDACTED]

Corres ID:

Agent: Joseph Leonardi Phone: 6255 Orig By: P Orig CD: HO Region: 3 Market: 6

Service Retailer: 03106 MERCEDES-BENZ OF TUC TUCSON AZ Assign Agent: SOM - 30

Orig Retailer: 08522 MERCEDES-BENZ OF COL COLORADO SPR CO

Sell Retailer: 08522 MERCEDES-BENZ OF COL COLORADO SPR CO

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
42	53	5	3	16

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

World VIN: 4JGAB54E5YA [REDACTED]

Mileage: 79017 Engine Number: 11294230620520

Prod Date: 12/22/1999 Warranty Start Date: 01/08/2000

Close Agent: Field Closing Date: 02/03/2006

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

Involved Information

> [REDACTED] Tucson, AZ [REDACTED]
Primary Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/02/2006 16:15:28 Agent: Joseph Leonardi Phone 6255 Note Type: PC

Primary Phone: 5204044404

Current Mileage: 79017

Warranty Start Date: 01/08/2000

Previous CA Referrals:

Previous Summary Notes:

Customer called the CAC in reference to his 2000 ML320. He claims that his vehicle has been to the dealership several times for an issue with the ESP system. He stated that on the last visit the dealership replaced the yaw sensor but the issue was not resolved.

He said that he was informed that the entire ESP system is going to be replaced (he said as a courtesy from the dealership) but was informed that they were not sure if that would solve the issue.

He said that the vehicle is applying brake pressure at random and not when needed. He said that the dealership "is great" but he is seeking MBUSA technical assistance for this repair.

Writer apologized and informed him that he will document and forward his comments.

Open Date: 02/03/2006 11:41:57

Agent: ANDREW HOMER

Phone 7330

Note Type: RC

SPOM has review case with dealer's SM Scott Perkins. Scott is reviewing repair history and will be calling owner to get car back in to address. Dealer will call TAC if necessary.

4/19/2007

Customer Assistance Referral

CA Ref ID: 190059 Priors: No Open Date: 04/05/2006 Status: CLS Last Update: 04/07/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Fernandina Beach FL [Redacted] Corres ID:

Agent: Patricia Murdy Phone: 6394 Orig By: P Orig CD: HO Region: 2 Market: 7

Service Retailer: 15320 BRUMOS MOTOR CARS, I JACKSONVILLE FL Assign Agent: SOM - 27
Orig Retailer: 15320 BRUMOS MOTOR CARS, I JACKSONVILLE FL
Sell Retailer: 15320 BRUMOS MOTOR CARS, I JACKSONVILLE FL

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB54E9YA [Redacted]

Mileage: 87000 Engine Number: 11294230636655

Prod Date: 02/07/2000 Warranty Start Date: 05/12/2000

Close Agent: Field Closing Date: 04/07/2006

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

Grp	Fail	Major	Minor	Rst
42	52	1	3	05

Involved Information

- > [Redacted] Fernandina Beach, FL [Redacted]
Primary Residence
- > [Redacted] Fernandina Beach, FL [Redacted]
Primary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 04/05/2006 11:00:50 Agent: Patricia Murdy Phone 6394 Note Type: PC

Primary Phone: 9044910089
Current Mileage: 87000
Warranty Start Date: 05/12/2000
Previous CA Referrals:

Previous Summary Notes:

[Redacted] contacted the CAC requesting technical assistance with an alleged safety concern.

Customer claims that for months they've been experiencing an issue in which the BAS/ESP light comes on, they'll be driving, and the car randomly brakes and swerves to the right. She claims this has occurred several times, and it only happens going over 50 MPH. She claims the light may still be on under 50 MPH, however the car won't brake and swerve. She claims the dealer has made numerous attempts to fix the vehicle, but has been unsuccessful. Customer feels this is a serious safety issue and seeks MBUSA assistance in getting it resolved.

Writer advised customer her concerns would be documented and forwarded to the appropriate parties for review. Writer advised customer this can take several business days.

Open Date: 04/06/2006 07:31:31 **Agent:** PAUL RENICK **Phone** **Note Type:** RC

Technical assistance as requested by dealership will be provided through TAC.
No financial assistance will be offered for cost of diagnosis or repairs.
No market team contact planned. Dealer will handle all customer contact. pwr

Open Date: 04/07/2006 13:51:13 **Agent:** PAUL RENICK **Phone** **Note Type:** RC

Service manager Veronica Underwood advises spom that she spoke with customer on Thursday, 4/6/2006. Ms. Underwood advised customer that Brumos would reimburse \$200 charge for work done in So. FL for ESP light being illuminated. No braking related issue has been present since last repair at Brumos, only ESP light illuminated according to Ms. Underwood.
Brumos is attempting to negotiate a trade with customer on their own. Should any additional issues arise prior to that, customer has unrestricted access to service personnel to address. pwr

4/19/2007

Customer Assistance Referral

CA Ref ID: 190383 Priors: No Open Date: 04/18/2006 Status: CLS Last Update: 05/18/2006

