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April 16, 2008

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**Via Electronic Mail and Hand Delivery**

Jeffrey L. Quandt, Chief  
Vehicle Control Division  
Office of Defects Investigation  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
West Building  
Washington, DC 20590

**Re: PE08-002 – Preliminary Evaluation to Investigate Allegations of Brake Line Failure in Model Year 2002 Mercedes-Benz ML 550 and ML 55 AMG Vehicles with V-8 Engines; Responses to Requests 7-13**

Dear Mr. Quandt:

This letter is submitted on behalf of Daimler AG and Mercedes-Benz USA, LLC (collectively “Mercedes-Benz”) to the National Highway Traffic Safety Administration (“NHTSA” or “Agency”) in response to the Office of Defects Investigation’s January 24, 2008 request for information relating to the Agency’s preliminary evaluation investigating allegations of brake line failure in Model Year 2002 Mercedes-Benz ML 550 and ML 55 AMG class vehicles with V-8 engines.<sup>1</sup> Responses to NHTSA requests numbered 1-6 were provided on March 14, 2008. Responses to NHTSA requests numbered 7-13 are provided herein.

Before providing responses to the Agency’s remaining specific questions, an overview of the design, production process, and alleged defect in the brake line/fuel line bundle will be helpful.

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<sup>1</sup> The agency’s January 23, 2008 information request defined subject vehicles as all MY 2001 through 2003 ML 500 and ML 55 vehicles.

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## Overview

*Design:* The brake line component on the subject vehicles was produced by the part supplier in a pre-packaged bundle that included both the subject brake line, and the fuel line (together, the "line bundle"). The line bundle is attached to the frame of the vehicle at eight different attachment points by plastic clips that secure the entire bundle to the vehicle's frame. The area of potential contact between the brake line and fuel line described by NHTSA is above the frame, in the upper portion of the engine compartment, where the relative position of the two lines is not controlled by the frame clips. The design specifications for the line bundle required from the beginning that the brake line and fuel line not make contact in the area of potential contact described by NHTSA in this Preliminary Evaluation. In fact, as described more fully below, the subject vehicles have a 100 percent quality inspection before release where one of the inspection points is to assure brake and fuel line separation.

For the portion of the line bundle at issue, the relative position of the two lines is controlled by a number of design factors specified for the line bundle, including: the location of the fuel rail connection (which is the termination point for the fuel line in the line bundle); the location of the connection to the brake master cylinder (which is the termination point for the brake line in the line bundle); the length of the flexible portion of the fuel line; and the precise location and angle of each of the fourteen (14) bends in the pre-bent steel brake line. The designed distance between the brake line and fuel line at the point of potential contact in the subject vehicles is specified in the design at 32.302 mm. The design process also accounted for the relative motion between the brake line and fuel line during different driving scenarios which cause the engine to rotate slightly on its longitudinal axis. Specifically, the total relative movement between the brake and fuel line is approximately +/- 5 mm. During engine braking (e.g. releasing the accelerator pedal in low gear without disengaging the transmission) the distance measured from the initial static designed position of the lines decreases. During acceleration, the engine torques in the opposite direction on the engine mounts, and the clearance between the brake line and fuel line increases. Accordingly, the design process accounted for potential variation in the production, installation, and in-use operation of the line bundle components to prevent contact between the lines under various driving conditions, even under CAD-modeled worst-case installation scenarios.

*Production:* From the beginning of production, the relative position of the brake line and fuel line has been subject to independent inspection steps to insure that there is in fact no contact between these lines at the completion of vehicle manufacture. For example, during line bundle assembly a visual inspection of the line bundle to insure that there are no twists or contact potential was a required process step immediately after connecting and applying torque to the fuel line's flare nut connection to the fuel rail. In addition, an end-of-line visual inspection was required to confirm that there was no contact between the brake line and fuel line in the line bundle in completed vehicles.

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*Alleged Failure Mode:* Due to manufacturing variations in part geometry and dimensions, and the cumulative impact of differing tolerances in the line bundle installation (tolerance stacking), there is always a limited potential for the brake line and fuel line to make contact during the installation process. This situation is extremely rare because it is dependent on a large number manufacturing and assembly variables. A contact scenario requires the simultaneous occurrence of a number of these factors, which has proven to be extremely rare. The manufacturing and assembly variables include, for example: the size of the engine (V-8 reduces free space in the engine compartment); small supplier variations in the precise length of the flexible portion of the fuel line; the orientation of the fuel line connection to the fuel rail; small supplier variations in the angle of positioning bends in the brake line; and the location of the frame holes used to fasten the eight line bundle frame clips. As with all production anomalies, if vehicles were found to have insufficient separation between the brake and fuel lines during production, the off-line repair protocol, which addresses repair conditions identified during manufacture at the end of the assembly process, would have been used to repair the vehicle to its proper condition.

The potential for this type of brake line and fuel line contact was first identified as an assembly line issue after the larger V-8 engines were introduced in subject M-Class models in 2002. The routine assembly line inspections described above identified the need for an assembly line action to authorize use of a device when necessary to address the potential for brake line contact. Thus, in May, 2002, an instruction was authorized to allow the use of plastic spacer clips in cases where potential line contact was identified during production. Prior to May, 2002, a similar remedy would have been employed through the off-line repair protocol. As discussed in more detail below under the response to Request No. 9, there were two slight modifications to this chafe protection measure that were adopted after May, 2002, and remained in effect until the end of subject vehicle production.

*Field Experience and Consequences:* Although contact, chafing, and brake line failure is possible under certain special circumstances, the design and production controls described above insure that such situations are very rare. Moreover, due to the relative hardness of the braided stainless steel fuel line, and softer metal brake line, any contact between these lines on new vehicles would have resulted in damage and replacement of the brake lines at relatively low mileage. In a hypothetical case, where a vehicle was produced with two lines that could make contact, the failure would occur relatively early in the vehicle life. In a test conducted during the preparation of this response, a wear simulation found that the brake line failed at between 12,000-13,000 simulated miles. Thus, if contact existed at the time of production, significant numbers of warranty claims would be expected early in the life of the subject vehicles. No such warranty claims were identified. Accordingly, the extremely rare cases of high mileage failures that have been observed are most likely the result of in-use vehicle service which improperly

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reinstalled or misaligned either the subject component, the fuel line, the engine, the fuel rail, or the master cylinder.

As indicated in our responses to Requests 1-6, regardless of cause, the total warranty claims rate for the subject vehicles with the selected damage codes (codes for brake or fuel line replacement) is approximately 0.3%, and less than half of the 66 vehicles with warranty claims reported have dealer text which indicates that chafe damage was the root cause of those replacements. After reviewing the dealer text, Mercedes-Benz has only found 23 warranty claims, or 0.1% of the subject vehicle production, in which there is some clear reference to chafe as a problem requiring a repair.

In addition to very low warranty and parts sales figures, as discussed in more detail in the response to Requests 10 and 12, in the event of failure of the subject brake line, the vehicle will not lose total braking capacity. The subject vehicles feature an X-variant brake-circuit configuration which splits the dual circuit system diagonally between opposite side front and rear wheels. With a complete failure of the subject component, and the eventual loss of all fluid in the circuit, the front right and left rear brakes remain fully functional. During early failure stages with initial brake fluid loss, the full system will remain functional. The red "BRAKE" malfunction indicator lamp will illuminate after the loss of 210.6cc of brake fluid, leaving approximately 40% of the original fluid amount and a fully operational brake system. If the operator continues to operate the vehicle, in contradiction to the Owner's Manual, and there is a total loss of all brake fluid in one circuit, the X-variant operation noted above allows the other, completely separate circuit to continue to function indefinitely. In such a case, the subject vehicle's braking performance exceeds the minimum two-wheel stopping distance required by FMVSS 135 by 50%, as illustrated in the attachment to the response to Request 12.

