

ATTACHMENT 3: REQUEST NUMBER TWO DOCUMENTS
PE08-030

CUSTOMER COMPLAINTS

6/17/2008

Customer Assistance Referral

CA Ref ID: 205018 Priors: No Open Date: 01/25/2008 Status: CLS Last Update: 06/10/2008

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

City: La Puente CA [Redacted] Corres ID:

Agent: Norman Swartz Phone: 6341 Orig By: P Orig CD: HO Region: 3 Market: 4

Service Retailer: 05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA Assign Agent: SOM - 23
Orig Retailer: 05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA
Sell Retailer: 05737 DOWNTOWN L. A. MOTOR LOS ANGELES CA
Disp Amt: Corr Fwd: N Mailgram Sent: N

DBAG VIN: 1641861A [Redacted] Model: ML350 2007
World VIN: 4JGBB86E57A [Redacted]
Mileage: 11911 Engine Number: [Redacted]
Prod Date: 03/19/2007 Warranty Start Date: 04/08/2007
Close Agent: CAROLYN DUCHENE Field Closing Date: 06/10/2008
Close With: Close By: Close How: Owner Satisfied:

Involved Information

- Debra Rideau - Owner, 1245 N Siesta Ave, La Puente, CA 917461146
- 323-497-9734, Primary Mobile
- 310-646-7370, Secondary Business
- 323-293-3898, Secondary Residence
- 800-275-8777, Secondary Business

Customer Assistance Referral -- Full Notes

Open Date: 01/25/2008 14:47:38

Agent: Norman Swartz

Phone 6341

Note Type: PC

Primary Phone [REDACTED]

Contact name: [REDACTED]

Current Mileage: 11911

Warranty Start Date: 04/08/2007

Previous CA Referrals: None

When did the incident occur?

Dec. 21,2007

Driver's name and name of occupants:

The driver was [REDACTED]

In the passengers front seat was [REDACTED]

In the rear seat was Charlene age 21

Where did the alleged incident occur?

In Las Vegas

Was anyone injured?

The drivers shirt, jacket were burnt.

Were seatbelts worn?

Where is the vehicle located now?

The vehicles at Downtown LA Motors

Address, Phone and Contact person at Body Shop:

Police Report?

None

Insurance Information:

None

Can customer forward photos to CAC?

Will e-mail photos.

[REDACTED] contacted the CAC to advise that her vehicle was at the dealership due to a seat warmer issue.

The customer stated that while in Las Vegas they were driving in the vehicle when they smelled something burning. Next they saw smoke coming from the area of the drivers seat. At first they thought it was Randy's phone but then found that it was from the seat.

[REDACTED] pulled over and found that the rear of his seat was burnt as well his shirt and jacket.

They took the vehicle to the local dealer who advised them they did not have any loaners so they left the seat warmers off and drove the 280 miles back home where they took the vehicle to their dealer.

There are no police reports, no one received any medical attention and the insurance company was not contacted.

Mike the S/M at the dealership is working on this issue.

The customer will e-mail me the pictures.

Open Date: 01/28/2008 13:48:54

Agent: Gary Bowne

Phone 2719

Note Type: SN

Hi Carolyn,

Please compensate the customer for the burned clothing in exchange for a legal release.

Thanks,

Gary

Open Date: 01/30/2008 09:27:21

Agent: Norman Swartz

Phone 6341

Note Type: SN

The customer sent pictures which were e-mailed to Gary.

Open Date: 02/21/2008 15:01:07

Agent: CAROLYN DUCHENE

Phone 7394

Note Type: SN

Asst Svc Mgr Mike Shirinian contacted customer w/o 2/18 to offer one month lease payment in exchange for a release to compensate for inconvenience associated with this incident. As of 2/20 client has not responded with acceptance of offer. SPOM has release and will send it to ASM upon advice of acceptance of offer.

Open Date: 02/26/2008 14:21:19 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

ASM Mike Shirinian contacted customer w/o 2/18 to offer one month lease payment in exchange for a release. As of 2/26 he had not received a response. SPOM requested he follow up today and request a decision. Client requested three payments as compensation. SPOM called client and spoke with both husband and wife and explained that if there was trip interruption and expenses were incurred that they would be covered under roadside Trip Interruption. SPOM confirmed with client that they were not injured - husband stated that his shirt and jacket were burned but that he "got out in time" and did not sustain injuries. SPOM reiterated that MB felt this offer was generous and that in exchange for a release we would be willing to offer a month lease payment and reimbursement for burned clothing. Mr. [REDACTED] took SPOM phone number. SPOM requested a decision by end of the week (2/29).