Address:

Title:

Phone:

Mobile

City: New York

NY

Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: P Orig CD: HO Region: 5 Market: 2

Service Retailer: 56113 MERCEDES-BENZ MANHAT NEW YORK NY Assign Agent: SOM - 27

Orig Retailer: 56113 MERCEDES-BENZ MANHAT NEW YORK NY

Sell Retailer: 56113 MERCEDES-BENZ MANHAT NEW YORK NY

Disp Amt: Corr Fwd: N Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
42	53	3	3	14

DBAG VIN: 1631541A Model: ML320 2000

World VIN: 4JGAB54EXYA

Mileage: 64000 Engine Number: 11294230732841

Prod Date: 05/31/2000 Warranty Start Date: 09/01/2000

Close Agent: Field Closing Date: 05/18/2006

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

Involved Information

Owner, New York, NY

Primary	Mobile
Secondary	Residence
Secondary	Business

Customer Assistance Referral -- Full Notes

Open Date: 04/18/2006 09:43:13 Agent: Frank Parente Phone 4675 Note Type: PC

Primary Phone: 9179746552

Current Mileage: 64000

Warranty Start Date: 09/01/2000

Previous CA Referrals:

Previous Summary Notes: 1164203

Customer called claiming that vehicle is currently at dealer for an issue with his brakes.

Customer claims that when he slows down to turn, the brake pedal goes all the way to the floor and he hears a metal on metal sound. Customer also claims that his ABS light comes on.

Customer claims that dealer has been unable to duplicate this issue up to this point. (Customer claims that service tech will test drive the vehicle again today.)

Customer claims that he feels unsafe driving the vehicle and is seeking MB technical assistance in determining the cause of this issue and resolving it.

Customer can be contacted on his mobile phone at

Open Date: 04/18/2006 11:41:09 Agent: TED ZAWACKI Phone Note Type: PC

SPOM reviewed with SF Ralph and SM Patrick. Dealer will lok into customer aledge complaint and inform SPOM of findings.

Open Date: 04/18/2006 13:51:33 **Agent:** TED ZAWACKI **Phone** **Note Type:** RC
SPOM spoke to SF Ralph. SA Brian will contact customer with findings of needed repairs and ask customer for auth for SF to drive to check into alleged braking complaint.

Open Date: 04/20/2006 12:44:14 **Agent:** William Maher **Phone** 6250 **Note Type:** PC
Customer called claiming that the brake pedal goes to the floor and he is not happy with this. He claims he can't spend thousands of dollars to just have things replaced without knowing if they will work. He claims he spoke with Brian at the dealership, and he has no idea what he is talking about or what they are going to do with the car.

Customer is going to contact the dealership again and see if he can speak with the Shop Foreman for a better clarification.

Open Date: 05/09/2006 16:38:58 **Agent:** TED ZAWACKI **Phone** **Note Type:** RC
SPOM reviewed with Harold King. Vehicle has been repaired and returned to customer. Harold will follow up with customer.

Open Date: 05/11/2006 15:50:10 **Agent:** TED ZAWACKI **Phone** **Note Type:** RC
Note from CRM to SPOM
5/11/06
Ted,

Client is still experiencing issues with the braking system. Client feels that the pedal travel is excessive before the brakes actually start stopping the vehicle. He is also experiencing an abnormal grinding noise and ABS, ESP warning lights being displayed on the cluster intermittently. An appointment has been scheduled for May 17th with a loaner.

Regards,

Harold King
Customer Relations Manager
Mercedes-Benz Manhattan, Inc.
536 West 41st St.
New York, NY 10036

Open Date: 05/18/2006 15:34:35 **Agent:** TED ZAWACKI **Phone** **Note Type:** RC
SPOM reviewed with Harold King. SA Brian Theil will contact customer with estimate of repairs that are needed. Vehicle is beyond warranty period of 4/50.

4/19/2007

Customer Assistance Referral

CA Ref ID: 193406 Priors: No Open Date: 07/26/2006 Status: CLS Last Update: 08/11/2006

Address: [Redacted]

Title:
Phone: [Redacted] Residence

City: Marina Del Rey CA [Redacted] Corres ID:

Agent: James Dowles Phone: 4628 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05154 W.I. SIMONSON SANTA MONICA CA Assign Agent: SOM - 24

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

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

Disp Amt: Corr Fwd: N Mailgram Sent: N

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

World VIN: 4JGAB54E7YA [Redacted]

Mileage: 89000 Engine Number: 11294230675372

Prod Date: 04/13/2000 Warranty Start Date: 10/02/2000

Close Agent: BRIAN BAE Field Closing Date: 08/11/2006

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

Grp	Fail	Major	Minor	Rsr
10	10	3	3	13

Involved Information

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

Customer Assistance Referral -- Full Notes

Open Date: 07/26/2006 15:28:30 Agent: James Dowles Phone 4628 Note Type: PC

Primary Phone: 3108214273

Current Mileage: 89000

Warranty Start Date: 10/02/2000

Previous CA Referrals:

Previous Summary Notes: 1009674, 1217402

[Redacted] contacted CAC seeking technical assistance with "non stop ESP lights and the car stalls."