### **Responses to Requests No. 7-13**

The responses to NHTSA's requests numbered 7-13 are provided below following a restatement of the Agency's original requests.

**Request No. 7:**        *Produce copies of all service, warranty, and other documents that relate to, or may relate to, the alleged defect in the subject vehicles, that Mercedes-Benz has issued to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that Mercedes-Benz is planning to issue within the next 120 days.*

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**Response to Request No. 7:**

Mercedes-Benz has not issued any documents, including service and warranty documents to any dealers, regional or zone offices, field offices, fleet purchasers, or other entities that relate or may relate to the alleged defect in the subject vehicles.

**Request No. 8:** *Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned, or are being planned by, or for, Mercedes-Benz. For each such action, provide the following information:*

- a) Action title or identifier;*
- b) The actual or planned start date;*
- c) The actual or expected end date;*
- d) Brief summary of the subject and objective of the action;*
- e) Engineering group(s)/supplier(s) responsible for designing and for conducting the action; and*
- f) A brief summary of the findings and/or conclusions resulting from the action.*

*For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.*

**Response to Request No. 8:**

Prior to the current NHTSA investigation, Mercedes-Benz had not conducted any actions that relate or may relate to the alleged defect in the subject vehicles.

**Request No. 9:** *Describe all modifications or changes made by, or on behalf of, Mercedes-Benz in the design, material composition, manufacture, quality control, supply, installation or routing of the subject component or the main fuel line, from the start of the production to date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:*

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- a) *The date or approximate date on which the modification or change was incorporated into vehicle production;*
- b) *A detailed description of the modification or change;*
- c) *The reason(s) for the modification or change;*
- d) *The part number(s) (service and engineering) of the original component;*
- e) *The part number(s) (service and engineering) of the modified component;*
- f) *Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;*
- g) *When the modified component was made available as a service component; and*
- h) *Whether the modified component can be interchanged with earlier production components.*

*Also, provide the above information for any modification or change that Mercedes-Benz is aware of which may be incorporated into vehicle production within the next 120 days.*

**Response to Request No. 9:**

As indicated in the Overview section, there have been three basic iterations of the chafe protection described above. The first was the use of a retaining clip, which was implemented into production on May 24, 2002. Under this assembly instruction, lines with the potential for contact could be fitted with a plastic retaining clip, which, where needed, would snap onto the fuel line, and onto the brake line over a rubber sleeve or "grommet" at the point of contact to maintain a fixed distance between the two lines. For this measure, the plastic clip was a generic plant part (PN A0009880269) that was available in the plant for use in a number of applications for attachment to tubes and lines for the control of noise, vibration and/or chafing. The second production variation was instituted on July 22, 2002, and replaced plastic clip PN A0009880269, with a clip that could be attached to the brake line directly without the use of a rubber grommet under the clip on the brake line. This second part was also a readily available plant part, part number PN 7102000. The third iteration of this measure was implemented on September 5, 2002. At this time, the earlier clip procedure was replaced by the use of two 50 mm rubber grommets on the brake line at the point of potential contact. No clip was used under this procedure. The purpose and effect of this procedure was the same as the earlier clip procedure and was implemented to simplify the installation of the chafe protection on vehicles that required it. This instruction remained in effect until the end of production on December 12, 2003. Both

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the grommets and clips are interchangeable and are standard shop-parts that all dealers keep in stock for miscellaneous applications.

**Request No. 10:** *State the number of each of the following that Mercedes-Benz has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), model and model year of the vehicle in which it is used and month/year of sale (including the cut-off date for sales, if applicable):*

- a) *Subject component;*
- b) *Main fuel line; and*
- c) *Any routing clips that have been used to reposition the subject component or the main fuel line in service repairs of subject vehicles.*

*For each component part number, provide the supplier's name, address, and appropriate point of contact (name, title, and telephone number). Also identify by make, model and model year, any other vehicles of which Mercedes-Benz is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.*

**Response to Request No. 10:**

The parts sales information for the brake line and fuel line are provided in Attachment 1, together with supplier, model and date information. There are no specific clip or grommet part numbers specified for use in service or repairs. Where necessary, dealers would use generic clips or grommets as service parts. These types of shop parts are typically purchased in bulk for many uses, and no separate sales figures are available.

Please note that the brake and fuel line parts are utilized for many purposes, including accident repair, engine breakdown and local dealer stocking. In addition, these parts are used for many Mercedes-Benz vehicles beyond those subject to this information request. Accordingly, the number of parts sold must be compared to the total MY 1999-2004 (W163 Series) M-class vehicle population for which they can be used, which is 297,758. Although there are many reasons for replacement of the brake or fuel line, the total parts sales for these parts on subject vehicles has been extremely small, as is expected with this type of part. There have been 803 brake lines sold, or 0.269% of all W163 series M-Class vehicles. Likewise, there have been only 1,515 fuel lines sold, or 0.51% of all W163 M-Class vehicles sold.

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**Request No. 11:**      *Provide one sample of each of the following:*

- a) Subject component;*
- b) Main fuel line; and*
- c) Clips used to retain either 11.a or 11.b (either original equipment or service parts).*

*If possible, provide 11.a and 11.b with approximately 3 cm quarter-sectioned along the lengths where the two parts may contact each other.*

**Response to Request No. 11:**

A sample of the subject brake line (PN A1634201526) and the main fuel line (PN A1634762101), and a sample of the current service part version of the type of plastic retaining clips described above have been provided under separate cover to Chris Lash in the Office of Defects Investigation.

**Request No. 12:**      *Provide the following information regarding the subject component and main fuel line:*

- a) Photographs or CAD drawings showing top, side and front plane view images showing the subject component and the main fuel line orientation and design clearance;*
- b) The material composition and design dimensions of the subject components;*
- c) The material composition and design dimensions of the main fuel line;*
- d) The amount and frequency of the relative movement between the two components when the engine is running;*
- e) A schematic of the brake hydraulic system with the area of the alleged ruptures (as depicted in the attached photograph) circled; and*
- f) Descriptions of the brake system operation in normal mode and after a rupture of the subject component, including:
  - i. Effect on hydraulic pressure at each wheel – show two curves of line pressure vs. pedal force for: (1) normal operation; and (2) ruptured line;**



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- ii. *Effect on stopping distances from 30 and 60 mph – show two curves of stopping distance vs. pedal force for: (1) normal operation; and (2) ruptured line.*

**Response to Request No. 12:**

The information requested under Requests 12(a) - 12(c), and 12(e) - 12(f) is included at Attachments 2 through 7 respectively. With regard to Request 12(d), as described in the Overview, the fuel and brake lines can experience relative movement during rapid acceleration and deceleration using engine braking. This movement is in the range of +/- 5 mm under normal driving conditions, measured from the initial static designed position to the position achieved during rapid acceleration or deceleration.