Open Date: 03/03/2008 19:25:26 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

SPOM made contact with client and reiterated offer of one month's payment as compensation for inconvenience. Client expressed that they wanted 3 months' payment, and SPOM refused. Client called on 2/29 to advise SPOM that they will accept offer. Monthly payment + reimbursement for burned clothing = \$650. SPOM has fedex'd a release to client. Upon receipt of signed release, SPOM will process reimbursement through dealership.

Open Date: 03/17/2008 22:42:05 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

Client called SPOM week of 3/3 and advised that they wanted the release to reflect only the repair in question, and not the standard over-reaching language of our form release. SPOM confirmed with MBUSA counsel that this would be acceptable and made changes as advised and fedex'd a new copy to client. As of 3/17, no response was received. SPOM called client on 3/17 to follow up and client advised that date listed in CAC notes of December 21 was incorrect and incident date was actually January 21, 2008. Client advised that they would review the release with their attorney and fax any additional requested changes to SPOM.

Open Date: 03/24/2008 13:37:57 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

SPOM called client on 3/24 to follow up on requested changes to release. SPOM left voicemail message reinforcing that changes needed to be received so that they can be reviewed by MB legal. SPOM requested fax of changes requested or return phone call.

Open Date: 04/11/2008 13:02:02 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

SPOM sent the following email to Yvette Chang and Gary Bowne on 4/11:

Just wanted to give you an update on this situation. I sent the revised release to them then had a subsequent conversation where they advised me that the date of the incident was wrong and there were other things they weren't happy with on the release. I asked them to make their requested changes and I would review them with my legal department. The last conversation I had with them was on 3/17. I called to follow up on 3/24 and to date have not heard back from them. I left them a message today advising them that if I did not hear from them by 4/15 that the offer was off the table and I was closing the case. These people have been obstinate and unreasonable, and I don't feel that any further effort should be expended here. It is clearly documented in their initial CA contact that there were no injuries, that fact was reiterated to me and I noted it in the Fastracc notes, and the vehicle has not been back in for any service since the incident at the end of January.

If I don't hear anything by Tuesday I'm closing the case.

Open Date: 04/16/2008 19:59:16 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

SPOM received phone call on 4/15 from [REDACTED] requesting document be emailed to her. SPOM emailed current version of release on 4/16 and requested that changes be made and returned by 4/18. SPOM will review requested changes with MB legal upon receipt.

Open Date: 04/29/2008 01:25:48 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

SPOM received voicemail from [REDACTED] on 4/18 acknowledging that she received the release and has not had time to mark the requested changes. Message explained that she would work on it as soon as she had a moment and return requested changes to SPOM.

Open Date: 05/19/2008 20:47:58 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

SPOM left voicemail for Mr & Mrs [REDACTED] on Friday 5/16 requesting a call back or email asap. If clients do not respond by end of May with requested changes to release, offer will be rescinded and case closed.

Open Date: 06/09/2008 13:15:21 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** SN

No Inspection Required

Open Date: 06/09/2008 16:15:56 **Agent:** CAROLYN DUCHENE **Phone** 7394 **Note Type:** RC

On 5/28 the following email was sent to client:

Hello [REDACTED]

I am writing to follow up on my voicemail from last week. It has been almost 6 weeks since I sent this release to you, which was another 6 weeks after our initial discussion and your receipt of the first version of the release. At this point, more than three months after our initial discussions, I am still willing to offer you \$650 to compensate you for your inconvenience in an effort of good faith. I have left you multiple voicemail messages asking for some response, and aside from a message I received stating that you were too busy to focus on this matter over a month ago, you have been extremely unresponsive, and to date I have still received no information from you on any requested changes to the release.

If I do not hear back from you by May 31, I will officially rescind this offer and consider our dialogue in regard to this matter closed.

Thank you for your attention to this matter.

Regards,

Carolyn Duchene
Service & Parts Operations Manager - Market 4
MBUSA - Western Region
800-225-6262, x7394
Fax: 949-271-5610

As of 6/9 SPOM has received no response. Offer is officially rescinded and case is closed.