Customer stated vehicle has "been at the dealer for almost 3 weeks and they can't figure this out, this is unacceptable. This is the second time this month I have had to go back to them for this, I always have this ESP light come on, even when I'm at a stand still."

Customer seeking technical assistance.

Open Date: 07/31/2006 17:16:27

Agent: William Maher

Phone 6250

Note Type: PC

Customer called back extremely argumentative that nobody returns his calls from the dealership. Customer asked who he is supposed to sue because his vehicle is still at the dealership.

Customer claims that this is not fair that the dealership won't pay for a rental car, and he wants to know what is going to be done.

Writer attempted to answer the customer's questions but he continues to interrupt and not let you respond.

Customer kept arguing that he bought this car and nobody will help him. He claims the car has been at the dealership for three weeks.

Writer informed the customer that we are looking into the situation and someone will contact him shortly with an update. Writer informed the customer that as far as a rental vehicle, MBUSA does not have a loaner policy and that is solely up to the dealership.

Customer claims that he is going to contact the BBB because his car is at the dealership for three weeks and cannot get fixed.

Writer informed the customer that his comments will be shared with the appropriate people.

Open Date: 08/03/2006 13:03:16

Agent: Cynthia Feuss

Phone 6289

Note Type: PC

Owner claims dealer called to say the vehicle has been repaired. Owner claims "their service mgr Mr. Woodson needs some training in manners as to how to handle customers. He likes to play hardball with people." Owner claims a WI Simonson employee promised a free loaner; that this person has since quit & dealer will not honor that alleged alt trans commitment. Owner claims dealer went ahead and fixed the ESP/BAS light sensor he instructed them not to fix because he did not want to pay \$1000 for this repair." Owner claims SM Woodson refused to send him a copy of the bill for the current repairs. Owner claims dealer "has totally mishandled this whole situation. My son is an attorney and I am going to have him call [REDACTED] to get a copy of the bill before I pick up the car. I do not understand why he refuses to give me the bill." I apologize to owner for his dissatisfaction and assure I will document/share his feedback.

Open Date: 08/04/2006 12:29:21

Agent: Joseph Leonardi

Phone 6255

Note Type: PC

Customer called the CAC stating that all issues have resolved to his satisfaction.

Open Date: 08/11/2006 16:00:22

Agent: BRIAN BAE

Phone 7324

Note Type: RC

Customer's personal issues have been resolved.

4/19/2007

Customer Assistance Referral

CA Ref ID: 194385 Priors: No Open Date: 08/29/2006 Status: CLS Last Update: 09/05/2006

Address:



Title:

Phone:



Business

City: Rocky Mount

NC



Corres ID:

Agent: James Dowles

Phone: 4628

Orig By: P

Orig CD: HO

Region: 2

Market: 1

Service Retailer: 59218

LEITH, INC.

RALEIGH

NC

Assign Agent: SOM - 21

Orig Retailer: 59218

LEITH, INC.

RALEIGH

NC

Sell Retailer: 59218

LEITH, INC.

RALEIGH

NC

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsr
42	52	3	3	09

DBAG VIN: 1631541A



Model: ML320

2001

World VIN: 4JGAB54E61A



Mileage: 77200

Engine Number: 11294230982282

Prod Date: 04/04/2001

Warranty Start Date: 06/18/2001

Close Agent: JACQUELINE HOEY

Field Closing Date: 09/05/2006

Close With: D

Close By: M

Close How: P

Owner Satisfied: N

Involved Information

>



Rocky Mount, NC



Primary

Residence

Secondary

Residence

Secondary

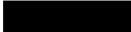
Residence

Secondary

Business

>

Old Care Cente - Owner,



Enfield, NC



Primary

Business

Customer Assistance Referral -- Full Notes

Open Date: 08/29/2006 17:41:58

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: 2524469998

Current Mileage: 77168

Warranty Start Date: 06/18/2001

Previous CA Referrals:

Previous Summary Notes:

██████████ contacted CAC stating "The brakes locked up and I could have died, you are at fault!"

Customer stated "This happened the other night, I was alone, doing 45 miles per hour, all of a sudden the brakes locked up, the car swerved and the inside lights by my speedo came on. I tried to keep on driving but the brakes were all locked up!"

Customer stated the vehicle is currently at 59218 and is being inspected.

Customer stated no injuries or accidents.

Customer stated he was only occupant in vehicle.

Customer stated he did have his seat belt on.

CC: Gary Bowne

Regina Cila

Tom Brunner

Frank Berenz

Open Date: 08/31/2006 10:26:42

Agent: RICE BYERLY

Phone 7225

Note Type: PC

Called Mr Ray Belom, SM, at the Raleigh Dlr, and left a message for Him to call me back with the particulars on this case -

Open Date: 08/31/2006 11:18:37

Agent: RICE BYERLY

Phone 7225

Note Type: PC

Spoke with Mr Belom at 11:15 AM. He stated that they were in the process of diagnosing the problem.