**Request No. 13:** *Furnish Mercedes-Benz's assessment of the alleged defect in the subject vehicle, including:*

- a) *The causal or contributory factor(s);*
- b) *The failure mechanism(s);*
- c) *The failure mode(s);*
- d) *The risk to motor vehicle safety that it poses;*
- e) *What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and*
- f) *The reports included with this inquiry.*

**Response to Request No. 13:**

As described above in the Overview, the design and production processes utilized for the subject vehicles insure that contact between the brake and fuel line is a very rare phenomenon. The stacking of manufacturing and assembly tolerances in certain subject vehicles can create the potential of insufficient separation and potential contact. In cases where the design and production process did not insure adequate separation under these severe tolerance stacking scenarios, visual assembly line inspections and mid-line inspections identified those situations, and additional chafe protection was added during manufacture. In addition, a 100% end-of-assembly line inspection checked to verify separation. Together, this has resulted in the extremely low occurrence of chafe between these components in the field. The total warranty claims ratio is extremely low. There were only 66 warranty claims that referenced the relevant brake line or fuel line damage codes, or approximately 0.3% of total subject vehicle production.

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A review of the warranty claims dealer text indicates that only 23 of the 66 claims originally submitted to NHTSA with the selected damage codes actually have text indicating that some type of chafe-related problem was at issue. This represents a 0.1% warranty claims rate. It is most likely that these claims have resulted from repairs or alterations made to the engine, brake line, or fuel line over the life of the vehicle, and Mercedes-Benz has not identified any single root cause or source of this 0.1% misalignment rate.

Finally, even where a complete failure occurs, the vehicle retains full braking on the front right and left rear wheel, and the subject vehicles' two wheel braking performance is very good. The compliance test summaries in Attachment 7 indicate that the stopping distance for subject vehicles is 50% less than the allowed maximum stopping distance permitted under FMVSS 135 for the malfunction of split circuit brake systems.

For all of these reasons, Mercedes-Benz does not believe that the isolated incidents of brake line failure identified by NHTSA and Mercedes-Benz represent either a defect trend, or significant risk to motor vehicle safety.

Please feel free to contact me if you have any questions concerning this submission.

Sincerely,

A handwritten signature in blue ink that reads "Patrick Rahe" followed by the initials "PM/RLM".

Patrick M. Rahe

Attachments

PE08-002: Attachment 1, Request No. 1:  
Production Data

See Attached Disc

PE08-002: Attachment 2, Request No. 2 Data (Question 3)

file number or other identifier used	category of the item	Vehicle owner or fleet name (& contact person)	Vehicle owner's address	Vehicle owner's contact telephone number(s)	Vehicle's VIN or FIN	Vehicle's model	Vehicle's model year	Vehicle's time of incident	Report or claim date	Whether a crash is alleged	Whether a fire is alleged	Whether property damage is alleged	Number of alleged injuries, if any	Number of alleged fatalities, if any
181408	complaint	[REDACTED]	NE Atlanta, GA 30306	[REDACTED]	4JGAB74E9	ML55	2001	55,000	7/6/2005	No	No	No	None	None
706709	complaint	[REDACTED]	Apt. 6H, Brooklyn, NY	[REDACTED]	4JGAB75E0	ML500	2002	34,773	2/18/2004	No	No	No	None	None
181080	complaint	[REDACTED]	Jersey City, NJ 07310	[REDACTED]	4JGAB74E1	ML55	2001	73,559	6/24/2005	No	No	No	None	None
177561	complaint	[REDACTED]	Jersey City, NJ 07310	[REDACTED]	4JAB74E11A	ML55	2001	73,000	3/2/2005	No	No	No	None	None
907271	complaint	[REDACTED]	NE Atlanta, GA	[REDACTED]	4JGAB74E9	ML55	2001	56,832	7/22/2005	No	No	No	None	None
240071599	field report	[REDACTED]	Boulevard Beverly Hills, CA	[REDACTED]	1631751A	ML500	2001	52,255	4/28/2005	No	No	No	None	None
240551703	field report	[REDACTED]	Avenue Devon, PA	[REDACTED]	1631751A	ML500	2002	69,354	7/11/2006	No	No	No	None	None

PE08-002: Attachment 3, Request No. 4:  
Complaint and Field Report Data

**COMPLAINTS**

Prepared on : February 15 2008

# Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 907271    **Cus Ident** 16829489    **Legal** N    **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Atlanta                      GA [REDACTED]  
**Phone** ([REDACTED])                      **Phone Location** Residence  
**Assign Dir** 17315                      ATLANTA CLASSIC CARS, INC.    DULUTH                      GA  
**Sell Dir** 17315                      ATLANTA CLASSIC CARS, INC.    DULUTH                      GA

**Last Sell Dir**

**Note to Market Ind:**                      **Amount**                      600.00

<b>Vehicle Information</b>	
<b>DBAG Vin</b> 163174 [REDACTED]	<b>World Vin:</b> 4JGAB74E91 [REDACTED]
<b>Mileage</b> 56832	<b>Prod Date</b> 4/3/2001 <b>Warr Date</b> 3/15/2002 <b>Model</b> ML55    2001

## Summary Notes

7/22/2005    10:19:41    NETSTAR

Name : Allen Ross (Service Manager)  
Phone : 770-279-3357  
Dollar Amount : 600.00

Post Warranty / Good Will Offer  
No Offer

Vehicle Performance Issue  
Not Covered Under Manufacturer Warranty

Reviewed with MBUSA  
Service and Parts Operations Manager

Reviewed with Customer  
Yes (By Phone) (Review Date : 07/22/2005 00:00:00)

Customer Expectations  
Not Met

Additional Information Available  
Dealer Requests CAC Contact

## Summary Notes

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7/22/2005

11:07:31

Carol Pantua

4635

Writer called SM Allen Ross who advised that customer is seeking post warranty assistance for brake pads and rotors and customer's request is respectfully declined.

SM advised that on a prior occasion, the fuel line was rubbing a hole in the brake line and dlr provided coverage as a goodwill gesture since vehicle was out of warranty. Now, customer seems to believe that the need for new brake pads and rotors are attributed to the early repair and requests coverage for this concern as well. SM does not believe further post warr assistance is merited.

SM also advised that dlr personnel has been driven in vehicle by customer on prior test drives and customer seems to drive erratically. SM further advised that customer tows a boat with vehicle, which may affect the brake life of brake pads and rotors.

Writer thanked SM for the update and advised that SM's decision would be upheld.

2/15/2008

# Customer Assistance Referral

CA Ref ID: 181408 Priors: No Open Date: 07/06/2005 Status: CLS Last Update: 07/06/2005

Address: [Redacted] Title: [Redacted]  
Phone: 4 [Redacted] Residence

City: Atlanta GA [Redacted] Corres ID:

Agent: William Maher	Phone: 6250	Orig By: P	Orig CD: HO	Region: 2	Market: 2
Service Retailer: 17315	ATLANTA CLASSIC CARS	DULUTH	GA	Assign Agent: SOM - 22	
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
42	04	2	3	13

DBAG VIN: 1631741 [Redacted] Model: ML55 2001  
 World VIN: 4JGAB74E91 [Redacted]  
 Mileage: 55000 Engine Number: 11398160025011  
 Prod Date: 04/03/2001 Warranty Start Date: 03/15/2002

Close Agent: [Redacted] Field Closing Date: 07/06/2005  
 Close With: O Close By: D Close How: V Owner Satisfied: Y

## Involved Information

- > [Redacted] Owner, [Redacted] Atlanta, GA [Redacted]  
 [Redacted], Primary Residence  
 [Redacted], Secondary Residence

## Customer Assistance Referral -- Full Notes

Open Date: 07/06/2005 09:54:25 Agent: William Maher Phone 6250 Note Type: PC  
 Primary Phone: 4043238160  
 Current Mileage: 55000  
 Warranty Start Date: 03/15/2002  
 Previous CA Referrals:  
 Previous Summary Notes: 762551, 841639

[Redacted] claims that he was driving his vehicle and the brakes allegedly failed. He claims the vehicle is at the dealership now and they are telling him that the brake line and the braided fuel line are rubbing against each other and this caused a hole in the brake line. Customer claims the dealership also needs to replace the fuel line since it has been compromised.