6/17/2008

Customer Assistance Referral

CA Ref ID: 205134 Priors: No Open Date: 02/01/2008 Status: CLS Last Update: 04/07/2008

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

City: Rye Brook NY [REDACTED] Corres ID:

Agent: Raynell Daniels Phone: 7824 Orig By: P Orig CD: HO Region: 1 Market: 2

Service Retailer:00111 WASHINGTON RGN Assign Agent: SOM - 24

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: 1641861A [REDACTED] Model: ML350 2007

World VIN: 4JGBB86E57A [REDACTED]

Mileage: 5851 Engine Number: [REDACTED]

Prod Date: 02/07/2007 Warranty Start Date: 03/24/2007

Close Agent: BODO BALTYCKI Field Closing Date: 04/07/2008

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

Involved Information

➤ [REDACTED] Brook, NY [REDACTED]
Residence
Residence
Residence

Customer Assistance Referral -- Full Notes

Open Date: 02/01/2008 15:43:06 Agent: Raynell Daniels Phone 7824 Note Type: PC

Primary Phone [REDACTED]
Contact name: [REDACTED]
Current Mileage: 7000
Warranty Start Date: 03/24/2007
Previous CA Referrals: None

Previous Summary Notes: 365676, 1425057, 1425230

The customer contacted the CAC and is seeking technical assistance .

The customer "I was picking up my daughter from school on today and as I was inching my way up to the curb. Anyway, I felt the seat begin to get really and when I took a loot there was a hole the size of a quarter that burned through the seat and burned through my jacket. I called MB of White Plains and I am taking my car in, but I would like to know if I could be compensated for my jacket and how I could get my car repaired."

Writer advised the customer that her request would be submitted to the appropriate parties.

Open Date: 02/04/2008 10:10:57 **Agent:** Gary Bowne **Phone** 2719 **Note Type:** SN

Hi Joe,

The vehicle should be repaired under warranty and we should compensate them for the burned clothing in exchange for a release.

Thanks,

Gary

Open Date: 02/19/2008 14:26:03 **Agent:** JOSEPH GALLAGHER **Phone** 7526 **Note Type:** SN

Writer working with dealer to get vehicle in for repair. Vehicle will be repaired under warranty and customer compensated for loss of clothing. Writer will update.

Open Date: 03/03/2008 17:57:42 **Agent:** JOSEPH GALLAGHER **Phone** 7526 **Note Type:** SN

Customer is going to be contacted to advise if she will sign release for coverage. Writer will update.

Open Date: 04/07/2008 12:02:04 **Agent:** BODO BALTYCKI **Phone** 7526 **Note Type:** SN

No Inspection Required

Open Date: 04/07/2008 12:02:42 **Agent:** BODO BALTYCKI **Phone** 7526 **Note Type:** RC

Customer has accepted offer for jacket reimbursement. Vehicle has been repaired under warranty. Release is being prepared for customer to sign. No further action at this time.

**ATTACHMENT 3: REQUEST NUMBER TWO DOCUMENTS
PE08-030**

FIELD REPORT

Workshop title: A251729

Case no.	240679734
Date	3/19/08 5:40 AM
Creation date	1/30/08 12:01 AM
WhS editor	online, online
VIP customer	[--]

Vehicle	
Vehicle model	
FIN	4JG164.186-1A-251729
Mileage (km)	19724
Mileage (mi)	12256
Operating hours	
Initial registration date	04-08-2007
Engine no.	.--
Transmission no.	.--
Major assembly no.	.--
Production date	

Dealer			
Operating data		Contact person	
Dealer no..	05737	Name	
Name	Downtown L.A. Motors	E-mail	
Address	1801 South Figueroa Street	Phone no..	
	CA 90015 Los Angeles	Fax no..	
	United States	Mobile no..	

Case data			
3/19/08 5:40 AM	Close WhS	d7oonlin(online, online)	
-			
3/19/08 5:40 AM	Close workshop	d7oonlin(online, online)	
-			
3/19/08 5:40 AM	Feedback workshop->WhS Feedback not required Resolution was effective	d7oonlin(online, online)	
Replaced the seat backrest cover and the foam piece,checked the seat heater system and compared it to a good known vehicle,tested normal,released vehicle.Please close the case.			

XENTRY

1/30/08 12:01 AM	Reply WhS->workshop Feedback not required	d7oonlin(online, online)	
Default: As this is Online Case			
1/30/08 12:01 AM	Case created in WhS	d7oonlin(online, online)	
Customer complaint:			
Driver side seat backrest left side bolster is got a 1/2 inch hole burnt caused by the seat heater.Customer called CAC.			
Action performed:			
Replaced the seat cover and the foam- and checked the seat operation with the heater on and compared to the right side temperature and the lenght of the time the seat heaters are staying on.Tested normal.			
Case classification			

Additional operating state data			
Speed from:		up to:	km/h
Speed from:		up to:	mph
Engine speed from:		up to:	rpm
Tank:		Battery voltage:	V
Outside temperature:	°C	Coolant temperature:	°C
[--] Vehicle broken down [--] Vehicle unfit to drive [--] Fault is reproducible. [--] Inspector required [--] Repeat repair			

Symptoms
Body / Seat / Seat heater / Nonfunctional

Control unit/fault code
[--] no FC available