Open Date: 09/05/2006 12:17:15

Agent: JACQUELINE HOEY

Phone 7235

Note Type: RC

Dealer diagnosed vehicle as needing an ESP control unit. We declined post warranty assistance given year and mileage of vehicle. Customer dissatisfied and intends on having the vehicle towed off the dealers lot to an ISP for repairs.

4/19/2007

Customer Assistance Referral

CA Ref ID: 196047 Priors: No Open Date: 10/26/2006 Status: CLS Last Update: 11/16/2006

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted] Residence

City: Warren NJ [Redacted] Corres ID:

Agent: James Blasié Phone: 4620 Orig By: P Orig CD: H0 Region: 5 Market: 3

Service Retailer: 51113	MERCEDES-BENZ OF MOR	MORRISTOWN	NJ	Assign Agent: SOM - 25
Orig Retailer: 34210	BENSON MOTOR CARS LT	ANNAPOLIS	MD	
Sell Retailer: 34210	BENSON MOTOR CARS LT	ANNAPOLIS	MD	
Disp Amt:	Corr Fwd: N	Mailgram Sent: N		

DBAG VIN: 1631541A [Redacted]	Model: ML320	2000
World VIN: 4JGAB54E3YA [Redacted]		
Mileage: 54743	Engine Number: 11294230625719	
Prod Date: 02/03/2000	Warranty Start Date: 02/12/2000	

Close Agent: ERIC ERDENBERGER	Field Closing Date: 11/16/2006
Close With:	Close By:
Close How:	Owner Satisfied:

Involved Information

- [Redacted], Warren, NJ [Redacted]
 - Primary Residence
 - Secondary Business
 - Secondary Residence
 - Expired Residence
- [Redacted], Warren, NJ [Redacted]
 - Primary Residence
 - Secondary Residence
 - Secondary Fax
 - Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 10/26/2006 15:28:16

Agent: James Blasie

Phone 4620

Note Type: PC

Primary Phone: 732-302-9557

Contact name: Fauzia Bajwa

Current Mileage: 54743

Warranty Start Date: 02/12/2000

Previous CA Referrals: None

Previous Summary Notes: None

(Customer's spouse, Safi, is listed in FASTRACC as a long time MB owner.)

██████████ alleged that dealer recently repaired vehicle for oil light coming on - cost was \$197 "for a pump." She stated soon after, 3 more dash warning lights came on (BAS, ESP) and dealer advised it was "another pump."

Repair cost was quoted at \$2000, but after she requested review by dealership, she accepted offer of \$1200 for repair which she approved.

Customer states that now oil light is on again, that she believes dealership is not doing proper diagnosis or repairs and "questions their integrity."

Customer requested MB intervene and resolve repair issue which she believes is due to "a chip."

Open Date: 10/27/2006 11:39:09

Agent: Carol Pantua

Phone 4635

Note Type: SN

Customer called back and claims she has not heard from anyone yet.

When writer inquired, customer claims vehicle is with her now and she has not spoken with dlr about her alleged recurring concern. Customer claims she paid \$1200 and picked vehicle up from dlr last weekend, and same concerns came back.

Writer advised customer that concern would be documented and advised customer to speak with MB Morristown SD, who can personally review her concern and contact MBUSA regarding their findings, since dlr is privately owned and responsible for their repairs. Customer claims she will call SD and make appt to have vehicle checked.

Open Date: 10/31/2006 16:07:43

Agent: John Mayo

Phone

Note Type: SN

Writer (J. Mayo) received the below email from S/D Herman Diaz on Friday 10/27 after I cut and pasted the referral in an email to him being the new Fastracc update was causing dealers not to be able to review referrals in Fastracc.

John

I have not seen any Referrals , but anyway she dropped off the truck this afternoon, we gave her a loaner, I'm on it !!

Herman

Open Date: 11/16/2006 16:22:54

Agent: ERIC ERDENBERGER

Phone

Note Type: RC

SPOM discussed case today with SD Diaz. Dealer repaired vehicle and returned vehicle to owner on 11/1/06. Dealer replaced ABS pump relay at no charge to owner (dealer covered). ESP is now OK. SD Herman Diaz handled customer and also advised that the oil light came on because she was 1.5 qts low on oil. SD Diaz suggested she might need an oil consumption test, which owner refused to do. Dealer has not heard anything since repair and assumes everything is OK. case closed.