[Redacted] claims the dealership informed him that the repair will cost about \$900, and he claims that this should never of happened on a vehicle and wants Mercedes-Benz to pay for the repair.

CC: Gary Bowne, Frank Berenz, Regina Cila, R. Thomas Brunner

Open Date: 07/06/2005 14:37:30 Agent: JOHN SAGEDER Phone 7234 Note Type: RC  
 TS has been requested for inspection of vehicle.



Open Date: 07/06/2005 18:31:48

Agent: JOHN SAGEDER

Phone 7234

Note Type: RC

It has been decided between Product Compliance and the TAC that no inspection is necessary. Therefore I instructed the dealer to repair the vehicle and claim as a goodwill repair.  
Case closed.

### Warranty History

Vin Dbag 1631741

Claim#	Date	Amount	Mileage	Dmgcd1	Dealer	Type	Description	Advisor
039615643	09/08/2006	2192.00	78969	1433007	17315	Warranty	FIREWALL CATALYTIC CONVERTER CRACKED	
039098259	06/30/2006	1718.00	75175	5457573	17315	Warranty	CONTROL UNIT, GASOLINE ENGINE ELECTRICAL FAULT	
036722252	10/01/2005	0	57681	2189900	17315	Warranty	CUSTOMER SATISFACTION SPECIAL REGULATION	
036759452	10/01/2005	400.00	57681	2189900	17315	Warranty	CUSTOMER SATISFACTION SPECIAL REGULATION	
036298802	07/28/2005	66.50	56832	9102806	17315	Warranty	COVER, SEAT FITTINGS, OUTER BROKEN	
035997265	07/11/2005	437.78	56344	0721522	17315	Warranty	FUEL LINE, FEED CHAFES	
035016747	02/28/2005	444.64	49545	4650104	17315	Warranty	POWER STEERING PUMP, POWER/HYDRAULIC STEERING LEAKY	
035016747	02/28/2005	345.00	49545	8288636	17315	Warranty	DVD PLAYER NOISE	
035016747	02/28/2005	94.50	49545	9102806	17315	Warranty	COVER, SEAT FITTINGS, OUTER BROKEN	
034496821	01/11/2005	380.38	48965	2400532	17315	Warranty	ENGINE MOUNT, FRONT TOO WEAK	
034496821	01/11/2005	119.84	48965	8834438	17315	Warranty	BOTTOMING PROTECTION LOOSE	
033057623	07/16/2004	301.40	42722	2184700	17315	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	
033057623	07/16/2004	498.00	42722	4700650	17315	Warranty	TANK TRANSMITTER SHOWS INCORRECT READINGS	
033057623	07/16/2004	65.08	42722	5431173	17315	Warranty	BRAKE LIGHT SWITCH ELECTRICAL FAULT	
033057623	07/16/2004	201.48	42722	8601104	17315	Warranty	FLUID TANK, WINDSHIELD WASHER/HEADLAMP CLEANING SYSTEM LEAKY	
033057623	07/16/2004	1070.00	42722	9103036	17315	Warranty	DRIVER'S SEAT ADJUSTMENT, ELECTRICAL NOISE	
033057623	07/16/2004	115.40	42722	9106538	17315	Warranty	COVER, SEAT, LATERAL, FRONT LOOSE	
033078344	07/16/2004	355.00	42722	4210120	17315	Warranty	BRAKE DISC, FRONT OUT-OF-ROUND/UNBALANCED	
033078344	07/16/2004	207.40	42722	4220120	17315	Warranty	BRAKE DISC, REAR OUT-OF-ROUND/UNBALANCED	
033078344	07/16/2004	307.44	42722	8285873	17315	Warranty	ANTENNA, GPS ELECTRICAL FAULT	
032059518	03/03/2004	242.00	32857	8325836	17315	Warranty	BLOWER MOTOR, MODULE BOX/CONTROL UNIT BOX NOISE	
032059518	03/03/2004	584.04	32857	91004A3	17315	Warranty	COVER, FRONT SEAT CUSHION WARPED	
031738849	01/22/2004	366.42	31419	7510138	17107	Warranty	FUEL FILLER FLAP LOOSE	
031568135	12/29/2003	167.25	30617	2183700	17315	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "A" SPECIAL REGULATION	
031568135	12/29/2003	27.76	30617	6100140	17315	Warranty	MAIN FLOOR VIBRATES	
031568135	12/29/2003	110.80	30617	68021A3	17315	Warranty	GLOVE COMPARTMENT WARPED	
031568135	12/29/2003	675.12	30617	9100973	17315	Warranty	HEATING PAD, SEAT FRONT ELECTRICAL FAULT	
030457976	08/13/2003	590.80	23682	2764573	17315	Warranty	SELECTOR LEVER MODULE ELECTRICAL FAULT	
030457976	08/13/2003	81.70	23682	4301573	17315	Warranty	SENSOR, BRAKE FLUID LEVEL ELECTRICAL FAULT	
030457976	08/13/2003	374.00	23682	4318173	17315	Warranty	CONTROL UNIT, TRACTION SYSTEMS ELECTRICAL FAULT	
030457976	08/13/2003	48.26	23682	4895027	17315	Warranty		
030457976	08/13/2003	169.42	23682	8607309	17315	Warranty	NOZZLE, WINDSHIELD WASHING SYSTEM, TAILGATE/TAILOUT SURFACE DAMAGE	
029958425	06/20/2003	110.50	20242	2140000	17302	Warranty	EMGSVCE SPECIAL REGULATION	
029788458	05/29/2003	286.25	19109	2184700	17315	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	
029788458	05/29/2003	55.20	19109	8060273	17315	Warranty	TRANSMITTER, INFRARED/RADIO REMOTE CONTROL ELECTRICAL FAULT	
029330231	03/27/2003	67.50	15622	8246507	17315	Warranty	SWITCH, ELECTRIC ACTUATION OF OUTSIDE MIRROR CRACKED	
029358627	03/27/2003	18.40	15622	8211138	17315	Warranty	FOG LAMP LOOSE	
029148079	03/03/2003	195.60	14532	8239873	17315	Warranty	CONTROL UNIT, COMBINED FUNCTION, AAM ELECTRICAL FAULT	