4/19/2007

Customer Assistance Referral

CA Ref ID: 197124 Priors: No Open Date: 12/12/2006 Status: CLS Last Update: 12/19/2006

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

City: Lindenhurst NY [Redacted] Corres ID:

Agent: William Maher Phone: 6250 Orig By: P Orig CD: HO Region: 5 Market: 1

Service Retailer: 55111 MERCEDES-BENZ OF MAS AMITYVILLE NY Assign Agent: SOM - 23
Orig Retailer: 67294 KEENAN MOTORS DOYLESTOWN PA
Sell Retailer: 67294 KEENAN MOTORS DOYLESTOWN PA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1631541A [Redacted] Model: ML320 2001
World VIN: 4JGAB54E81A [Redacted]
Mileage: 67000 Engine Number: 11294230950428
Prod Date: 02/22/2001 Warranty Start Date: 03/20/2001

Close Agent: STEVE DENNIS Field Closing Date: 12/19/2006
Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted], [Redacted] Lindenhurst, NY [Redacted]
Primary Residence
Secondary Residence

Customer Assistance Referral -- Full Notes

Open Date: 12/12/2006 09:52:31

Agent: William Maher

Phone 6250

Note Type: PC

Primary Phone: 516-860-7471
Contact name: Daniel Ostroski
Current Mileage: 67000
Warranty Start Date: 03/20/2001
Previous CA Referrals: None

Previous Summary Notes: None

Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 67000
Warranty Start Date: 03/20/2001
Previous CA Referrals: None

Previous Summary Notes: None

[REDACTED] claims he has had "nothing but trouble" with this vehicle. He claims the car has been at the dealership more than he has owned it and he is thoroughly annoyed now. Customer states the ESP/BAS light continues to come on and this is about the eighth time. He claims the dealership either replaces the bulb, or tells him to shut the car off and turn it back on. He claims that now they are telling him that he needs some other parts for \$500.00.

[REDACTED] is demanding that Mercedes-Benz repair this vehicle or do something else for him. He claims his wife wants a Mercedes but "that would be like banging his head into a wall."

Open Date: 12/12/2006 18:30:23

Agent: STEVE DENNIS

Phone

Note Type: SN

Information sent to dealer.

Open Date: 12/18/2006 16:57:31

Agent: STEVE DENNIS

Phone

Note Type: RC

SPOM reviewed this case with the Service & Parts Director of MB Massapequa (Maria Tully). Customer was offered and accepted a 50/50 split for the ESP control unit. Vehicle has now been repaired and returned to the customer.

4/19/2007

Customer Assistance Referral

CA Ref ID: 197265 Priors: Both Open Date: 12/19/2006 Status: CLS Last Update: 01/02/2007

Address: [Redacted]

Title: [Redacted]
Phone: [Redacted]

Mobile

City: Winter Park FL [Redacted] Corres ID:

Agent: Frank Parente Phone: 4675 Orig By: E Orig CD: HO Region: 2 Market: 7

Service Retailer: 14320	MERCEDES-BENZ OF ORL	MAITLAND	FL	Assign Agent: SOM - 27
Orig Retailer: 14358	CENTRAL FLORIDA EURO	LAKELAND	FL	
Sell Retailer: 14358	CENTRAL FLORIDA EURO	LAKELAND	FL	
Disp Amt:	Corr Fwd: Y	Mailgram Sent: Y		

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

World VIN: 4JGAB54E81A [Redacted]

Mileage: 78000 Engine Number: 11294230869699

Prod Date: 11/13/2000 Warranty Start Date: 12/28/2000

Close Agent: Glenn Zitzman Field Closing Date: 01/02/2007

Close With: Close By: Close How: Owner Satisfied:

Involved Information

> [Redacted]	[Redacted]	Winter Park, FL	[Redacted]
	Primary	Business	
	Secondary	Residence	
	Secondary	Mobile	

Customer Assistance Referral -- Full Notes

Open Date: 12/19/2006 14:10:07 **Agent:** Frank Parente **Phone** 4675 **Note Type:** PC
Primary Phone: [REDACTED]
Contact name: [REDACTED]
Current Mileage: 78000
Warranty Start Date: 12/28/2000
Previous CA Referrals: 197254

Previous Summary Notes: 1521535

When did the incident occur? - Wednesday 12/13
Driver's name and name of occupants 3
Where did the alleged incident occur? In Orlando
Were there passengers? 2
Was anyone injured? No
Were seatbelts worn? Yes
Where is the vehicle located now? At customer's home
Address, Phone and Contact person at Body Shop:
Police Report? No
Insurance Information:
Can customer forward photos to CAC?

Customer sent e mail stating that the rear passenger side wheel locked up while his wife was driving at 40 mph. He claims that she was able to pull the vehicle to the side of the road without further incident.
Writer called customer who claims that he had the vehicle towed to his independent shop - and was told that "there are so many codes it will cost a fortune to repair". Customer also states that when you push the ESP button the wheel unlocks.

The vehicle is currently at the customer's residence.
He can be contacted on his mobile phone at [REDACTED]

Open Date: 12/19/2006 14:11:08 **Agent:** Frank Parente **Phone** 4675 **Note Type:** SN
Note from SPOM - GZ

Frank,

I have instructed the Dealer to make contact and offer assistance.

Glenn Zitzman
Parts and Service Sales Development Manager

Open Date: 12/19/2006 14:14:04 **Agent:** Frank Parente **Phone** 4675 **Note Type:** SN
Previous case # 197254 will be cancelled.

Open Date: 12/22/2006 13:16:32 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** SN
Dealer has dispatched flatbed.

Open Date: 12/26/2006 15:12:38 **Agent:** Nicole Shababb **Phone** 4619 **Note Type:** SN
Customer called requesting to speak with Frank P. Writer warm-transferred call to Frank.

Open Date: 12/26/2006 15:16:29 **Agent:** Frank Parente **Phone** 4675 **Note Type:** SN
Customer called again claiming that dealer has informed him that nothing will be done for his issue. Customer calling asking if that is the end of his issue since he has a vehicle that he is afraid to drive.

Open Date: 01/02/2007 09:53:25 **Agent:** Glenn Zitzman **Phone** 7234 **Note Type:** RC
Investigation with the Dealer reveled that the vehicle has numerous hydraulic leaks. The Dealer has presented the Customer with a detailed estimate to effect repairs and the request to perform required repairs was declined by the Customer who dove the vehicle out of the Dealership. Contact was made via Dealer representative Mike Heart.

4/19/2007

Customer Assistance Referral

CA Ref ID: 197474 Priors: No Open Date: 01/02/2007 Status: CLS Last Update: 01/29/2007

Address:



Title:

Phone:



Business

City: Salt Lake City

UT



Corres ID: 312988

Agent: James Dowles

Phone: 4628

Orig By: E

Orig CD: HO

Region: 3

Market: 11

Service Retailer: 78602

KEN GARFF IMPORTS

SALT LAKE CI

UT

Assign Agent: SOM - 34

Orig Retailer: 56119

ROMANO MOTORS LTD.

FAYETTEVILLE

NY

Sell Retailer: 56119

ROMANO MOTORS LTD.

FAYETTEVILLE

NY

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

DBAG VIN: 1631741A



Model: ML55

2000

World VIN: 4JGAB74E7YA



Mileage:

48900

Engine Number: 11398160010898

Prod Date: 01/28/2000

Warranty Start Date: 02/21/2000

Close Agent: MARIO HARO

Field Closing Date: 01/29/2007

Close With:

Close By:

Close How:

Owner Satisfied:

Involved Information

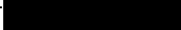
>



- Owner,



Salt Lake City, UT



Primary

Business

Secondary

Residence

Customer Assistance Referral -- Full Notes

Open Date: 01/02/2007 15:49:59

Agent: James Dowles

Phone 4628

Note Type: PC

Primary Phone: [REDACTED]

Contact name: [REDACTED]

Current Mileage: 48900

Warranty Start Date: 02/21/2000

Previous CA Referrals: None

Previous Summary Notes: 1481277, 1520540

[REDACTED] seeking technical assistance with "throttle sticking."

Customer sent email regarding ELW coverage - writer called customer to review ELW and he stated repeated unresolved issues with "sticky throttle and 3 times to the dealer."

Customer stated "It happens when I go wide open throttle, at times the gas pedal will just stick and it goes to the speed limiter, it gets to 135 miles per hour really fast, my wife doesn't like this and I've gone to the dealer several times, I just don't feel safe."

Writer advised customer concerns would be forwarded to appropriate parties within MBUSA along with dealership for further review on "sticky throttle." Writer advised customer not to drive vehicle - RAP offered to customer for tow - customer declined.

CC: Frank Berenz

Gary Bowne

Regina Cila

Tom Brunner

Writer explained ELW and items covered/ not covered. Customer's email:

"E-mail: [REDACTED]"

Comments

Hi, i would like to get information on warranty. I have a 2000 ML 55 AMG. It was recently in for brake work including Emergency brake shoe replacement. I am now being told that the brake pedal assembly needs to be replaced and it is not covered under my extended warranty. Could you send me a list of excluded items so that i can better understand this extended warranty option as I contemplate buying a new car. Thank you"

Open Date: 01/02/2007 17:45:29

Agent: CRAIG DEARING

Phone 7693

Note Type: SN

LM for Service Manager for follow up.

Open Date: 01/02/2007 19:13:57

Agent: CRAIG DEARING

Phone 7693

Note Type: SN

Spoke with client this date. Client had the pedal stick to floor only when the vehicle was floored. The pedal would release of it's own accord after 15 to 30 seconds. Client was very clear on what causes this issue and will bring the car to the dealer. The vehicle had recently had a steering angle sensor and the under dash panel may not be installed properly.

Writer contacted Service Manager who is to call this client 1-3 and make arrangements for inspection and repair. Writer reviewed all notes with Mr. Odonnel. For other concerns writer requested Service manager check YAW sensor codes and tires for other possible variations to the yaw sensor replacement. Client described a condition which may be normal and or the description provided had conflicts to the part ordered. Mr. O'Donnell is aware that several items are included with the yaw sensor electrically and more diagnosis may be required depending on the actual codes represented.