## Warranty History

Vin Dbag 1631741A268341

Claim#	Date	Amount	Mileage	Dmgcd1	Dealer	Type	Description	Advisor
029148079	03/03/2003	249.00	14532	8325836	17315	Warranty	BLOWER MOTOR, MODULE BOX/CONTROL UNIT BOX NOISE	
029148079	03/03/2003	207.00	14532	8340836	17315	Warranty	CIRCULATING PUMP HEATER NOISE	
029148079	03/03/2003	150.80	14532	8834436	17315	Warranty	BOTTOMING PROTECTION NOISE	
028654922	12/20/2002	375.25	10763	1832550	17315	Warranty	OIL LEVEL SWITCH, OIL PAN SHOWS INCORRECT READINGS	
028654922	12/20/2002	149.80	10763	2183700	17315	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "A" SPECIAL REGULATION	
028654922	12/20/2002	115.80	10763	8060273	17315	Warranty	TRANSMITTER, INFRARED/RADIO REMOTE CONTROL ELECTRICAL FAULT	
028654922	12/20/2002	208.20	10763	8110138	17315	Warranty	OUTSIDE MIRROR LOOSE	
028654922	12/20/2002	30.82	10763	8275736	17315	Warranty	CD/DVD CHANGER NOISE	
028660871	12/20/2002	0	10763	8275774	17315	Warranty	CD/DVD CHANGER CONTACT FAULT/OPEN CIRCUIT	
028814280	12/20/2002	73.60	10763	8288673	17315	Warranty	DVD PLAYER ELECTRICAL FAULT	
028358764	11/08/2002	432.15	8465	4211436	17315	Warranty	BRAKE PAD, FRONT NOISE	
028358764	11/08/2002	651.60	8465	8210153	17315	Warranty	HEADLAMP UNIT INSUFFICIENT EFFECT/POWER	
028358764	11/08/2002	55.20	8465	8211174	17315	Warranty	FOG LAMP CONTACT FAULT/OPEN CIRCUIT	
028358764	11/08/2002	80.10	8465	8331107	17315	Warranty	FRESH AIR NOZZLE (CENTER) CRACKED	
028211296	10/18/2002	2353.70	7273	4700119	17315	Warranty	FUEL TANK UNDER STRESS/WARPED	
027923117	09/03/2002	88.68	6634	0912304	17315	Warranty	ENGINE BLEEDER HOSE LEAKY	
027923117	09/03/2002	410.20	6634	0917592	17315	Warranty	MASS AIR FLOW SENSOR SHORT CIRCUIT	
027923117	09/03/2002	202.02	6634	7212136	17315	Warranty	LOCKING EYE, FRONT DOOR NOISE	
027118325	05/08/2002	40.00	4809	2140000	34107	Warranty	EMGSVCE SPECIAL REGULATION	
027118325	05/08/2002	0	4809	8243673	34107	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT ELECTRICAL FAULT	
027141560	05/08/2002	89.80	4809	8243673	34107	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT ELECTRICAL FAULT	
026892228	04/05/2002	185.20	1155	4000720	17315	Warranty	BALANCING WEIGHT/HOLDING SPRING OUT-OF-ROUND/UNBALANCED	
026945755	04/01/2002	0	391	2151700	17315	Warranty	VIDEO SYSTEM INSTALLATION, M-CLASS SPECIAL REGULATION	
026805202	03/22/2002	300.00	387	2151700	17315	Warranty	VIDEO SYSTEM INSTALLATION, M-CLASS SPECIAL REGULATION	
026805202	03/22/2002	222.40	387	5428353	17315	Warranty	OPERATING UNIT TRIP COMPUTER INSUFFICIENT EFFECT/POWER	
026805202	03/22/2002	0	387	2151700	17315	Warranty	VIDEO SYSTEM INSTALLATION, M-CLASS SPECIAL REGULATION	
026805202	03/22/2002	300.00	387	2151700	17315	Warranty	VIDEO SYSTEM INSTALLATION, M-CLASS SPECIAL REGULATION	
026719845	03/15/2002	88.00	1	2185202	17315	Warranty	DEALER PRE-DELIVERY INTERNAL LEAKAGE	
026754184	03/15/2002	27.70	138	8241038	17315	Warranty	WINDOW LIFTER SWITCH GROUP LOOSE	
024498487	04/04/2001	96.80	1	2185201	17315	Warranty	DEALER PRE-DELIVERY FOLLOW-UP OPERATIONS	

2/15/2008

# Customer Assistance Referral

CA Ref ID: 177561 Priors: Both Open Date: 03/02/2005 Status: CLS Last Update: 04/13/2005

Address: 212 9Th St. Apt. 4B

Title:

Phone:

Residence

City: Jersey City

NJ

Corres ID:

Agent: Ed Duffy

Phone: 6296

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: 14310

MERCEDES-BENZ OF MIA

MIAMI

FL

Sell Retailer: 14310

MERCEDES-BENZ OF MIA

MIAMI

FL

Disp Amt:

Corr Fwd: N

Mailgram Sent: N

Grp	Fail	Major	Minor	Rsl
07	04	2	3	09

DBAG VIN: 1631741

Model: ML55

2001

World VIN: 4JGAB74E11A

Mileage: 73000

Engine Number: 11398160023251

Prod Date: 02/22/2001

Warranty Start Date: 03/22/2001

Close Agent:

Field Closing Date: 04/13/2005

Close With: D

Close By: M

Close How: V

Owner Satisfied: N

## Involved Information

>	- Owner,	Jersey City, NJ
	Primary	Residence
	Secondary	Residence
	Secondary	Residence
	Secondary	Mobile
	Secondary	Residence
	Secondary	Business
	Expired	Residence
	Expired	Business

## Customer Assistance Referral -- Full Notes

**Open Date:** 03/02/2005 14:27:42    **Agent:** Ed Duffy    **Phone** 6296    **Note Type:** PC  
Primary Phone: 2014133754  
Current Mileage: 73000  
Warranty Start Date: 03/22/2001  
Previous CA Referrals:

Previous Summary Notes: 406637, 636176

██████████ called stating that he purchased this vehicle directly from MBC at the Manheim Auction in Dec. 2004 allegedly with approximately 68,000 miles.

Customer stated that shortly after purchase he allegedly experienced a brake line failure while driving, and had the vehicle towed to #56113 who allegedly made the repair at a discount for the customer. Customer is alleging that the dealer advised him this should not have happened and advised him to contact MBC. Customer stated he contacted MBC and spoke with Jay who allegedly advised him to call the CAC.

Customer stated his normal service dealer is Helms Bros., Bayside NY and stated they allegedly refuse to touch his vehicle, alleging that there is a mileage discrepancy and as stated by the customer "the odometer has been rolled back" and it is a Federal offence for them to work on the vehicle. Customer stated he also contacted the Manheim Auction regarding the alleged mileage discrepancy and was advised to contact MBC also to resolve and stated he was told by Manheim that if they were to document the concern they would have to allegedly file a police report as the first step.

Customer stated he has been referred to MBUSA to investigate and resolve along with his request to receive compensation for the cost he paid for the brake line repair.

**Open Date:** 03/11/2005 10:30:00    **Agent:** Arnold Almaguer    **Phone** 4621    **Note Type:** PC

██████████ called requesting a status about his case. The customer claims he hasn't heard from anyone.

Writer advised that our records reflect that his concerns are being reviewed with our Regional Manager and the Service Manager. Writer explained that his point of reference is the Service Manager.

Customer then stated that he spoke with the Service Manager yesterday. Customer claims the Service Manager didn't know anything about the odometer concern.

Writer advised that his comments are duly noted and shared appropriately.

**Open Date:** 03/11/2005 10:47:01    **Agent:** Arnold Almaguer    **Phone** 4621    **Note Type:** PC

██████████ is adamant that his vehicle's odometer has been "rolled back". The customer claims he visited Helms Bros. and they allegedly advised him that at one time during the service history the vehicle had 68,000 and then the next visit after that it allegedly had 65,000 miles. The customer claims Helms Bros. gave him copies of the service history for this vehicle that is out of the Limited New Vehicle Warranty. Writer advised customer to fax info to 201-476-6213.