Open Date: 01/05/2007 15:18:01

Agent: CRAIG DEARING

Phone 7693

Note Type: RC

Client case is now to be closed. Client will provide dealer with the opportunity to repair and New SPOM Mr. Haro has added information he will be supplying to the servicing dealer. The client was pleased with support and discussions.

Open Date: 01/27/2007 15:47:50

Agent: MARIO HARO

Phone

Note Type: RC

TS (JG) advised SM and Tech to inspect throttle cable. SM indicated system is OK. SM advised client vehicle is checks out OK.

PE07-007
HOGAN & HARTSON FOR
DAIMLERCHRYSLER
4/19/2007
ATTACHMENT 2

Case	Created	Dealer ID	VIN	Prod. Date	Diagnosis	Action	Proposal	Feedback
240048906	7/22/04	14302	4JG1631541	5/8/01	Electronic stability program (ESP)/Illu minates	PERFORM SDS TEST CODE C1025 & C1000 INSTALL ABS PUMP RELAY & STOP LAMP SWITCH ROAD TEST VEHICLE, AFTER 200 MILES ESP LIGHT CAME ON AGAIN WITH CODE C100,PERFORM ESP/BAS WIRING HARNEES ELECTRICA TEST OK..		ASR/ETS/ESP control module (43181) - electrical fault (730)Replaced control unit to repair. 8/17/04
240035668	1/28/04	86412	4JG1631741	1/24/00	Electronic stability program (ESP)/Illu minates	Left rear speed sensor & ESP control unit replaced. Tested wiring from speed sensor to ESP control unit, tested good. Checked actual values in ESP all speed sensors read the same. Code C1102 in ESP, P1605 & P0500 in ME, C1025 in BAS, P1861 in ESM, 119 in E	Replace AAM. PC 1/28/04	Control module, combined function, AAM (82398) - electrical fault (730)//Dealer replaced AAM control module to resolve concern. DP 3/9/04

PE07-007
HOGAN & HARTSON FOR
DAIMLERCHRYSLER
4/19/2007
ATTACHMENT 3



DTB

Date: May 16, 2005
 Order No.: T-B-42.45/62a
 Supersedes: T-B-42.45/62 dated May 13, 2005
 Group: 42

Revision: Symptom Updated
SUBJECT: Model 163.154/157/172/174/175
 All Model Years
 ESP Lamp Illuminated

If you receive customer reports in the above model vehicles of the ESP lamp illuminated and the following stored fault code listed below, replace the stop lamp switch with a revised part. Reference WIS document AR42.10-P-0040GH.

- C1200 S9/1 (Stop Lamp Switch) Plausibility

Parts Information

Qty.	Part Name	Part Number
1	Stop Lamp Switch	A001 545 64 09



Note: The following allowable labor operations should be used when submitting a warranty claim for this repair.

In Case of Warranty

Operation: Short test, perform (54-1011)
 Stop lamp switch, replace (42-6801)

Damage Code	Operation Number	Time (hrs.)	Model Indicator (s)
54311 73	54 1011	0.3 hrs.	00
	42 6801	0.3 hrs.	K0

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

SUBJECT: LIGHT TRUCK DEALER TECHNICAL BULLETIN 15M/00

15M/00-2 GROUP 42 - MODEL YEAR 99, MODEL 163, YAW RATE SENSOR
COMPATIBILITY: Before ordering a replacement Yaw Rate Sensor for MY99
163 vehicles, please be advised that only Yaw Rate Sensor part number
002 542 72 18 is currently available as a spare part. This Yaw Rate
Sensor is compatible with all ESP control modules with the exception
of ESP control module 163 545 02 32. If the vehicle currently has
this ESP control module, it must also be replaced by the current
spare part version in order to work with the 002 542 72 18 Yaw Rate
Sensor. The ESP control module 163 545 02 32 was factory installed
between VIN range: A056308 up to A080000.

Service Engineering

JLdg

4-25-00

SUBJECT: YAW RATE SENSOR COMPATIBILITY: ESP control module 163 545 02 32 (installed VIN A056308 up to A080000) is not compatible with currently available Yaw Rate Sensor 002 542 72 18. ESP module must be replaced if Yaw Rate Sensor 002 542 72 18 is used.

BODY: -163

GROUP 42 - MODEL YEAR 99, MODEL 163, YAW RATE SENSOR COMPATIBILITY: Before ordering a replacement Yaw Rate Sensor for MY99 163 vehicles, please be advised that only Yaw Rate Sensor part number 002 542 72 18 is currently available as a spare part. This Yaw Rate Sensor is compatible with all ESP control modules with the exception of ESP control module 163 545 02 32. If the vehicle currently has this ESP control module, it must also be replaced by the current spare part version in order to work with the 002 542 72 18 Yaw Rate Sensor. The ESP control module 163 545 02 32 was factory installed between VIN range: A056308 up to A080000.



DTB

Date: June 11, 2002
 Order No.: T-B-42.45/22a
 Supersedes: T-B-42.45/22 dated May 8, 2002
 Group: 42

Revision: Part No. Included
SUBJECT: Model 163.174 (ML55)
 Electronic Stability Program (ESP)

If you encounter instances in Model 163.174 (ML55) of insufficient power steering assist at low speeds (parameter steering not functioning) and the ESP control module having a DTC of C1320 stored, replace the ESP control module with the part number indicated.

Parts Information

Qty.	Part Name	Part Number
1	ESP Control Module	163 545 97 32

In Case of Warranty

Operation: Short test, perform (54-1011)
 Control Module - ESP, replaced (42-8236)

Damage Code	Operation Number	Time (hrs.)	Model Indicator (s)
43181 73	54 1011	.3	00
	42 8236	.7	K0

This bulletin has been created and maintained in accordance with MBUSA-SLP 5.1, Document and Data Control, and MBUSA-SLP 16.1, Control of Quality Records.



DTB

Date: September 9, 2004
Order No.: T-B-42.45/42
Supersedes:
Group: 42

**SUBJECT: Model 163.154/157/175
VIN Range as of 371935 up to 442083 with ESP Control Unit MK25
Electronic Stability Program (ESP) Fault Codes**

If you receive customer reports in the above models of the Electronic Stability Control (ESP) warning lamp being illuminated with the following stored fault codes (listed below), perform the following repair procedure.

- C1140 B34 ESP Brake Pressure Sensor (Electrical Fault)
- C1145 Zero Point Offset Error Of Component B34 (ESP Brake Pressure Sensor)
- C1185 A7/7b1 BAS Diaphragm Travel Sensor (Electrical Fault)
- C1186 A7/7b1 BAS Diaphragm Travel Sensor (Zero Point Variation)
- C1187 A7/7b1 BAS Diaphragm Travel Sensor (Open Circuit)

i **Note:** Prior to replacing the ESP control module, perform the wiring harness connector procedure listed below. If after complete diagnosis, it is determined that ESP control module replacement is necessary, then the ESP control module **must** be returned to the Quality Evaluation Center (QEC) indicated by NetStar parts disposition. Each returned ESP control module **must include** a printout of the STAR Diagnosis fault codes. In order to obtain a printout navigate through the following STAR Diagnosis menus: [Control Units→Chassis→ESP-Electronic Stability Program→Fault Codes]. Warranty claims filed for ESP control modules after September 9, 2004, without the required STAR Diagnosis printouts will be debited and the corresponding parts will be sent back to the dealer.

i **Note:** Do not replace the ESP control unit.

i **Note:** ESP lamp illumination may be the result of increased resistance on the terminals within the connector for the ESP control unit (N47-5) due to oxidation.

- 1) Repair the wiring harness connector on the ESP control module. Wire harness repair instructions can be located from the following path: Netstar→Service→Star TekInfo→Miscellaneous→SM42.45-P-0001GH.

This bulletin has been created and maintained in accordance with MBUSA-SLP S423QH001, Document and Data Control, and MBUSA-SLP S424HH001, Control of Quality Records.

- 2) If any of the above fault codes are current; perform diagnostic test on Brake Pressure Sensor (B34/2) and or Brake Booster Piston Travel Sensor (A7/7b1) using STAR Diagnosis.
- 3) If the Brake Pressure Sensor (B34/2) is found to be faulty, replace the Brake Pressure Sensor. Reference WIS document AR42.45-P-0816GH.
- 4) If the Brake Booster Piston Travel Sensor (A7/7b1) is found to be faulty, replace the Brake Booster Piston Travel Sensor. Reference WIS document AR42.31-P-6002GI.



Note: STAR Diagnosis may instruct to "Pay attention to STIP AF42.45-P-8108A". This document is not valid for this model and should be ignored. Future updates of STAR Diagnosis will correct the document number.

Parts Ordering Notes

Qty.	Part Name	Part Number
1	Brake Booster Piston Travel Sensor	A163 540 12 17
1	Brake Pressure Sensor	A002 542 84 18 *

* For MY 2003, refer to EPC for details.



Note: The following allowable labor operations should be used when submitting a warranty claim for this repair

In Case of Warranty

Operation: Short test, perform (54 1011)
 Item 1: Connector sockets for ESP control module (after test), replace (02-4170)
 Item 2: Individual component traction/brake (specify), test perform (42-0641)
 Item 3: Brake booster travel sensor (BAS), R&R/replace if required (43-1110)
 Item 4: Brake pressure sensor – ESP, replace (42-8822)
 Test after short test (clearing codes) (54-1012)

Damage Code	Operation Number	Time (hrs.)	Model Indicator (s)
59110 74	54 1011	0.3 hrs.	00
Item 1	02 4170	1.5 hrs.	K1, K4, K5
Item 2	42 0641	0.6 hrs.	K0
Item 3 – 54583 **	43 1110	0.7 hrs.	K0
Item 4 – 43157 **	42 8822	0.8 hrs.	K0
	54 1012	0.5 hrs.	00

** - applicable damage type