**Open Date:** 03/11/2005 11:06:47    **Agent:** Arnold Almaguer    **Phone** 4621    **Note Type:** PC

Writer consulted with SPOM. Per VMI, when vehicle was under our Limited New Vehicle Warranty, there was no mileage discrepancies.

**Open Date:** 03/11/2005 11:44:51    **Agent:** Arnold Almaguer    **Phone** 4621    **Note Type:** PC

Writer checked Car Fax which states: "...it has a consistent mileage history with no indication of an odometer rollback...last odometer reading reported on 11/16/04 was 62,000 miles".

**Open Date:** 03/14/2005 13:57:23    **Agent:** Ed Duffy    **Phone** 6296    **Note Type:** PC

Received copy of Manheim auction paper and copy of Netstar VMI from customer - left voice mail for SPOM and forwarding papers received to SPOM via fax.

**Open Date:** 03/24/2005 14:01:35    **Agent:** TED ZAWACKI    **Phone**    **Note Type:** RC

SPOM reviewed car fax and VMI. Reviewed also with MB Legel (A Zeph)  
VMI and car fax are fine.

TTC customer N/A left voice mail asking customer to call. SPOM will explain MBUSA position no mileage rollback recorded. If customer feels mileage has been rolled back they should contact seller.

**Open Date:** 03/24/2005 14:59:19    **Agent:** Patricia Murdy    **Phone** 6394    **Note Type:** PC

Customer called requesting phone number for Ted Zawacki. Customer stated he left him a message and provided a phone number with no extension. Writer declined to provide customer with number. Writer left voice mail for Ted requesting he call customer.

Open Date: 03/24/2005 15:23:50 Agent: TED ZAWACKI Phone Note Type: RC

SPOM spoke to [REDACTED] explained to customer that VMI mileage is in line and indicates no mileage discrepancies. If customer has indication of mileage discrepancies he would need to take it up with whom he purchased vehicle from. SPOM and SM Harold King reviewed Brake line Dealer gave customer 10 % discount.

Open Date: 04/13/2005 14:27:25 Agent: TED ZAWACKI Phone Note Type: RC

SPOM spoke with Harold King . Harold will return parts to customer . SPOM spoke to customer who feels odometer is no true mileage . SPOM checked VMI and Car Fax . Suggested to customer if he feels the mileage is not true he need to speak with co. who sold him the vehicle.  
Dealer and MBUSA will not participate in PGW as customer will pursue roll back with seller. SPOM spoke to Harold King and asked that he return parts to customer.

## Warranty History

Vin Dbag 1631741A258676

Claim#	Date	Amount	Mileage	Dmgcd1	Dealer	Type	Description	Advisor
034808123	02/17/2005	1804.29	73115	4648104	56106	Warranty	RACK AND PINION STEERING LEAKY	
034808123	02/17/2005	467.08	73115	4650104	56106	Warranty	POWER STEERING PUMP, POWER/HYDRAULIC STEERING LEAKY	
034213621	12/07/2004	302.26	72541	4650104	56106	Warranty	POWER STEERING PUMP, POWER/HYDRAULIC STEERING LEAKY	
032275242	03/27/2004	152.20	72446	4695027	51147	Warranty		
032357730	03/15/2004	50.00	72246	2140200	51209	Warranty	SIGN AND DRIVE, "JUMPSTART" SPECIAL REGULATION	
031722588	01/20/2004	50.00	72119	2140100	51142	Warranty	SIGN AND DRIVE, "FLATTIRE" SPECIAL REGULATION	
029192803	02/27/2003	113.50	56187	8243674	51209	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT CONTACT FAULT/OPEN CIRCUIT	
029098085	02/13/2003	359.10	49938	2184700	51147	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	
028337034	11/06/2002	717.25	49110	2400506	03703	Warranty	ENGINE MOUNT, FRONT BROKEN	
028337034	11/06/2002	2592.31	49110	2740116	03703	Warranty	SHIFT VALVE BODY/ELECTRO-HYDRAULIC, CONTROL UNIT LOCKS UP/EXCESSIVE RESISTANCE	
028337034	11/06/2002	252.40	49110	2816473	03703	Warranty	SERVO MOTOR, TRANSFER CASE ELECTRICAL FAULT	
028337034	11/06/2002	177.30	49110	5020104	03703	Warranty	COOLANT HOSE, THERMOSTAT-RADIATOR LEAKY	
028337034	11/06/2002	109.60	49110	6802106	03703	Warranty	GLOVE COMPARTMENT BROKEN	
028337034	11/06/2002	419.33	49110	8601104	03703	Warranty	FLUID TANK, WINDSHIELD WASHER/HEADLAMP CLEANING SYSTEM LEAKY	
028337034	11/06/2002	2502.33	49110	2740116	03703	Warranty	SHIFT VALVE BODY/ELECTRO-HYDRAULIC, CONTROL UNIT LOCKS UP/EXCESSIVE RESISTANCE	
027443405	06/25/2002	303.20	36976	0917573	14349	Warranty	MASS AIR FLOW SENSOR ELECTRICAL FAULT	
027443405	06/25/2002	393.70	36976	2184700	14349	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	
027443405	06/25/2002	105.80	36976	8601104	14349	Warranty	FLUID TANK, WINDSHIELD WASHER/HEADLAMP CLEANING SYSTEM LEAKY	
027443405	06/25/2002	150.00	36976	9980001	14349	Warranty	ROADSIDE AND MOBILITY ASSISTANCE (BREAKDOWN) FOLLOW-UP OPERATIONS	
026894808	04/09/2002	50.00	30080	2140200	56106	Warranty	SIGN AND DRIVE, "JUMPSTART" SPECIAL REGULATION	
026280968	01/08/2002	267.00	20258	4210136	34208	Warranty	BRAKE DISC, FRONT NOISE	
026141644	12/18/2001	277.25	18762	2184700	34208	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	
025891995	11/08/2001	0	16159	8243673	51209	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT ELECTRICAL FAULT	
025923628	11/08/2001	72.80	16159	8243673	51209	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT ELECTRICAL FAULT	
024456601	03/22/2001	79.00	1	2185202	14310	Warranty	DEALER PRE-DELIVERY INTERNAL LEAKAGE	
024289796	02/27/2001	86.90	1	2185201	14310	Warranty	DEALER PRE-DELIVERY FOLLOW-UP OPERATIONS	

## Summary Note Information

Mercedes Benz of U.S.A

**Note ID** 706709 **Cus Ident** 26410757 **Legal** **Note Type** Summary Note  
**Customer** [REDACTED]  
**Address** [REDACTED]

Brooklyn NY [REDACTED]

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

**Assign Dlr** 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY  
**Sell Dlr** 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY  
**Last Sell Dlr** 56113 MERCEDES-BENZ MANHATTAN NEW YORK NY

**Note to Market Ind:** **Amount**

**Vehicle Information**

**DBAG Vin** 1631751A [REDACTED] **World Vin:** 4JGAB75E02A [REDACTED]  
**Mileage** 34773 **Prod Date** 8/25/2001 **Warr Date** 10/5/2001 **Model** ML500 2002

**General Issues:**

Code Description	Sub Code Description	Updated Date & Time	Updated BY	Phone
Dealer Sales	Commitments Not Fulfilled As Promised	02/18/2004 14:48:38	Honora Duffy	6307
Dealer Service	Overall Dissatisfaction with Service	02/18/2004 14:48:48	Honora Duffy	6307
	Alternate Transportation Issues	02/18/2004 14:48:48	Honora Duffy	6307

**Summary Notes**

2/18/2004 14:48:31 Honora Duffy 6307

[REDACTED] called - she/her husband purchased this car from MB Manhattan & she claims "at time of sale we were promised that no matter what we would always get loaner if we needed service/repairs"

"This weekend the brake fluid leaked in car - it was towed to Union dealership. I'm told that they don't know when they can get to vehicle because they are busy & have to order parts- also they won't provide us with loaner?"

"I was misrepresented by MB Manhattan when we purchased this car!"

I sympathized with customer, but confirmed that per warranty book MBUSA does not provide free loaner cars under the terms of the warranty.

I told her that MB dealers are privately owned and set their own individual policies on loaner cars. Even if car is towed into dealer on emergency basis, does not guarantee that it will be fixed immediately if dealer is booked sol with other appointments.

I told customer if she/her husband has issue on loaner car policy and alleged promised made to her @time of sale, she needs to take this up with selling dealer.

I also told her if she has issue with how long it's going to take Union dealer to fix her car & why they won't provide free loaner - she needs to take that up with Service Manager @that dealer.

## Summary Notes

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2/18/2004 15:04:42 Honora Duffy 6307

I spoke to Patrick Hunter - he already spoke to customer about this (she came yelling at top of lungs into Service area of dealership over this & Patrick had to handle her).

Patrick told her there was no promise made that no matter where she goes she will get free loaner. He also confirmed what I told her -

Customer has been a challenge - dealer (even though they don't normally negotiate used car sale) already gave them \$3,000 off price of car to try to keep her happy. customer wanted free teddy bear as well & made scene, calling Ralph Fisher.

Dealer also ordered her few extra keys at no charge to keep her happy & feel they have gone beyond call of service for her.

Patrick told her that if she's not happy with Union - she can have car towed back to MB Manhattan (at her cost) and they will be happy to give her loaner. However, Union may not agree to this as they have already diagnosed and ordered parts.

2/18/2004 15:27:33 Honora Duffy 6307

I called Guido in Union - we confirmed that car was towed to Edison. We conferenced with Mark in Edison - he said that car was towed Monday & they are already working on it.

Dealer found fuel line and brake line rubbing together which caused brake line to leak. Dealer ordered parts - ne fuel line came in today and tech is working on car, but unfortunately brake line is on back order.

I told Mark/Guido that this was head's up that customer called Home Office and Selling Dealer - upset with no loaner car policy. Customer advised that dealer is not required to provide free loaner under warranty & that the wife/husband are very upset.

2/15/2008

# Customer Assistance Referral

CA Ref ID: 181080    Priors: Both    Open Date: 06/24/2005    Status: CLS    Last Update: 06/30/2005

[Redacted]

Address: [Redacted]

Title:  
Phone: [Redacted]

Residence

City: Jersey City    NJ [Redacted]

Corres ID:

Agent: Ed Duffy    Phone: 6296    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: 14310    MERCEDES-BENZ OF MIA    MIAMI    FL

Sell Retailer: 14310    MERCEDES-BENZ OF MIA    MIAMI    FL

Disp Amt:    Corr Fwd: N    Mailgram Sent: N

Grp	Fail	Major	Minor	Rst
07	04	2	3	09

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

World VIN: 4JGAB74E11A [Redacted]

Mileage: 73559    Engine Number: 11398160023251

Prod Date: 02/22/2001    Warranty Start Date: 03/22/2001

Close Agent:    Field Closing Date: 06/30/2005

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

## Involved Information

>	[Redacted] - Owner, [Redacted] Jersey City, NJ [Redacted]
	Primary    Residence
	Secondary    Residence
	Secondary    Residence
	Secondary    Mobile
	Secondary    Residence
	Secondary    Business
	Expired    Residence
	Expired    Business

## Customer Assistance Referral -- Full Notes



**Open Date:** 06/24/2005 11:38:05    **Agent:** Ed Duffy    **Phone** 6296    **Note Type:** PC  
**Primary Phone:** 2014133754  
**Current Mileage:** 73559  
**Warranty Start Date:** 03/22/2001  
**Previous CA Referrals:** 177561

Previous Summary Notes: 406637, 636176, 823102

Please see prior referral # 177561

Customer called today stating he was contacted by NHTSA to follow up on his concern with the alleged ruptured brake line and alleged mileage discrepancy.

Customer stated the mileage concern is being addressed to his satisfaction with the appropriate parties, but alleges he is still being requested to pay for the brake line repair.

Writer contacted SPOM and was advised that this referral should be opened to address the concern of the alleged ruptured brake line.

**Open Date:** 06/24/2005 18:56:56    **Agent:** TED ZAWACKI    **Phone**    **Note Type:** RC  
 SPOM and dealer inspected part . No Post Goodwill assistance as customer was claiming a mileage discrepancy with vehicle. SPOM spoke with customer on last contact and advised customer that he needed to straighten out the so-called mileage problem with auction vehicle was purchased from. Customer advised SPOM he would do so. New vehicle warranty has expired on this vehicle dealer SM Patrick Miglori and CRM Harold King reviewed customers request for GW assistance and denied . MBUSA will honor dealers decision on this decision. SPOM asked Dealer to return the customer the part that was left at the dealer for inspection..

**Open Date:** 06/27/2005 12:00:45    **Agent:** Lois Grillo    **Phone** 4627    **Note Type:** PC  
 Customer called back looking for a follow up. Writer referred customer to S/M or CRM at dealership for his request for P/W/C.

### Warranty History

Vin Dbag 1631741A [REDACTED]

Claim#	Date	Amount	Mileage	Dmgcd1	Dealer	Type	Description	Advisor
034808123	02/17/2005	1804.29	73115	4648104	56106	Warranty	RACK AND PINION STEERING LEAKY	
034808123	02/17/2005	467.08	73115	4650104	56106	Warranty	POWER STEERING PUMP, POWER/HYDRAULIC STEERING LEAKY	
034213621	12/07/2004	302.26	72541	4650104	56106	Warranty	POWER STEERING PUMP, POWER/HYDRAULIC STEERING LEAKY	
032275242	03/27/2004	152.20	72446	4695027	51147	Warranty		
032357730	03/15/2004	50.00	72246	2140200	51209	Warranty	SIGN AND DRIVE, "JUMPSTART" SPECIAL REGULATION	
031722588	01/20/2004	50.00	72119	2140100	51142	Warranty	SIGN AND DRIVE, "FLATTIRE" SPECIAL REGULATION	
029192803	02/27/2003	113.50	56187	8243674	51209	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT CONTACT FAULT/OPEN CIRCUIT	
029098085	02/13/2003	359.10	49938	2184700	51147	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	
028337034	11/06/2002	717.25	49110	2400506	03703	Warranty	ENGINE MOUNT, FRONT BROKEN	
028337034	11/06/2002	2592.31	49110	2740116	03703	Warranty	SHIFT VALVE BODY/ELECTRO-HYDRAULIC, CONTROL UNIT LOCKS UP/EXCESSIVE RESISTANCE	
028337034	11/06/2002	252.40	49110	2816473	03703	Warranty	SERVO MOTOR, TRANSFER CASE ELECTRICAL FAULT	
028337034	11/06/2002	177.30	49110	5020104	03703	Warranty	COOLANT HOSE, THERMOSTAT-RADIATOR LEAKY	
028337034	11/06/2002	109.60	49110	6802106	03703	Warranty	GLOVE COMPARTMENT BROKEN	
028337034	11/06/2002	419.33	49110	8601104	03703	Warranty	FLUID TANK, WINDSHIELD WASHER/HEADLAMP CLEANING SYSTEM LEAKY	
028337034	11/06/2002	2502.33	49110	2740116	03703	Warranty	SHIFT VALVE BODY/ELECTRO-HYDRAULIC, CONTROL UNIT LOCKS UP/EXCESSIVE RESISTANCE	
027443405	06/25/2002	303.20	36976	0917573	14349	Warranty	MASS AIR FLOW SENSOR ELECTRICAL FAULT	
027443405	06/25/2002	393.70	36976	2184700	14349	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	

## Warranty History

Vin Dbag 1631741A [REDACTED]

Claim#	Date	Amount	Mileage	Dmgcd1	Dealer	Type	Description	Advisor
027443405	06/25/2002	105.80	36976	8601104	14349	Warranty	FLUID TANK, WINDSHIELD WASHER/HEADLAMP CLEANING SYSTEM LEAKY	
027443405	06/25/2002	150.00	36976	9980001	14349	Warranty	ROADSIDE AND MOBILITY ASSISTANCE (BREAKDOWN) FOLLOW-UP OPERATIONS	
026894808	04/09/2002	50.00	30080	2140200	58108	Warranty	SIGN AND DRIVE, "JUMPSTART" SPECIAL REGULATION	
026280968	01/08/2002	267.00	20258	4210136	34208	Warranty	BRAKE DISC, FRONT NOISE	
026141644	12/18/2001	277.25	18762	2184700	34208	Warranty	FLEXIBLE SVC SYSTEM (FSS) SERVICE "B" SPECIAL REGULATION	
025891995	11/08/2001	0	16159	8243673	51209	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT ELECTRICAL FAULT	
025923628	11/08/2001	72.80	16159	8243673	51209	Warranty	SINGLE SWITCH ELECTRIC WINDOW OPENER, FRONT ELECTRICAL FAULT	
024456601	03/22/2001	79.00	1	2185202	14310	Warranty	DEALER PRE-DELIVERY INTERNAL LEAKAGE	
024289796	02/27/2001	86.90	1	2185201	14310	Warranty	DEALER PRE-DELIVERY FOLLOW-UP OPERATIONS	

PE08-002: Attachment 3, Request No. 4:  
Complaint and Field Report Data

**FIELD REPORTS**

**WhS title: DELFI: 240071599\*\*ML 500\*\*hydraulic system, system  
brake line leaky/noises**

**Workshop title: DELFI: 240071599\*\*ML 500\*\*hydraulic system,  
system brake line leaky/noises**

<b>Case no.</b>	240071599
<b>Date</b>	4/28/05 6:40 PM
<b>Creation date</b>	4/28/05 12:00 AM
<b>WhS editor</b>	La Duca, James +1 201 5736180
<b>Reply date</b>	4/28/05 6:40 PM
<b>VIP customer</b>	[-]

Vehicle	
Vehicle model	ML 500
FIN	N/A163.175-1A-322145
Mileage (km)	0
Mileage (mi)	0
Operating hours	
Initial registration date	
Engine no.	113.965-30-342218
Transmission no.	722.666-03-284726
Major assembly no.	--
Production date	11-30-2001

Dealer			
Operating data		Contact person	
Dealer no..	05146	Name	DALATI, SAM
Name	MILLER-DM, INC.	E-mail	
Address	9250 BEVERLY BOULEVARD	Phone no..	+1
	90210 BEVERLY HILLS	Fax no..	+1
		Mobile no..	+1

Case data			
4/28/05 6:40 PM	Close WhS	JLADUCA(La Duca, James)	
-			
4/28/05 6:40 PM	Feedback workshop->WhS	JLADUCA(La Duca, James)	

	Feedback not required Resolution had to be varied		
DELFI - Feedback: Dealer found metal braided fuel line touching adjacent brake line causing fluid leak. Dealer replaced brake line and repositioned fuel hose to prevent them from touching. (RLJ 4/28/05) DELFI-Migration at 040106			
4/28/05 12:00 AM	Reply WhS->workshop Feedback not required	JLADUCA(La Duca, James)	[X] Sent
DELFI - Measures suggested: Replaced brake line and repositioned fuel line so the two do not touch. (RLJ 4/28/05)			
4/28/05 12:00 AM	Case created in WhS	JLADUCA(La Duca, James)	
Customer complaint:  DELFI - Complaint: hydraulic system, system brake line leaky/noises / Brake fluid level low, leak in engine compartment.  Action performed:  DELFI - Measures taken: Dealer found leak in metal brake line. Fuel line that connects to fuel rail was touching adjacent metal brake line and wore through causing leak.			

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
<input type="checkbox"/> Vehicle broken down <input type="checkbox"/> Vehicle unfit to drive <input type="checkbox"/> Fault is reproducible. <input type="checkbox"/> Inspector required <input type="checkbox"/> Repeat repair			

Symptoms
Chassis / suspension / Brake system / Service brake / Brakes Hydraulic System / brake line leaky/noises

**Workshop title: A316260**

<b>Case no.</b>	240551703
<b>Date</b>	7/11/06 12:41 PM
<b>Creation date</b>	7/10/06 9:30 PM
<b>WhS editor</b>	online, online
<b>VIP customer</b>	[--]

Vehicle	
Vehicle model	
FIN	4JG163.175-1A-316260
Mileage (km)	111614
Mileage (mi)	69354
Operating hours	
Initial registration date	12-20-2001
Engine no.	--
Transmission no.	--
Major assembly no.	--
Production date	

Dealer			
Operating data		Contact person	
Dealer no..	67264	Name	
Name	Mercedes-Benz of Devon	E-mail	
Address	214 West Lancaster Avenue	Phone no..	
	PA 19333 Devon	Fax no..	
	United States	Mobile no..	

Case data			
7/11/06 12:41 PM	Close WhS	d7oonlin(online, online)	
-			
7/11/06 12:41 PM	Close workshop	d7oonlin(online, online)	
-			
7/11/06 12:41 PM	Feedback workshop->WhS Feedback not required Resolution was effective	d7oonlin(online, online)	
T/S inspected fuel line and brake line are chaffing together causing damage to both lines near master cylinder. Replaced fuel line and brake pipe from master cylinder to abs pump and separate lines with a plastic line holder to			

resolve future rubbing			
7/11/06 12:41 PM	Reply WhS->workshop Feedback not required	d7oonlin(online, online)	[X] Sent
Default: As this is Online Case			
7/11/06 12:41 PM	Case created in WhS	d7oonlin(online, online)	
Customer complaint:			
FUEL LINE IS RUBBING AGAINST BRAKE LINE NEAR MASTER CYLINDER AND IS CUTTING A GROOVE IN BOTH LINES			
Action performed:			
T/S INSPECTED VEHICLE AT DEALER AND SUGESTED REPLACEMENT OF BOTH LINES AND USING A000 995 2361 AND A00 995 6665 STANDOFF CLIP TO KEEP TWO LINES FROM RUBBING TOGETHER IN FUTURE. SERV MANAGER WILL GOODWILL REPAIR THIS VISIT			

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
<input type="checkbox"/> [-] Vehicle broken down <input type="checkbox"/> [-] Vehicle unfit to drive <input type="checkbox"/> [-] Fault is reproducible. <input type="checkbox"/> [-] Inspector required <input type="checkbox"/> [-] Repeat repair			

Symptoms
Power generation / fuel system / fuel tank / Tank Leaks

PE08-002: Attachment 4, Request No. 5:  
Warranty Data

See Attached Disc